

Dear Mary Wade families,

This week we learned that there was a Mary Wade resident in our Boardman Residential Care Home who tested positive for the coronavirus (COVID-19). This is our first confirmed case of COVID-19 and we anticipate additional new cases to follow.

The resident is being treated and we wish them a full and speedy recovery. We have notified the public health officials as required and are adhering to strict procedures which follow the guidance from the Centers for Disease Control and Prevention (CDC).

We are taking every step as recommended by authorities to contain the spread. We want to make residents, their families, our dedicated staff, and our community aware of this situation and reassure everyone that we are on top of the situation.

Ensuring the anonymity of individuals who have tested positive for COVID-19 is important so that they can focus fully on their health and the care they need. While, at the same time, we are protecting our residents and their families, our staff and the community-at-large as we all work together to mitigate the potential impact of this virus.

Thank you.

Sincerely,

David V. Hunter
President & CEO

Stan DeCosta
Executive Director

Daily Family Update – Monday, April 6, 2020

Dear Mary Wade Families,

We had a great video conference call yesterday with 52 participants on the call. I want to thank you for your expressions of support and encouragement as we care for your loved ones during this Coronavirus pandemic.

During our call I mentioned that we would be sending out Daily Updates to you regarding life here on campus including important items of interest during this time. Yesterday's call provided us with a number of good discussions that we thought worth repeating and we will do that in these updates.

Positive Covid-19 Cases

We have identified 8 positive cases of Covid-19 in residents in our Boardman Residential Care Home. They have been transferred to Yale New Haven Hospital and are on the mend. Presently, all Boardman residents are asked to remain in the rooms as much as possible.

Joy Rembert and her staff will contact family members of those residents who go to the hospital.

Presently, we have 1 positive case in the skilled nursing Kimberly Wing and we are testing three others. The resident who tested positive is isolated in a private room. You will be notified if we are testing your loved one in Kimberly.

Return to Mary Wade

Boardman residents who are positive for Coronavirus and in the hospital can return to Mary Wade after two negative tests.

Should a resident in our skilled nursing Kimberly Wing develop symptoms of the virus, they will be immediately transferred to a private room and cared for in place with nursing staff in full PPE (personal protection equipment). We will treat *in place* as long as we are able. Now is a good time to review Advance Directives.

UPDATE ON PREVIOUS DIRECTIVE REGARDING OTHER FACILITIES

Update to our notice sent on March 30 regarding positive Covid-19 nursing home residents transferred to other facilities around the State, confirm that Mary Wade be able to care for our skilled nursing residents at Mary Wade. They will NOT be transferred to another facility contrary to that original directive put out by the CT Department of Health.

PPE – Personal Protection Equipment

A note on PPE. We continue to order gloves, masks, gowns and other Personal Protective Equipment (PPE) required to adhere to infection control mandates and guidelines with the latest update from the CDC on Friday, all residents will now be required to wear cloth masks, particularly when health care workers enter their rooms.

Please keep in mind that supplies are low and we are dealing with it to the best of our ability. While we have received more than 100 masks already donated by our generous community, we can use more. Masks can be dropped off in the outside foyer of our main entrance.

Future Daily Updates will provide you with information regarding Advance Directives, Power of Attorney and Healthcare Representatives, hospice care, “do not transport” directives, regular medical procedures, and more.

If you have a particular question you would like us to respond to, please send your questions to Lisa Hottin at lhottin@marywade.org.

Thank you for allowing us to care for your loved one. We take that responsibility very seriously.

Stay well,

David V. Hunter

President & CEO

Daily Family Update – Tuesday, April 7, 2020

Dear Mary Wade Families,

I had to share with you the photo above. Family members of one of our residents used their creativity to bring joy and very special birthday wishes. Happily, life does go on at Mary Wade in the midst of diversity.

Covid-19 Positives

Today we have 8 residents from the Boardman Residential Care transferred to the hospital. All have test positive for Covid-19 and will remain in the hospital until they receive 2 negative test results.

One resident in the Kimberly Skilled Nursing Wing has tested positive and has been isolated in a private room.

Testing for Coronavirus

Residents are tested for Coronavirus if they exhibit symptoms. The turnaround time for test results can take up to 3 days.

Advance Directives

These are stressful times. You are separated from your loved ones to protect their health and yours. You are worried about what might happen if they become ill. One thing you can do is make sure that your loved one's health care wishes are known and honored and that their finances can be managed.

This might be a good time to review the advance directives your family prepared in advance of ill health that determines your loved one's healthcare wishes.

Atty. Marilyn Toland will explain how these legal documents called advance directives protect finances and the ability to make health care decisions. Join the 30 minute webinar and learn:

- What document ensures that health care wishes are honored?
- How can your bills get paid if you become ill?
- How Connecticut's law has changed?
- Are the documents you have still valid?
- How can documents be notarized remotely?

Marilyn is a former member of Mary Wade's Board of Trustees, a graduate of Yale Law School and an attorney with 30 years of experience in elder law and advance planning. Her firm's

mission is to help clients hold on to what they've got, care for the ones they love and create a meaningful legacy.

“Advance Directives: Make Sure Your Loved One’s Wishes are Honored”

Thursday, April 9 at 12:00 p.m.

