

MARY WADE



A five star senior community with a tradition of quality healthcare

March 17, 2020

Dear Mary Wade Community,

First, I want to thank you for your thoughtful messages of encouragement and support. These are unprecedented times and we deeply appreciate the trust you have placed in us in caring for your loved ones.

We continue to monitor the news and updates coming from a number of official sources such as the Centers for Medicare and Medicaid Services (CMS), CT Dept. of Public Health and the City of New Haven, the CDC, and others. Following their recommendations, we have recently:

- Suspended communal dining – residents are being served their meals in their rooms
- Suspended group recreational activities
- Closed the Adult Day Center and limited transportation to medical appointments ONLY
- Absolutely no visitors, with the exception of certain compassionate care situations, such as an end of life situation

It is important to note that our residents are NOT quarantined to their rooms, but are allowed to move freely within their units, i.e.: K1, K2 or Boardman. Residents are encouraged to practice social distancing when they move about. When weather permits, they will be able to visit the outdoor gardens.

In addition, we have been monitoring each resident's temperature on a daily basis.

Our recreation staff and iN2L stations are going room to room, to ensure that residents have items they need. They are receiving daily visits from staff, including our Social Workers and Recreation Staff.

We strongly encourage you to set up video communications with your loved one if you haven't done so already. If you would like to set up an appointment to Skype, Facetime or Facebook Messenger Video Chat please email me at sdecosta@marywade.org or call 203-562-7222.. We will do our very best to accommodate days/times so that you can see your loved one.

If a family member would like to pick up/drop off items, you may do so in the front lobby. When arriving at the main entrance please see the receptionist who will assist you and your family. We ask that you do not ask your family member to meet you in the lobby.

On the advice of Mary Wade's Medical Board, we have taken extended precautions to ensure safety of our residents and staff. We have limited entry points where we take temperatures of all staff on all shifts. There are multiple disinfectant stations throughout the buildings as well.

Thank you again for your patience and support. I look forward to continuing to keep you updated. Please contact me if you have additional questions or concerns.

Dear Mary Wade families,

Did you know that Mary Wade practices the three C's?

- **Care** – first and foremost, we continue to care for our residents, each and every day
- **Control** – we control our environment by limiting visitation, taking the temperatures of our staff and monitoring any respiratory illness
- **Communication** – constantly communicating with families and staff, regularly to reduce fears and provide information and education

In the event of a positive diagnosis of COVID-19, Mary Wade is ready and prepared.

As you know, we are carefully monitoring all residents on a daily basis and should there be a suspected or confirmed case of COVID-19, we will be adhering to the Department of Public Health and Infectious Disease protocols. Should there be an incident, you will be among the first to know.

Our nurses report that our residents are all doing well, they are safe and cared for by a dedicated team of caregivers. If you would like an update on your loved one, you can contact the nurse at 203-562-7222.

We continue to be in daily communication with the key agencies providing direction and guidelines in the care of our most vulnerable population and we will keep you apprised of any changes or updates.

I personally want to express my appreciation to the tremendous work of our staff in caring for our residents. I am proud to work with this team and want you to know that your loved one is in excellent hands.

Thank you for your confidence and your trust.

Warmly,

David

p.s. If you missed the interview on WTNH-Channel 8 with Stan DeCosta, our Executive Director and Kara Taylor, our Director of Clinical Services, you can find the link on our website at www.marywade.org

Dear Mary Wade families,

Today, I am updating you on a change to a couple of our policies and processes:

Laundry: Based on recent and recommendations, we are no longer allowing resident's laundry to be dropped off. Instead, all resident laundry will be handled by Mary Wade's Housekeeping Department. Clothes not currently done in-house will be appropriately labeled with the resident's name. Every effort will be made to ensure that all cleaned laundry is returned to the resident.

Items Dropped Off: Also, we will not be able to accept any items dropped off for a resident. Previous to this change, we were accepting items such as food, newspapers, etc. on a case by case basis. Effective immediately, we will no longer be able to accept any such items dropped off.

Mail: Mail continues to be delivered and our staff pick it up outside of the facility according to recommended protocols. The mail is held for 48 hours before it is distributed throughout the campus.

Skype/FaceTime Calls: Please schedule all such calls with my office. While our nursing staff want to respond to your request while discussing your loved one's status, these calls need to be scheduled since they require staff time to be with our residents in order to connect and handle the call. Also, since the number of cell phones, iPads and tablets are in limited supply, we recommend that you limit your calls to 15 minutes so that all of our families have an opportunity to speak with their loved ones. Currently, you can schedule as many calls during the day as you want, but we ask that the duration be limited.

Supplies: I want you to know that we have plenty of supplies (yes, even toilet paper!) and we continue to order supplies weekly. Deliveries continue as normal though all supply deliveries are left outside and our staff bring them into the buildings. As required, we report our inventory on a weekly basis to the DPH which monitors our supply to allocate the national stockpile of medical supplies.

I know how difficult these changes are and appreciate your understanding. We do this to ensure the safety and well-being of your loved one and all our residents.

With your help, we will be in a stronger position to fight infection and protect our residents and staff.

Thank you and be well,

Stan DeCosta
Executive Director

MARY WADE



A five star senior community with a tradition of quality healthcare

March 31, 2020

Dear Mary Wade families,

Your generous expressions of support and encouragement have been deeply appreciated during this difficult time. Your words have brought joy to loved ones and buoyed the spirits of our staff.

Daily, and at times hourly, we have had to update our policies and procedures as we combat the potential of a Coronavirus outbreak. While there has not been an incident of positive infection at Mary Wade, we have put in place protocols should we in fact experience an outbreak.

Yesterday, the CT Department of Public Health put out a new directive. All nursing homes in the state have been asked by the State of Connecticut to send the enclosed letter to residents and families to make you aware that the State is undertaking extensive planning to manage the COVID-19 health care crisis on a statewide basis.

While the statewide plan for the nursing home sector is not yet finalized, we understand that it may require the temporary transfer of some residents in certain circumstances to other nursing homes. This is the only information that we know at this time and want you to know that we are currently continuing to care for all of our residents.

We understand that you might have many questions regarding this new directive. We assure you that we will notify you as we become aware of any additional information on the statewide planning process.

Thank you again for your confidence and your trust in caring for your loved ones.

Sincerely,

Handwritten signature of David V. Hunter in black ink.

David V. Hunter
President & CEO

Handwritten signature of Stan DeCosta in black ink.

Stan DeCosta
Executive Director

Enclosure.