

Coronavirus-N19 #40

12/26/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's limited in-person has been suspended until January 8, 2021, which is **SUBJECT TO CHANGE** due to testing results and increasing community levels. Through Window Visits and Video Chats are still available.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #39

12/18/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's limited in-person has been suspended until January 1, 2021, which is **SUBJECT TO CHANGE** due to testing results and increasing community levels. Through Window Visits and Video Chats are still available.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #38

12/17/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's limited in-person has been suspended until December 30, 2020, which is **SUBJECT TO CHANGE** due to testing results and increasing community levels. Through Window Visits and Video Chats are still available.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #37

12/11/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's limited in-person has been suspended until December 25, 2020, which is **SUBJECT TO CHANGE** due to testing results and increasing community levels. Through Window Visits and Video Chats are still available.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #36

12/4/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's limited in-person has been suspended until December 16, 2020, which is **SUBJECT TO CHANGE** due to testing results and increasing community levels. Through Window Visits and Video Chats are still available.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #35

11/27/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's limited in-person visitation is available, which is **SUBJECT TO CHANGE** due to testing results and increasing community levels. Through Window Visits and Video Chats are also available.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #34

11/20/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's limited in-person visitation is available, which is **SUBJECT TO CHANGE** due to testing results and increasing community levels. Due to the rapidly changing COVID events and rising levels in NYC Chapin Home has chosen to **suspend "In Person" visits for the week of November 23-27, 2020**. Increased opportunities for Through Window Visits and Video Chats as well as other virtual events to engage with your loved one are available for scheduling during this holiday week.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #33

11/13/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's limited in-person visitation is available, which is **SUBJECT TO CHANGE** due to testing results and increasing community levels.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #32

11/6/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's limited in-person visitation has resumed as of **10/29/2020**, which is **SUBJECT TO CHANGE**.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #31

10/30/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's limited in-person visitation has resumed as of **10/29/2020**, which is **SUBJECT TO CHANGE**.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #30

10/23/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's in-person visitation continues to be suspended and has a projected resumption date of **10/29/2020**, which is **SUBJECT TO CHANGE**.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #29

10/16/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's in-person visitation continues to be suspended and has a projected resumption date of **10/29/2020**, which is **SUBJECT TO CHANGE**.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

[Family Notification Archive](#)

Coronavirus-N19 #28

10/9/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin's in-person visitation has been suspended and has a projected resumption date of **10/22/2020**, which is **SUBJECT TO CHANGE**.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

[Family Notification Archive](#)

Coronavirus-N19 #27

10/2/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, Chapin is currently accepting limited in person visitation, which is **SUBJECT TO CHANGE**.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

[Family Notification Archive](#)

Coronavirus-N19 #26

10/1/2020

Announcing three ways to visit at Chapin Home (subject to change)

IN PERSON VISITS

We are happy to announce that there is now a third way to visit at Chapin Home. We are open to **In-Person visiting**. These visits are currently being offered on Tuesday and Thursday 11AM and 1PM and **must be scheduled** at least 48 hours in advance.

No In-Person Visit can take place without Signing Up in Advance

Effective September 24, 2020, all visitors are required to present proof of a verified negative test result for COVID-19 within 7 days of their visit. As per the Department of Health, visitors will be prohibited from entering the building if they

are displaying symptoms of COVID-19 or fail to produce proof of a negative test result.

Slots are limited based on the DOH visiting guidelines so we encourage you to sign up in advance. Sign Up is easy through SignUpGenius. Please visit our website at chapinhome.org and click on the tab at the top of the page – **COVID-19**. Once you click on this tab choose **Visitation** and three (3) choices of visits will come up.

Choose **In-Person**

On the In-Person page you will find:

- 1) A Detailed Guideline for In-Person Visits – Please read thoroughly before scheduling a visit.
- 2) The Link to sign up via **SignUp Genius**.

These In-Person visits can be scheduled every other week per resident.

THROUGH WINDOW VISITS

We continue to offer Through Window visits and Video Chats as an alternate way to visit.