REGISTER BUTTON

Learn how to protect yourself and your loved ones by making sure their legal documents are in order. There will be an opportunity for questions and answers at the end of the call. Plus Atty. Toland will have a special offer for attendees.

Thank you for your support and for sharing your loved one with us.

Stay well,

David V. Hunter

President & CEO

Daily Family Update – Tuesday, April 8, 2020

[HEROES BANNER??]

Dear Mary Wade Families,

Before I provide you with some of today's update, I want to remind you of tomorrow's webinar with elder lawyer Marilyn Toland from Toland Law Firm. Yesterday, I provided a description of the presentation. There is still time to reserve a spot:

“Advance Directives: Make Sure Your Loved One's Wishes are Honored”

Thursday, April 9 at 12:00 p.m.

REGISTER

Learn how to protect yourself and your loved ones by making sure their legal documents are updated and in order. There will be an opportunity for questions and answers at the end of the call. Plus Atty. Toland will have a special offer for attendees.

Covid-19 Positives

I am sad to report that yesterday, we witnessed the passing of one of our long term Kimberly residents. Our hearts and prayers go out to his family.

We have two Kimberly residents who are positive. One is being treated in place and the other resident was transferred to the hospital.

A Boardman resident was admitted to the hospital this morning to bring the total to 9 Boardman residents being cared for at Yale New Haven Hospital.

We continue to improve and double up on our infection control practice and procedures to best stem the infection rate. We have designated staff on each floor of our Boardman Residence to monitor use of the lavatories and to ensure the thorough cleaning after each and every use.

Our Heroes

Our staff are the definition of a “hero”. They show up, suit up and provide amazing care to our residents. They are nurses, LPN's, CNA's, therapists, social workers, housekeepers, drivers, clerical support and facilities workers. They are led by the tireless leadership of Kara Taylor, Director of Clinical Services and Stan DeCosta, Executive Director. I am indebted to all of them and recognize their heroism in the face of diversity.

Telemedicine

By necessity, our medical rounds are being conducted via “telemedicine”. Our nurses and residents connect with physicians using video conference tools. Our weekly wounds rounds are still conducted in person by our doctors.

Census 2020

Mary Wade responds to the Census for all of its residents with the exception of short term rehab clients.

Thank you for your support and for sharing your loved one with us.

Stay well,

David V. Hunter

President & CEO

Daily Family Update – Thursday, April 9, 2020

Dear Mary Wade Families,

Covid-19 Positives

No change from yesterday.

Holidays

Celebrating the Passover and Easter holidays this year will be different for all. We continue to enforce our strict “no visitors” policy, even during the holidays. **This policy includes the prohibition of residents going out to visit families at home. This policy includes both the skilled nursing center (Kimberly Wing) and the Residential Care Home (Boardman Residence).** Thank you for your cooperation.

Advance Directives

Today’s webinar on Advance Directives was informative and a reminder that this might be a good time to review your loved ones documents. You can contact **Molly Rego**, Mary Wade’s Social Worker, to review these documents. If you would like to speak directly with today’s presenter Marilyn Toland, **Esq.** you can email her at mtoland@tolandlawfirm.com or call 203-288-2957. **Click here** for the slide presentation. A recording for the presentation will be available in the coming days.

Do Not Transport

Also known as “Do Not Hospitalize”, these orders function primarily as a signal that hospitalization should be questioned and discussed with families when an acute event occurs. At Mary Wade, we contact the family to discuss the situation and next steps. There is no change to this procedure if the resident tests positive for COVID-19.

Alzheimer’s Support Group

We are now conducting our Alzheimer’s Support Group online. Caring for those with Alzheimer’s or other dementias brings its own unique challenges during the coronavirus pandemic. If you would like to join the call on Wednesday, April 15, contact Gail Donahue at gdonahue@marywade.org or at 203-562-7222.

Thank you for sending us your questions. Remember to direct them to **Lisa Hottin**.

On behalf of all of us at Mary Wade, I wish you a very blessed and joyful holiday and look forward to the day when we come together as a family and community again.

Most sincerely,

David V. Hunter, President & CEO

Daily Family Update – Friday, April 10, 2020

Dear Mary Wade Families,

I hope these daily communications have been helpful to you and your families. We will pause our daily updates this weekend so that you and your families can enjoy your Easter and Passover weekend. We will resume our updates on Monday. Of course, if there is anything that you should be aware of, you know that I will be sharing that information with you.

Covid-19 Positives

A resident from Mary Wade's Residential Care Home at Boardman was admitted to the hospital today with symptoms of the virus. This brings our total to 10 Boardman residents who are hospitalized. To return to Mary Wade, hospitalized residents must have two negative test results.

Families are notified promptly when staff identifies a resident with symptoms of coronavirus.

PPE and Infection Control

In a conference call today with officials from the Departments of Public Health for both the City of New Haven and the State of Connecticut, they confirmed that Mary Wade is doing all that we can to reduce exposure to the virus and following the recommendations set forth by the CDC and CMS. All staff are adhering to strict infection control procedures and wearing masks, gloves, face shields and gowns when and where required for their safety as well as the safety of our residents.

