

TO: Family Members and Residents of The Landing at Laurel Lake

FROM: Frantz Thimot, Administrator
Jessica Stone, Resident Care Director

RE: COVID19 Update

DATE: December 9, 2020

We wanted to provide an update that we have identified and confirmed several positive COVID19 cases amongst staff and residents of The Landing at Laurel Lake.

The health and safety of our residents and staff against the spread of COVID19 is our utmost priority. To ensure we take all measures possible to curb the spread and ensure we provide an environment to support COVID19 recovery we will be issuing a self-imposed ban on new admissions and discontinuing on-site visitation. We anticipate re-evaluating and continuing with on-site visitation when we have ensured a period with no new positive COVID19 cases.

We are taking measures including but not limited to adherence to guidelines issued by Massachusetts EOHHS and the CDC; on-going training on infection control for our staff members; an on-site assessment from an external infection control consultant; cohorting residents; and Personal Protective Equipment (PPE).

We will continue to offer and schedule virtual visitation during this time.

We understand this is a difficult and frightening time and have attached a document with a variety of ways you may stay in touch with your loved one or obtain on-going information and updates.

If you have any questions, please feel free to contact me directly.





We know this is a difficult time with limited visitation. In addition to the following methods of communication, you can contact the Activity Department at 413-243-4747 to schedule visitation, virtual skype sessions, or phone calls.

METHODS OF COMMUNICATION

<p>Send a Smile https://www.nextstephc.com/send-a-smile</p>	<p>In our efforts to keep everyone safe yet connected, you can send a smile to those within Next Step Healthcare facilities. We have made it easy for you to brighten residents and caregivers' days safely with letters and packages, whether you know them personally or not! Please feel free to send as many as you want. There is no such thing as too many smiles!</p>
<p>Coping During COVID https://www.nextstephc.com/coping-during-covid</p>	<p>We understand that sourcing information on COVID or dealing with the pressures and uncertainty during this time can be overwhelming. In an effort to provide our employees, families, and communities a resource, we have created this page to assist you while "Coping During COVID".</p>
<p>Family Liaison Line 781-404-3924</p>	<p>This resource is an additional avenue if you are unable to have resolution when contacting a facility. Should you leave a voicemail for the Liaison, you will receive a call back within 24 hours. They will assist with facilitating communication for you.</p>
<p>COVID-19 Daily Update Line 781-404-3925</p>	<p>Call this prerecorded line to receive a daily update on new COVID-19 cases by facility.</p>
<p>Compliance 844-836-0248 https://secure.ethicspoint.com/domain/media/en/gui/51920/index.html</p>	<p>In situations where you prefer to place an anonymous report in confidence or elevate feedback, you are encouraged to make a report online through the hotline hosted by a third party hotline provider, EthicsPoint (online or via phone toll-free within the United States, Guam, Puerto Rico, and Canada).</p>
<p>COVID-19 Dashboards https://www.nextstephc.com/coping-during-covid</p>	<p>Daily dashboards are posted showing new confirmed COVID-19 cases by facility. There is also a weekly dashboard that presents updated data every Monday.</p>
<p>Next Step Healthcare Website https://www.nextstephc.com/</p>	<p>Subscribe to the Next Step Healthcare website to be alerted of changes and updates.</p>
<p>Updates Via Text</p>	<p>Text COVIDNS to #52886, click on the link, and enter your information to subscribe to receive updates via text messaging.</p>
<p>On-Site Visitation https://www.nextstephc.com/coping-during-covid</p>	<p>The most recent guidance regarding visitation can be found on our website's Coping During COVID page. If traveling from outside Massachusetts, be sure to check the following link: https://www.mass.gov/info-details/covid-19-travel-order.</p>