

COVID-19 UPDATE FOR LEXINGTON LEADERS - 4/15/20

| | People we Support | Comments | Employees | Comments |
|---|-------------------|--|-----------|-------------|
| Precautionary Quarantine due to illness | 5 | 3 pending test results | 18 | |
| Tested for COVID-19 due to Symptoms | 14 | | 13 | |
| Tested for COVID-19 due to Exposure | 14 | | 36 | |
| Negative for COVID-19 | 16 | | 37 | |
| Positive for COVID-19 | 9 | 8 Albany, 1 Glov | 2 | Albany home |
| Pending Test Results | 3 | 1 test lost - person asymptomatic. No retest | 10 | |
| # of Homes under Isolation measures | | 2 | | |

As requested, we will try to issue this bulletin 2-3 times a week so you receive information in a consolidated format.

- How are people affected doing?** I'm deeply saddened to share that Danny and Bonnie from our affected Albany home passed away yesterday. Both were elderly and medically fragile. Please say a special prayer for their peers, family and staff. It has been an extremely emotional and difficult time for them. Jimmy, from our Gloversville home, is doing well. Continue to keep him in your thoughts and prayers. Please lend your support to the leadership teams of these homes: Jim Yanno, Rachael Salvione, Priscilla Loveless, Heather Tomlinson, Missy Hale and Val Bradt. I heard this morning that all expected staff reported to work at Feura Bush this morning. I am continually amazed at the commitment of our staff but it speaks volumes about the leadership. Without your inspiration and support, Missy, Priscilla and Jim, the staff would not feel this level of commitment.
- Update on our test results:** When you look at the above chart, you will see that our positive results have gone up significantly.
 - Everyone we support at the Albany home has tested positive, except one person's test is pending. So far, 2 employees have tested positive while 5 have been negative. We are awaiting the results of 9 others.
 - In the Gloversville home that Jimmy lives in, everyone's test came back negative. This includes 7 people who live there as well as 22 staff who worked or visited there.
 - Everyone (people we support and staff who are positive) is asymptomatic or has minor symptoms.
- Preventative Measures:** Having experienced the devastating impact that COVID-19 has on our frail population, we are asking each of you, as Lexington's leadership team, to challenge ourselves to do whatever it takes to keep the coronavirus from touching our frail folks. At this time, we are asking for your renewed commitment to the preventative measures that are needed. These include:
 - Disinfection procedures.** We are asking that you personally check and verify that all of these procedures are being done as they are supposed to.
 - Use of Preventative Mask and Gloves:** We know that it has been cumbersome to distribute them and some employees have experienced problems with them. We understand that we have been able to work through individual difficulties. Please work with nursing if you continue to

have difficulties. We have also heard that some staff are having difficulty wearing both masks so we are changing the requirements as follows:

- All staff, unless they have an exception or special procedure from Nursing, will be required to wear a surgical mask during their shift. They may take it off only for a short period of time if they are outside or for a meal provided they are at least 6 feet from any other person. Office staff may take their mask off if they are by themselves in their private office.
 - People we support will be strongly encouraged to wear handmade cloth masks to the extent they can tolerate it. Please ensure that you have checked with nursing regarding any medical conditions that may prevent them from wearing a mask. As with staff, they may take off their mask if in their bedroom either alone or six feet away from someone else. Staff must encourage people they support to wear a cloth mask when they are providing personal care to them.
 - All staff will be provided cloth masks for their personal use or they can choose to wear them over their surgical mask. Staff may take their cloth mask home with them. We encourage staff to wear a cloth mask whether they are in the public and wash them daily.
 - Please remember to review the video (on Workplace) on the use of the masks and gloves. We are hearing that staff may reach for the gloves or the masks without **washing their hands** first. Please ask staff to wash their hands before they do anything and create a routine to have regular scheduled handwashing for all staff and people you support.
- **Social Distancing in our Homes.** We listened to 5 agencies today from downstate. They have suffered many losses in their homes but have also prevented the virus from touching many of their homes. The biggest factor they attribute their successes to is true social distancing. As they became more and more devastated by the losses, they took the more extreme measure of having each person social distance themselves to the extent possible by spending majority of their day in their bedroom. Other than when they were receiving personal care from one (may be 2 staff), they were 6 feet away from others at all times. This is when the curve not only flattened, but turned to the positive. We realize that what we are asking you to do may seem impossible, even crazy. But you often do impossible and crazy things to help people you support achieve their dreams and desires. Today, we asking you to do this to keep them and our staff safe. We realize how hard this is. We have asked a team to look at this for our agency and put a framework in place that will be actionable in guiding us on how we can achieve this. Please wait for more information on "distancing in the bedroom" strategy but in the meantime, please try to social distance as much as possible.
 - **New IRA Visitor Screening Procedures.** These have been changed slightly to increase our screening for more risk factors and apply to both visitors and employees on shift. These updated forms are saved in "COVID19 Material" folder within 425.
 - **Change to Screening of People we support:** Staff will continue checking each person's pulse ox level twice a day and call the RN if below 92. The RN will triage the situation, determining if 911 needs to be called immediately. If the person's hands are cool but person is otherwise symptom free, the RN will direct to warm the hands and recheck pulse ox in

10 minutes. If the person has nail polish on the RN will instruct to remove the nail polish and then recheck. If pulse ox remains below 92, RN will direct staff to call 911. In the event the person is on oxygen and is symptom free per triage, the RN will follow the person's orders, increasing the oxygen flow and recheck in 30 minutes. If remains below 92 RN will instruct to call 911.

- **Food and Household supplies.** Based on your feedback, we will no longer be asking managers to do inventory of their supplies. A team is working on an easier way for ordering based on the menu cycle. Extra food storage is available at Harrison Street. If anyone needs extra storage capacity, please contact Wally.
- **Protecting staff who are at higher risk due to age or medical conditions.** HR will be reaching out to staff over the age of 70 to ask them if they wish to take vacation/personal or unpaid time. Ensure that if staff come to you fearful due to their personal medical situation, please refer them to Fran. If these staff do not wish to take time off, we will assign them to places where there are no COVID-19 positive cases.
- **Recognizing your Superstars.** Thank you for sending your recognitions. Over 40 employees have been sent notes and/or small gift cards thanking them this week. The goal is to recognize 125 employees each week so please keep the recognitions coming.
- **Please speak up.** An **optional management meeting** has been set up with us for Thursday, April 16, at 10:30 am. We encourage you to participate and provide us feedback especially as we consider more difficult social distancing measures. [Click here to register for this meeting.](#)

Please remember that as hard as this is, everything worthwhile is uphill. In a crisis, it's a higher hill. Each of you is strong and together, we are a force that makes miracles happen. Thank you for all you do. We truly appreciate you!

With gratitude and tremendous respect for what you do,

Shaloni & Dan

The Arc Lexington | [Website](#)