Disinfecting and cleaning procedures have been increased. In the Boardman Residence where the lavatories are shared, staff are thoroughly cleaning and disinfecting toilets, sinks, faucets and showers after each individual use.

We deeply appreciate the many donations of face shields, gowns, gloves, surgical and cloth masks. The outpouring of generosity has been overwhelming. We continue to need these critical personal protection equipment (PPE), especially gowns.

It's Worth Repeating: Alzheimer's Support Group

We are conducting our Alzheimer's Support Group online. Caring for those with Alzheimer's or other dementias brings its own unique challenges during the coronavirus pandemic. If you would like to join the call on Wednesday, April 15, contact Gail Donahue at gdonahue@marywade.org or at 203-562-7222.

Finally, thank you for your words of encouragement and support for our staff and the work that they do to care for your loved ones. We are honored to be entrusted with ensuring the health and safety of each and every one of our residents.

On behalf of all of us at Mary Wade, I wish you a very blessed and joyful holiday.

Most sincerely,
David V. Hunter
President & CEO

FREQUENTLY ASKED QUESTIONS (FAQs) RELATED TO PLAN FOR LONG-TERM CARE FACILITIES (LTCFs) DURING COVID-19 PANDEMIC

1. Will my family and I be told if there is a positive COVID-19 case in my nursing home?

During this public health emergency, the Connecticut Department of Public Health (DPH) recommends that residents and families be notified expeditiously by the nursing home when one or more residents test positive for COVID-19.

2. What is a COVID Recovery Facility?

DPH is planning to establish COVID Recovery Facilities.

- *Alternate COVID Recovery Facilities are alternate care sites that will accept COVID-positive patients discharged from the hospital who no longer need an acute hospital level of care, freeing up a hospital bed, and have a need for skilled nursing care or the need for additional support. These alternate care sites will be responsible for discharge planning and preparing patients for discharge into the community.*
- *COVID Recovery Facilities are existing nursing homes that will accept patients discharged from the hospital who previously resided in a nursing home but were denied re-admission to their original nursing home because of the facility's inability or incapacity to care for these patients who continue to be COVID positive.*

3. If my nursing home is chosen to be a COVID Recovery Facility, will I have to move to another nursing home?

You will be offered the opportunity to transfer to another facility if you do not have symptoms and test negative for COVID-19. If you test positive for COVID-19, your current nursing home will be able to care for you.

The Medical Director and the Director of Nursing will discuss decisions to transfer with residents and their families.

4. Can residents decline the move and opt to take on the risk?

A COVID-negative resident can discuss declining to transfer with the Medical Director and the Director of Nursing.

5. Will COVID-positive residents need to move to a COVID Recovery Facility?

COVID-positive residents can be cared for in their current nursing home. If they are hospitalized and ready for hospital discharge to nursing home level of care, they might be discharged to a COVID-Recovery Facility until ready for discharge back to their original facility, if possible, when COVID-negative.

6. If my nursing home is not one of the COVID Recovery Facilities, will I have to move to another nursing home?

No, you will not have to move to another nursing home.

7. Q - Are there procedures for transfers or discharges on both voluntary and involuntary basis?

Normally a nursing facility is required to give you, your guardian, conservator or legally liable relative a written notice and develop a plan with you, either A) transfer from one room to another within a facility; or B) transfer or discharge from one facility to another.

There are very few exceptions to the rules related to notice and transfer or discharge. One of these existing reasons for an exception for room to room transfer is infection control issues or other health/safety concerns, that could impact other individuals or if other individuals in the home could be endangered. If that is the case, under existing law, you may be transferred to another room with the right to notice and appeal after the fact, otherwise all existing regulations and procedures would apply.

Under the Executive Order and Commissioner's Order there may be situations involving a transfer to another facility when current procedures are waived or are done as soon as practicable, related only to transfers involving the COVID-19 Recovery Facilities, due to the Public Health crisis. Otherwise, the rules and process involving a transfer to another nursing home are unchanged.

If you are going to be asked to transfer from your room or nursing home, someone will discuss this with you. If it is due to infection control issues or other health/safety concerns that may impact other

individuals in the home who could be endangered, you may be transferred, and the existing regulations apply. This is not a new procedure or process and should follow the normal regulations.

8. Are residents in nursing homes that are not COVID Recovery Facilities being tested for COVID-19?

The capacity to test nursing home residents for COVID-19 is limited and will be done on a priority basis. Residents with symptoms consistent with COVID-19 are in the highest priority group for testing.

Residents who are in units designated for COVID-positive residents and who do not have symptoms of COVID-19 are in the next highest priority group for testing. If they are COVID-negative, they can be moved to another part of the nursing home.

Residents pending test results will be moved to a unit or area of their current home for residents with pending test results.

9. If I develop a COVID infection, will I be moved within my home?

You may be moved if you test positive for COVID-19. If you have symptoms but are pending results, you will be moved to a unit or area of your home for residents awaiting test results, in isolation within a room as a precaution.

If you test positive for COVID-19, you will be moved to a unit or area of your current home for COVID-positive residents. There is no current plan to move people to another home if you test positive.

