

ATTENTION ALL VISITORS

DO NOT VISIT

if you have fever, shortness of breath, cough, nasal congestion, runny nose, sore throat, nausea, vomiting and/or diarrhea.



DO NOT VISIT

until you are completely recovered.

For providers located in counties, or counties adjacent, to where a COVID-19 case has occurred (Erie, Niagara, Orleans, Genesee, Wyoming Cattaraugus and Chautauqua counties): CMS recommends limiting visitation. [Limiting means that visitors should not be allowed to enter the facility except for end-of-life situations or when a visitor is essential for the resident's emotional well-being and care. Example: a daughter who visits her mother every Monday, would cease these visits, and limit her visits to only those situations when her mom has a significant issue. Also, during the visit, the daughter would limit her contact with her mother and only meet with her in her room or a place the facility has specifically dedicated for visits.] **Infections like flu and Novel Coronavirus (COVID-19) are especially dangerous to the residents and can be avoided.**



Dear Residents, Family and Visitors of Brothers of Mercy,

I'd like to address any concerns related to the Coronavirus or COVID-19. Please understand that Brothers has been working closely with the Department of Health and the Center for Disease Control on a weekly basis to stay current with the spread of the virus, prepare for a possible outbreak in our area and protect our residents. Moreover, Brothers has already started to prepare for the possibility of a local and facility outbreak. This includes creating a facility policy to actively screen potential new admissions and transfers for their exposure to the virus, screening of all employees on an ongoing basis, secured Personal Protective Equipment (PPE) such as gloves, gowns, face shields, and masks and fit test nurses with N-95 respirator masks. In addition, we have developed a plan to minimize and control an outbreak if one were to occur which includes limiting visiting hours, screening all visitors, contractors and staff, cohorting residents, furlough staff, and enhance cleaning practices throughout the facility focusing on frequently touched areas such as door handles, side rails and elevator buttons. Maintaining our residents as healthy as possible is our number one priority and goal. For this reason, Brothers will screen all visitors upon entrance to the facility. **Please note at this time we have temporary visiting hours from 8am - 8pm Sunday to Saturday until further notice.** Per CMS (Centers for Medicare and Medicaid Services) if Erie county or a surrounding county (Niagara, Orleans, Genesee, Wyoming, Chautauqua, and Cattaraugus) where a COVID-19 case has occurred the facility will limit visitation. Per CMS limiting means visitors will not be allowed into the facility except certain situations such as end-of-life. For significant circumstances exceptions to the visitation hours/conditions may only be approved by the DON.

If limited visitation were to occur we highly encourage you to communicate with your loved one via phone or via social media platforms such as Facetime, Messenger, Skype, etc. and call the respective nurse's station for questions regarding your loved ones well-being.

Each visitor will be screened for the following; **If you fit the criteria for any of the below, you will not be permitted to visit for a minimum of 14 days after the last day of symptom onset or day of travel.** Please note these screening questions are the most current from the Centers for Disease Control (CDC).

1. If you are experiencing a fever (100.5 F or greater), lower respiratory illness, shortness of breath, pneumonia or have been hospitalized in the last 14 days with a respiratory infection.
2. If you have traveled internationally or to a region/area in the USA in the past 14 days known to have cases positive for the Coronavirus.
3. If you have been in close contact with a COVID-19 patient within 14 days of onset symptoms.
4. If you have been in close contact with a person suspected or under evaluation for the Coronavirus.
5. If you have been in close contact with a person undergoing treatment for the Coronavirus.

In addition to the above screening questions, **if you have taken any recent trips (within the last 14 days) on cruise ships or participated in other settings where crowds are confined to a common location then we suggest deferring your visit to a later date.**

I again want to remind you that Brothers has an infectious disease protocol in place and has been taking many steps to minimize the spread all viruses not just COVID-19. Below is a reminder of the steps that you should take to minimize the spread of all respiratory illnesses according to the Department of Health (DOH):

1. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer. Heavily soiled hands should be washed.
2. Avoid touching your eyes, nose and mouth with unwashed hands.
3. Avoid close contact with people who are sick.
4. Stay home when you are sick.
5. Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands.
6. Clean and disinfect frequently touched objects and surfaces.

As always, the health and safety of our residents and staff is our highest priority, and we will remain vigilant in our efforts to help prevent the spread of illness.

Sincerely,

Nicole Eckert De Santiago, RN, BSN, CMSRN, DON