Through Window Visits now take place Monday or Friday or Saturday afternoons. Please feel free to request a visit via our

1. **Website tab for Through Window Visits OR**
2. **Email to ScheduleYourVisit@ChapinHome.org**

Remember to include in email request: name of resident, preferred day of visit, name of each visitor attending,

VIDEO CHATS:

We will continue to offer Video Chats daily in the afternoon between 1 and 4PM. You can use the website chapinhome.org to sign up or email to ScheduleYourVisit@chapinhome.org

Please remember to include in request: Residents Name, Choice of Days to Video Chat, what mode of chat you will use ie: Facetime (Apple Device/apple # or email to connect), Skype (please include skype name), Zoom (we will send link)

Please find attached guidelines for In-Person visits. Looking forward to scheduling your visit with you,

Your Chapin Home Activities Team

Coronavirus-N19 #25

9/30/2020

Chapin Home continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, we are happy to announce **limited** in person visitation has started, which is **SUBJECT TO CHANGE** due to testing results and increasing community levels.

Sign up is easy through SignUp Genius. Under the COVID- 19 tab on our website choose visitation, choose In-Person. On the In-Person page you will find a detailed Guideline for In-Person Visits and the link to sign up via SignUp Genius. These visits are currently being offered on Tuesday and Thursday 11:00am and 1:00am and must be scheduled. Proof of a verified negative test result for COVID-19 within 7 days of your visit is required as per the Department of Health.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052).

Coronavirus-N19 #24

9/14/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, **limited** in person visitation has a tentative projected start date of **9/29/2020**, which is **SUBJECT TO CHANGE**.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2052)

Coronavirus-N19 Update #23

9/3/2020

NYS Department of Health has issued long awaited guidance for nursing homes which include very strict and challenging stipulations. Our Chapin Home team is working diligently to meet these very stringent regulations to welcome you back as quickly and safely as possible. We encourage you to take advantage of our Through-Window visits and video chats. Thank you for your cooperation, patience and understanding as we move towards finalizing our plans to resume visitation with your loved ones.

Coronavirus-N19 Update #22

7/24/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Chapin continues to follow all CDC and DOH recommendations and continues to report specific numbers to the DOH daily. Based on continuous ongoing testing required by NYS, **limited** in person visitation has a projected start date of **8/24/2020, which is SUBJECT TO CHANGE**.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #21

7/2/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #20 Through Window Visits

7/2/2020

Schedule a **Through Window Visit**

Summertime is here and we are hoping you will take us up on an opportunity to do a **Through-Window Visit** with your loved one. While nursing homes are still mandated to not allow visits due to COVID19 we are hoping these Through Window Visits will give you comfort by sitting and talking with each other through our patio windows.

Coronavirus-N19 Update #19

6/19/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #18

6/17/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #17

6/12/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #16

6/10/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #15

6/6/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #14

6/4/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #13

6/2/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #12

5/30/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #11

5/28/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #10

5/27/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #9

5/20/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #8

5/18/2020

In compliance with NYS Department of Health regulations, Chapin Home has issued an update regarding our current COVID 19 statistics. Details have been shared in person with Residents.

Family Members and/or Responsible parties have received notice via US mail and/or automated phone message (also known as robo call). Questions can be directed to the Social Work Department. (Extensions: 2008, 2019, 2049, 2052)

Coronavirus-N19 Update #7

5/1/2020

In compliance with NYSDOH, the facility would like to update you on the daily activity regarding the COVID-19 pandemic. Chapin Home has no new positive cases of COVID-19 and no new reported deaths due to COVID-19. The facility continues to keep all infected residents on contact precaution and on isolation. Additionally, the facility continues to monitor all staff and residents for COVID-19 symptoms and will take all necessary steps needed to maintain the health and safety of our residents and staff.

It is important to note that infected residents or deaths may have been as a result of COVID-19 that was acquired in the community or hospital and did not develop within the facility. The facility currently has several staff members out sick with COVID-19, however, we continue to follow all CDC and DOH recommendations and as well as report specific numbers to the DOH daily. Should you have any questions or concerns please feel free to reach out to Social Work.

To ensure that Chapin has the correct contact information on file, please take the time to reach to Cheron Bennet ext. 2019 to update primary caregiver contact information. Should the need arise to immediately notify families of any changes, Chapin will send out a robo text blast to the primary caregivers of each resident.

Thank you and be well.