If you are hospitalized and ready for hospital discharge to nursing home level of care, you might be discharged to another nursing home other than your own until you are ready for discharge back to your original home, if possible, when you test COVID-negative.

10. Will I be quarantined for 14 days before being blended into the rest of the community?

Upon admission to a nursing home, all new residents will be restricted to their room for 14 days.

11. How will I know if I am going to be moved within my home to make room for someone who has COVID-19?

The Medical Director and the Director of Nursing will discuss this with each involved resident and will notify the Long-Term Care

Ombudsman, who will be available to guide residents through the process.

12. How much notice will I have?

We will provide as much notice as possible.

13. Who will move my belongings?

The facility is responsible for the transfer of residents' belongings. Based on the infection control guidance, it may be necessary to sanitize and store belongings until your return or relocation.

14. Will I get to go back to my original room?

This is a difficult question to answer. Residents who have been moved will eventually go back to their original facility, if possible. For any residents returning to their original facility, we cannot guarantee that residents will return to their original rooms, but that will happen if the rooms are vacant.

15. Who will do the moves?

Proper transport will be provided based on residents' medical status.

16. How do residents know that these transferred residents will not contaminate the facility?

Residents will be screened appropriately before transfer and/or will undergo a 14-day isolation period upon transfer.

17. Can a family member see a resident who is transferring before or while the move takes place?

Families can video chat and use other technologies to see their loved ones. The no-visitation policy is still in effect.

18. If I move will my new home know my payment status?

All financial terms remain the same for residents.

19. What if a redetermination is due soon or while I am gone?

If your HUSKY Health benefits were scheduled to end in March or April 2020, DSS will automatically continue your benefits through at

least June 2020. DSS will continue to extend benefits for the duration of the coronavirus pandemic.

20. Do I work with the business office at my home of origin for questions regarding payment?

The fiscal department will contact each involved resident and his or her loved ones and will explain the process.

21. If I have OPTUM and I am moved to a non-Optum home how will that be covered?

Residents' current payer (Medicare Advantage plan or other) will continue to pay for their care.

22. Will I incur any cost?

Your costs will remain the same.

23. Are any of the COVID Recovery Facilities with VA contracts?

None of the involved homes have VA contracts.

24. What if I am moved from a home with a VA contract that pays 100% of my care?

Your payment status will not change.

25. Who do I pay my applied income to?

Residents will continue to pay their applied income to the facility that is providing their care.

26. Will the stimulus check affect my Medicaid status?

We are waiting for confirmation of this, but our best understanding at this time is that the stimulus checks will not affect residents' Medicaid status. The Treasury Department has also commented that people who receive certain public benefits will not have to file a tax return to receive the stimulus checks. We will confirm this information as soon as is possible.

Daily Family Update – Monday, April 13, 2020

Dear Mary Wade Families,

Covid-19 Positives

There have been no new cases identified at our Boardman Residential Care residence. Two of our residents at Boardman were transferred to the hospital for non-Coronavirus related issues.

On our Kimberley Long Term Care Wing, there are 6 residents who have tested positive, are isolated in private rooms and are being cared for at Mary Wade. There are 2 Kimberley residents in the hospital, one who tested positive and one who originally tested negative and is now positive. Both remain in the hospital at this time.

Letter from Long Term Care Ombudsman

The CT State Long Term Care Ombudsman program investigates concerns and complaints by families or residents residing in long term care. The letter attached **here** is their official letter to all families at facilities that report at least one positive test result for Coronavirus.

Staff

Our staff are on the front lines, caring for residents. Just as in the hospital setting, our health care workers are working tirelessly to care for our residents. As much as we would like to report all employees are still well, it is unrealistic to expect they will not contract the virus due to its highly contagious nature. As of today, we have tested 10 of our staff for the virus, resulting in 6 positive results, 3 negative and we are awaiting results for 1. Staff remain in quarantine for 14 days and return to their duties only after they have 3 days with no symptoms.

This is a most difficult time for our residents and our families. It is also difficult for our employees who work hard to care for our residents, go home to their families and return every day to the front lines of this pandemic. I cannot express enough how proud I am of their work, their dedication and their commitment to having the interests of our residents first and foremost.

Thank you.

Most sincerely,
David V. Hunter, President & CEO

Daily Family Update – Tuesday, April 14, 2020

Dear Mary Wade Families,

Covid-19 Positives

As reported yesterday, there are a total of 10 Boardman residents currently at Yale New Haven Hospital for Coronavirus related issue. The two non-Coronavirus hospital admissions we reported on yesterday have returned to Mary Wade.

Three residents in our Kimberly unit have tested positive bringing the total to 9 residents who have tested positive and who are being cared for at Mary Wade. There continue to be 2 Kimberly residents in the hospital.

Communication from CT's Long Term Care Ombudsman

The letter attached **here** is the CT Ombudsman's UPDATED official letter to all families at who have a loved one in a nursing home in CT. **Click here** for Frequently Asked Questions regarding Long Term Care facilities during the COVID-19 Pandemic.

How the Dept. of Social Services (DSS) Will Treat \$1,200 Stimulus Checks

We have learned that the CT Dept. of Social Services has informed LeadingAge-CT that the \$1,200 **stimulus check** that residents will be receiving from the IRS as part of the federal government's Coronavirus Tax Relief and Economic Impact Payments will not be counted as income and will not be counted as an asset unless the consumer has not spent it down in 12 months. It will be treated the same way as IRS refunds

From Their Eyes

Rosanne Mondrone, Mary Wade's Director of Community Relations, has put on her LPN cap during this pandemic and has written about the experience of caring for our residents during this time. Her words help to process what we are all going through as well as reaffirms the mission of caring for our most vulnerable seniors which we are called to. **Click here** to read Rosanne's essay "Know Your Enemy".

Advanced Directives – slides and audio

Click here for the slides for our recent Zoom presentation on Advanced Directives. You can listen to the audio **here**.

Thank you.

Most sincerely,
David V. Hunter, President & CEO

Daily Family Update – Wednesday, April 15, 2020

Dear Mary Wade Families,

In a previous time, today was Tax Day. This year, most everything has changed ...except for our Mission at Mary Wade. Today, more than ever before, we are steadfast in our commitment to provide high quality medical and social programs for our most vulnerable seniors.

Covid-19 Positives

Today, there are a total of 12 Boardman residents currently at Yale New Haven Hospital who have tested positive for COVID-19.

In our Kimberly unit, there remain 9 residents who have tested positive and who are being cared for at Mary Wade. There are a total of 4 Kimberly residents who have been admitted to the hospital.

CT Nursing Homes

As of Monday, April 13, data on COVID-19 testing data indicates that among 215 nursing homes in CT, 107 (50%) have had at least one confirmed case of COVID-19. A total of 1,522 nursing home residents with laboratory-confirmed COVID-19 have been identified of whom 394 (26%) were hospitalized and 212 (14%) have died.

Pop Up Pantry for our Staff

To support our hardworking staff, we are collecting some basic groceries to stock a pop up store in our Community Room where they can shop at below wholesale pricing. Proceeds will go to purchasing special break treats for the employees during the pandemic. If you would like to donate, **click here** to view suggested items.

I welcome your emails or calls if you have any questions. You can reach me at dhunter@marywade.org or 203-672-7810 for my direct line.

Thank you.

Most sincerely,
David V. Hunter, President & CEO

Daily Family Update – Thursday, April 16, 2020

Dear Mary Wade Families,

Covid-19 Positives

There is no change in new Covid cases for three consecutive days in our Boardman Residence. There continue to be 12 Boardman residents currently at Yale New Haven Hospital who have tested positive for COVID-19.

In our Kimberly unit, there are 7 residents who have tested positive and who are being cared for at Mary Wade. There are a total of 4 Kimberly residents who have been admitted to the hospital.

It is with deep sadness that we report one of our Kimberly residents who passed away today, bringing the total to 3 residents for whom we are mourning.

Importance Links For Your Information

You have heard us refer to the guidelines we followed provided by the CDC and CMS. We thought you might like to have additional information regarding these sources. Here are some important links you might find helpful:

1. [CDC Covid19](#)
2. [CMS Covid 19](#)
3. [CT DPH Covid19](#)
4. [CT DSS Covid19](#)
5. [LeadingAge Covid19 Resources](#)
6. [LeadingAge Connecticut Resource Page](#)

Pop Up Pantry – More Information

Yesterday, I told you about setting up a Pop Up Pantry for our staff. Providing this benefit to our staff will just make it a bit easier to provide for their families while taking care of yours. We made a large purchase today to start stocking the shelves. Many of you have asked if you can send a monetary gift to help out. You can absolutely make a tax deductible gift and send it to Mary Wade, 118 Clinton Avenue, New Haven, CT 06513 and indicate “Pop Up Pantry”; or you can **click here** to make a gift online and indicate in the note section that you would like your gift to go towards the Pop Up Pantry.

Thank you for contacting me, and mostly, thank you for your emails and letters of support. It means a great deal and helps keep the morale up of our staff who are working very hard. I welcome your emails or calls if you have any questions. You can reach me at dhunter@marywade.org or 203-672-7810 for my direct line.

Thank you.

Most sincerely,
David V. Hunter, President & CEO

Daily Family Update – Friday, April 17, 2020

Dear Mary Wade Families,

Covid-19 Positives

There is no change in new COVID-19 cases for four consecutive days in our Boardman Residence. There continue to be 12 Boardman residents currently at Yale New Haven Hospital who have tested positive for COVID-19.

Today, there are 8 residents in our Kimberly unit who have tested positive and who are being cared for at Mary Wade. There are a total of 6 Kimberly residents who have been admitted to the hospital; one of those residents was admitted with non-COVID related issues.

PPE Update

We continue to obtain PPE (personal protective equipment) from sources near and far. We also had a scheduled pick up to obtain supplies from the State stockpile. We've had an outpouring of donations from individuals and businesses of handmade masks, gowns, face shields and more. On behalf of our staff, I want to thank you for your generosity and spirit.

Pop Up Pantry – Opening Monday

Staff are looking forward to the opening of our Pop Up Pantry on Monday. This will be an ongoing effort during the pandemic to alleviate the burden on our staff to provide groceries for their families. Thank you for your support of this project. You can still help out by making a tax deductible gift and send it to Mary Wade, 118 Clinton Avenue, New Haven, CT 06513 and indicate "Pop Up Pantry"; or you can **click here** to make a gift online and indicate in the note section that you would like your gift to go towards the Pop Up Pantry.