Coronavirus-N19 Update #6 – Video Chats with your Loved Ones

4/16/2020

We hope that your video chats have been going well. I wanted to check in, ask how these calls are going, welcome suggestions and make the following requests in order for us to be able to continue to offer the calls as frequently as we have been.

1) We anticipate 15 minute calls per resident in order to be able to keep up with the high demand for this kind of loving connection with your family member. As we understand some calls go longer than 15 minutes and we ask that you be aware of the time and end shortly after this 15 minute mar. this will enable us to get to the next person timely as well as continue to offer calls frequently.

2) Please note that it is the Activity Staff assisting with most calls **THEY CAN:**

- Set up call for your loved one
- Check that the video and volume are clear
- Check in with the resident periodically during the call to make sure the connection is still there.
- Provide an adaptive device (headset with microphone) as needed
- Give you a gentle heads up when the call is past it's time limit when needed
- If a resident is not able to see and the staff member must remain to assist for the duration of the call – the call must adhere to the time frame so the staff member can tend to other resident needs in a timely manner.

3) Please note that the Activity staff **cannot:**

- Answer concerns about medical needs
- Answer concerns about care needs

- Answer questions about when a resident: ate, drank, took meds, have fevers etc.

PLEASE DIRECT THESE QUESTIONS TO THE SOCIAL TEAM WHO WILL GET YOU THE INFORMATION YOU NEED.

- Social Worker Joan Hurley ext: 2049
- Social Worker Arthurenia ext: 2051
- Social Worker Anne Penner ext: 2008
- **RESIDENT UPDATE VOICEMAIL: (929) 264-6072**

TO CONTINUE TO SCHEDULING YOUR VIDEO CHATS:

Please use my email to schedule your video chats. I will respond timely and get you on the schedule as quickly possible. When you email to help expedite scheduling please indicate:

- Facetime (Apple phone/Device Only) and the # (we do not group Facetime calls)
- Skype and the Skype Name
- Zoom Link Preference (you can share with other family members and GROUP CHAT)

Please continue to email Kferrara@chapinhome.org to schedule Video Chats 'Virtual Visits'

At this difficult place we are in the world today please know that Chapin Home understands how precious this form of connecting is and will continue to do what we can to make sure you can see your loved one.

Please be well and stay safe,

The Recreation Department

Coronavirus-N19 Update #5

3/30/2020

Greetings from Chapin Home!

As we continue our exhaustive efforts to keep your loved ones safe and entertained – to the best of our ability during these unprecedented times- we find we need to refine some earlier communication tools.

By now, many of you have been connected with your loved ones via FaceTime calls, What's App connections, regular phone calls and clinical updates from various staff members. The Primary Physicians have also been in touch with many of you too.

As this crisis extends, Chapin Home needs your help more than ever. Nursing Staff on the Floor can no longer accommodate “update“ phone calls to the units. We are now asking Families to utilize the following Voicemail Boxes – leave a message and your call will be returned as soon as possible. Many staff members have had to change their working hours to cover necessary tasks and we ask for your patience at this time. Calls will be returned as soon as practical.

Social Worker Joan Hurley ext: **2049**

Social Worker Arthurenia Mathis ext: **2052**

Resident Update Voicemail: **(929) 264-6072**

Please continue to email KFerrara@chapinhome.org to schedule FaceTime “virtual visits”

Thank you for your patience and support,

Jennifer McManaman

Exec VP and Administrator

Coronavirus-N19 Update #4

3/17/2020

Reminder to Families:

- Chapin Home continues to follow the strict CMS guidelines which PROHIBITS visitation currently.
- Please do not come to the facility seeking entrance.
- No Residents are permitted to leave the facility either- all “Out on Pass” orders are suspended

Please call (929) 264-6072 and follow the directions given on the Voicemail.

Your dedicated Care Givers here at Chapin Home are working very hard and we thank you for your continued patience during these challenging times.

Jennifer McManaman

Exec VP and Administrator

Coronavirus-N19 Update #3

3/13/2020

Yesterday, March 12, 2020, Governor Cuomo announced a series of heightened steps intended to safeguard New Yorkers from COVID-19, *including instructing all nursing homes across New York State to bar visitors, except in very limited and carefully controlled circumstances*. In the press conference, the Governor also signaled an expectation that all healthcare workers within nursing homes wear surgical masks – part of a broader effort to mitigate the risk of COVID-19 being introduced into a nursing home setting.