I look forward to speaking with you, our family members and want to remind you that I can be reached at dhunter@marywade.org or 203-672-7810 for my direct line.

Thank you again to those of you who have reached out and contacted me through your emails and letters of support. It means a great deal and helps keep the morale up of our staff who are working very hard.

Thank you and stay well.

Most sincerely,

David V. Hunter, President & CEO

Daily Family Update – Monday, April 29, 2020

Dear Mary Wade Families,

It is with sincere sadness and concern for our families to report that we saw the passing of four of our residents over the past weekend, two of whom passed way in the hospital. Three were residents in our Kimberly long term care unit and one was a resident of our Boardman Residential Care home. The entire staff of Mary Wade join me in expressing our sincere condolences to our families.

COVID-19 Positives

From the Boardman Residence, there are a total of 14 residents currently testing positive for the virus and in the hospital.

There continues to be 8 residents in our Kimberly unit who have tested positive and who are being cared for at Mary Wade. There are a total of 5 additional Kimberly residents who have been admitted to the hospital testing positive for COVID-19.

Boardman Residents Currently Hospitalized

I want you to know that it is our intention to bring all our Boardman residents who are currently hospitalized, back to Mary Wade as soon as possible. Patients still need to have two negative test results before they return. Please let the hospital know that you want your family member to be discharged back to Mary Wade. If you should experience any issue with your request, please alert Stan DeCosta by contacting him at sdecosta@marywade.org or 203-562-2222.

Pop Up Pantry – Open for Business

Thank you for the outpouring of support for this effort. Our first shoppers picked up their groceries this morning from the Community Room where our Pantry is made available to all our hardworking staff. Thanks to you, so far we've raised \$1,920 which will help to keep the Pantry shelves stocked. You can still help out by making a tax deductible gift and send it to Mary Wade, 118 Clinton Avenue, New Haven, CT 06513 and indicate "Pop Up Pantry"; or you can **click here** to make a gift online and indicate in the note section that you would like your gift to go towards the Pop Up Pantry.

Don't forget, you can reach me at dhunter@marywade.org or 203-672-7810 for my direct line. I welcome the opportunity to connect with our families and want you to know how much your encouragement and support means to each and every one of us at Mary Wade.

Most sincerely,

David V. Hunter, President & CEO

Daily Family Update – Tuesday, April 21, 2020

Dear Mary Wade Families,

I regret that we lost another two residents in the last 24 hours. Both residents lived in our Kimberly wing; one passed away in the hospital and the other resident passed away at Mary Wade. We now mourn the passing of a total of 9 residents (two of them non-COVID-19 related deaths) who have died in the last two weeks.

COVID-19 Positives

From the Boardman Residence, there are 14 residents who have tested positive for the virus and are in the hospital.

Five residents in our Kimberly unit have tested positive bringing to a total of 13 residents in our Kimberly unit with COVID-19 and who are being cared for at Mary Wade. There are a total of 5 additional Kimberly residents who are in the hospital testing positive for COVID-19.

Staffing

We continue to monitor all staff throughout the buildings. As much as we screen, some of our staff have either contracted the virus or shown symptoms. As of today, 19 employees have tested positive for the virus; 1 employee has returned to work, free of the virus.

Mother's Day

We hope you have seen the earlier email requesting a photo of you and your mother that we hope to surprise her with on Mother's Day. You can send your photos to Krista Casso, our Development Assistant at kcasso@marywade.org.

Thank you for your support and encouragement. Please do not hesitate to reach me at dhunter@marywade.org or 203-672-7810 for my direct line.

Most sincerely,

David V. Hunter, President & CEO

Daily Family Update – Wednesday, April 22, 2020

Dear Mary Wade Families,

Mary Wade lost another resident today from our Kimberly long term care unit, bringing our total to 10 souls have passed away in the last two weeks. We mourn their passing and send our sincere condolences to their families and loved ones.

COVID-19 Positives

I am very happy to report that 5 of our Boardman residents who were in the hospital, are well enough to return to Mary Wade, where they are being cared for in isolation in our Kimberly unit. There remain 9 Boardman residents still in the hospital.

A total of 12 residents in our Kimberly unit with COVID-19 and who are being cared for at Mary Wade. There are a total of 5 Kimberly residents who are in the hospital testing positive for COVID-19.

Staffing

We continue to monitor all staff throughout the buildings. As much as we screen, some of our staff have either contracted the virus or shown symptoms. As of today, 20 employees have tested positive for the virus; 2 employees have returned to work, free of the virus.

Hopeful Future

I've spoken with so many of you and I'm overwhelmed by your awesome support and appreciation of our staff and the care your family member is receiving at Mary Wade. This means so much to us amidst the despair and fatigue that this pandemic has generated. But I am hopeful in the future and was reminded of this when I came to campus today and saw the progress on our new construction for the assisted living residence. Workers were preparing to pour the cement for the north section of the slab. Mary Wade is planning for the future, providing jobs in the community, and playing a valuable role in our community and with our families. It gives me hope.

Thank you again for sharing your loved one with us and for entrusting us with their care and well-being. As always, you can reach me at dhunter@marywade.org or 203-672-7810 for my direct line.

Most sincerely,

David V. Hunter, President & CEO

Daily Family Update – Thursday, April 23, 2020

Dear Mary Wade Families,

Sadly, I write to tell you of 2 of our residents who have passed away since my last communication. One resident was from our Kimberly unit, and the other was a Boardman resident who passed away in the hospital. They will be greatly missed by us all and we send our sincere condolences to their families and loved ones.

COVID-19 Positives

Two of our Boardman residents were discharged from the hospital today and will be cared for in our Kimberly unit bringing the total to 7 Boardman residents who have returned to Mary Wade. There are 6 Boardman resident still at the hospital testing positive.

One of our Kimberly unit residents tested positive bringing our total to 13 in our Kimberly unit with COVID-19 and who are being cared for at Mary Wade. There are still 5 Kimberly residents who are in the hospital testing positive for COVID-19.

Staffing

As of today, 21 employees have tested positive for the virus; 2 employees have returned to work, free of the virus.

National Volunteer Week

This week is National Volunteer Week. It's an opportunity to recognize the hundreds of individuals who have lent a hand, pushed a wheel chair, manned a table at our Holiday Bazaar, gave of their time and talents to sew a mask, bake, crochet an afghan, answer a phone, stuff an envelope and so much more. Your generosity is awesome and we could not do what we do with you.

Thank you again for sharing your loved one with us and for entrusting us with their care and well-being. As always, you can reach me at dhunter@marywade.org or 203-672-7810 for my direct line.

Most sincerely,

David V. Hunter, President & CEO

Daily Family Update – Friday, April 24, 2020

Dear Mary Wade Families,

We continue to care for your loved ones and provide them with the social interaction which is so important now. Our staff facilitates your phone and video calls, lifts spirits with song and laughter. Yesterday, our Recreational Therapy team, headed by Tiffany Burnham, even wheeled around a “happy hour” cart to brighten everyone’s day.

And, while we take a moment and remember those we’ve lost, we know that life goes on and that brings us much hope and peace.

COVID-19 Positives

There are no changes since my letter to you on Thursday.

Boardman Residents: 7 residents are positive and being cared for in Kimberly
6 residents are still in the hospital

Kimberly Residents: 13 residents are positive and being cared for in place
5 residents are still in the hospital

Staff

As of today, 22 employees have tested positive for the virus; 2 employees have returned to work, free of the virus.

PPE – Critical Need for Gowns

We are critically low in isolation gowns and we are aggressively seeking sources of this supply. We do however have a contingency plan to utilize rain ponchos and 55-gallon garbage bags. We have reviewed this contingency plan with the CT Dept. of Public Health (DPH).

Policy on Testing for Coronavirus

Based on the recommendations of the CT DPH and the CDC, Mary Wade only tests residents for the virus if they display symptoms. Three times a day at each shift, our staff takes every resident’s vitals, testing for temperature and oxygen saturation levels, and monitoring for shortness of breath and coughing. When a resident is tested, we do not test their roommate, unless they too display symptoms. If the test is positive, we will treat the resident in place and treat both the resident and the roommate with precautions (ie: full PPE). We will continue to monitor all resident’s vitals each day on each shift.

Sponsor Support

You might have noticed the logos of our “sponsors” at the end of each of our emails. These businesses have provided financial support to Mary Wade helping to defray the costs of our

three major events, our Wine Dinner, the Fair Haven Community Parade and the Family Fun Concert. The Wine Dinner has been postponed to August 29, the Parade unfortunately is cancelled and would have been held on May 22. We are keeping our fingers crossed for the September Family Fun Concert when we again can come together. I hope you will join me in thanking these local businesses and think about using their services.

Thank you again for your words of encouragement and support. We've been sharing them with our larger community through social media. Check out Mary Wade on FaceBook, Instagram and Twitter if you have time.

Thank you and stay well.

Most sincerely,

David V. Hunter, President & CEO

Daily Family Update – Monday, April 27, 2020

Dear Mary Wade Families,

I am sad to report that this past weekend, including today, we lost five dear friends from our Kimberly long term care unit. One resident passed away in the hospital and the other four were cared for here at Mary Wade. Our hearts grieve with their families and join them in remembering happy times.

Many of you know our Evening Supervisor, Nancy Apuzzo, R.N. Nancy passed away from complications from COVID-19 on Sunday. Nancy was one of Mary Wade's stars, recognized with the prestigious Nightingale Award of 2007 from the CT Nursing Association. She was with Mary Wade for 20 years. All of us will miss Nancy's caring and compassionate nature. Our condolences go out to her family.

This virus seeks out the most vulnerable among us. Mary Wade exists to care for and provide comfort to those individuals hardest hit by this pandemic. We are the "front lines" and every day and night we work tirelessly to provide the compassionate care to your loved ones. We grieve for our residents and celebrate them by recommitting to our mission every day.