Chapin Home is working diligently to provide for various alternative ways to visit “virtually” with your loved one. Please contact the Activities Dept at ext 2120 to hear the options. Nursing Unit Managers are also available to provide concise clinical updates if you feel that is necessary. The numbers have been provided in Update #2 on our web page. Please be mindful, Chapin is doing its best during very challenging times. We are being patient with your requests and questions and ask that you do the same when interacting with all the hard working staff who continue to compassionately care for our most important priority- The Residents!

Thank you,

Jennifer McManaman

Exec VP and Administrator

Chapin Home

Coronavirus-N19 Update #2

3/13/2020

From Your Chapin Home Recreation Team:

During this restricted visiting time: The staff at Chapin Home is doing their best to keep everyone Happy, Healthy and Entertained. During this time if you wish to conduct a short video chat we will do our best to accommodate.

Please email Kferrara@chapinhome.org to see if this is something that can be arranged.

Kathy Ferrara

Director of Recreation

Coronavirus-N19 Update #1

3/10/2020

Greetings to Chapin Home Resident Representatives:

Chapin Home is very aware, and greatly concerned, with the rapid spread of the Coronavirus-N19 across the United States. Additionally, most concerning is New York State's recently declared State of Emergency. We at Chapin Home would like all Residents and Resident family members to know we have been monitoring and will continue to address the rapidly changing information, directives and guidance from all regulatory agencies. These agencies include and are not limited to Center for Disease and Control (CDC), New York State Department of Health (NYSDOH), and Centers for Medicare and Medicaid Service (CMS). Additionally, Chapin Home reviews guidance from the following associations; Association for Profession in Infection Control (APIC) and Leading Age.

We would like to take this opportunity to provide some of the practices and procedures that Chapin has and will continue to implement to protect your loved one's wellbeing:

1. Hand washing for Residents, staff and visitors should occur before and after meal, after toileting, before and after care, before and after medication administration, upon entering the building and before and after your visits to the units. Hand sanitizer stations are located in the lobby and on every unit.
2. Increased reminders and signage regarding limiting visitation – if you are ill, save your visit until you're better, (2) two weeks following any travel outside and if you have been around someone that is ill outside of the facility.
3. Chapin Home is asking all staff and visitors to stay at home if ill, and if they are at work and/or visiting and suddenly present with any respiratory, GI symptoms and/or fever, that individual will be asked to leave the facility.
4. Face masks are located at the front desk if you choose to use one during your visit with your loved one.

5. Chapin will potentially begin to limit a Resident's number of visitors and additionally consider restricting visits for children under the age of 15.
6. Chapin is currently monitoring staff scheduled vacations and travel plans. Staff that has any kind of travel plans during vacation will be requested to check with the Infection Preventionist and/or Human Resources Director prior to returning to work.
7. Upon return from a travel vacation, all employees they will be required to wear a face mask for 14 days.
8. Any readmission and new admission will be closely monitored for 14 days post entry to the building for signs and/or symptoms of a respiratory infection. When possible and practical these Residents may be placed in a single room setting for this monitoring period.
9. Chapin's Housekeeping Department is frequently disinfecting all high touch surfaces around your loved one's living environment. We suggest prior to using the phones and bathroom keys at Security/Front Desk to ask for a Sani wipe and wipe the surface.
10. Chapin is working closely with our Pharmacy to ensure there is no interruption in medication supply for your loved ones as well as monitoring the sources of production.
11. Finally, Chapin is a close living community, we ask you to limit "out on pass" activity in large group settings (ex. Church services, shopping malls and crowded restaurants). Chapin is looking look at current activity programs with the intent of minimizing any large group events. Residents who still choose to attend "out on pass" group will be monitored closely upon return for 14 days.

Please review the attached Infection Control brochure as you work with Chapin Home to ensure your loved wellbeing.

Sincerely,

Jennifer McManaman, MSJ, LNHA

Executive VP & Administrator

Nodar Janas, MD

Medical Director

Vernita Ford, RN, MSN, RAC-CT, IPBC

Director of Nursing