COVID-19 Positives

The following is an update on our COVID-19 positive cases as of today:

Boardman Residents: 7 residents are positive and being cared for in Kimberly; 6 residents are still in the hospital

Kimberly Residents: 11 residents are positive and being cared for in place; 5 residents are still in the hospital

Staff

As of today, 23 employees have tested positive for the virus; 4 employees have returned to work.

Visitor Ban Extended

The Governor has announced that the ban on visitors to nursing homes has been extended to September 9. We at Mary Wade recognize the stress and hardship this extended ban will have on our residents, their families and friends. It will not be easy over these next four months. But we are determined to come up with some creative strategies to increase engagement and reduce the stress and isolation that can impact our residents. If you have some ideas that you would like to share, please contact Krista Casso at kcasso@marywade.org or 203-672-7814.

Again, I welcome your comments and questions and encourage you to contact me at dhunter@marywade.org or at 203-672-7810. Thank you and stay well.

Most sincerely,

David V. Hunter, President & CEO

Daily Family Update – Wednesday, April 29, 2020

Dear Mary Wade Families,

I enjoy receiving your emails and calls and I'm gratified by your encouraging words of support for our staff. There are always questions and they provide me with an opportunity to clarify and explain in these updates. Thank you and please keep them coming.

COVID-19 Positives

The following is an update on our COVID-19 positive cases as of today:

Boardman Residents: 9 residents are positive and being cared for in Kimberly; 4 residents are in the hospital.

Kimberly Residents: 11 residents are positive and being cared for in place here at Mary Wade; 3 residents are still in the hospital being treated for COVID-19; 7 residents are presumptive (Presumptive means that the individual displays symptoms absent of testing. It also indicates we are either waiting for a testing kit, or a physician's order for a test.)

Better Weather for Outdoor Walks

In my communication from yesterday, I mentioned that some of our Boardman residents were able to visit our gardens. Everyone is still in isolation within the campus and practicing Social Distancing. Our Boardman residences are independent and can navigate on their own, requiring little to no supervision, except for the Social Distancing which seems to be challenging for them. For our Kimberly residents, it requires significantly more staffing support to bring them into the gardens. Our amazing Recreational Therapy team, led by Tiffany Burnham, staff up the daily calls between you and your loved one. They also are a critical part of our care team, ensuring that each resident in Kimberly is safe and well. Once we are able to get back to some semblance of normal, we look forward to having everyone back out in the fresh air.

Social Isolation

One of the most challenging aspects of ensuring the safety of our residents during this pandemic has been the practice of social distancing and isolating our residents in their rooms. We continue to follow these recommendations set forth by the CMS and CDC. Especially for those residents who are feeling well, social isolation can be devastating. The irony is that Mary Wade exists to eliminate or reduce the effects of social isolation. All of this is very hard and it's a priority of our nursing and therapy staff to pay attention and recognize the signs. Every day we are trying new activities as we continue to do the hard work we all need to do.

Thank you again for your support and encouragement. Please do not hesitate to send me your comments and questions at dhunter@marywade.org or call me at 203-672-7810.

Most sincerely,

David V. Hunter, President & CEO

Daily Family Update – Thursday, April 30, 2020

Dear Mary Wade Families,

It is with a heavy heart that I share with you the news of three more of our residents who have passed away. All three lived in our Kimberly long term care unit and were with us for a number of years. Our hearts go out to their families and friends.

As we close the month of April, I reflect on the devastating loss our families have experienced. Since April 7, a total of 23 Mary Wade residents have died. Nineteen residents lived in Kimberly; two were from our Boardman Residential Care Home. Of those, 6 passed away in the hospital.

Each one of these residents was a very special person to us. They had rich lives, they loved and were loved, they struggled and they thrived. Thank you again for sharing your loved one with us at Mary Wade. We are all the better for having cared for them.

COVID-19 Positives

The following is an update on our COVID-19 positive cases as of today:

Boardman Residents: 9 residents are positive and being cared for in Kimberly; 4 residents are in the hospital.

Kimberly Residents: 14 residents are positive and being cared for in place here at Mary Wade; 4 residents are in the hospital being treated for COVID-19; 9 residents are presumptive (Presumptive means that the individual displays symptoms absent of testing. It also indicates we are either waiting for a testing kit, or a physician's order for a test.)

Bereavement Counseling

This week we held two bereavement counseling group sessions for our staff with another scheduled for next week. They were very beneficial and really helped our staff through this difficult time. We are looking into providing similar services to our families as well and I look forward to providing that information to you very soon.

Gratitude

We have been moved by your words of encouragement and support in recent months and I've shared them with our staff. We have created a slide presentation to share just a few of your messages. Thank you and you can see this presentation by **clicking here**.

Deliveries for Residents – An Update

Many of you would like to send your loved one a package, flowers or edible gift. These are definitely welcomed but you should know that some deliveries are held for up to 48 hours and cleaned before they are distributed. Perishable items (such as Edible Arrangements) will be delivered as soon as possible. If your package or delivery has not been received, please contact Stan DeCosta at sdecosta@marywade.org.

Thank you again for your support and encouragement. Please do not hesitate to send me your comments and questions at dhunter@marywade.org or call me at 203-672-7810.

Stay well, stay safe,

David V. Hunter, President & CEO