



COVID-19 News

Presidential Oaks Keeps COVID-19 At Bay

Making tough decisions doesn't always make Chief Executive Officer, Anne Purington popular. On 03/12/2020, Presidential Oaks informed families that they could no longer visit their loved one. "During my 23 years at Presidential Oaks, suspending family visits was the most difficult decision," says Purington. "However, as we know, the only way for one of our residents to get COVID-19 is for someone to bring it into our community."

To keep families and residents connected, Presidential Oaks makes "Virtual Visits" available. Family members or residents "make an appointment" for either a telephone visit or a "video visit." By using its own lap top, Presidential Oaks can ensure privacy, while keeping residents connected.

Presidential Oaks also realizes that healthcare workers can unknowingly carry COVID-19. 26% of all COVID positive tests in New Hampshire are healthcare workers. However, in keeping "ahead of the curve," Presidential Oaks began pre-shift screening of employees on March 11, 2020. In addition to the "usual" temperature and respiratory check, health care workers are asked about activities that may have exposed them to COVID-19.

Health care providers like podiatry, mental health, and physicians can also bring the virus from another setting. Therefore, Presidential Oaks was one of

the first facilities to suspend in-person visits. Instead, Presidential Oaks offers Telehealth, where health providers complete a “visit” either over the telephone or during a virtual visit. Director of Nursing, Patricia Prive, schedules these “appointments” with doctors and facilitates each visit using a dedicated laptop.

Finally, vendors of all sorts can unintentionally bring the virus with them. Therefore, Presidential Oaks started “No Contact Deliveries” on March 16, 2020 to the delight of delivery personnel. Additionally, the Phlebotomist is screened prior to entering the building; Pharmacy deliveries are “no contact,” and Mobile X-Rays are conducted using full personal protective equipment.

“The bottom line is,” says Purington (who mans the Front Desk 7-days per week), “that we must keep COVID-19 from our beloved staff and residents.”

Schedule a Virtual Visit

A Virtual Visit can be arranged for families to stay in touch with their loved one. But, resources are limited. Our Nurses are working hard to monitor every resident for symptoms of COVID-19 and must focus on the skilled nursing care that each resident requires. Therefore, families must arrange for a virtual visit.

The visit can be either over the telephone or via Skype and each resident may have up to (2) Virtual Visits per week. We recommend that families coordinate.

Call 603-724-6101 Monday—Friday 9:00-3:00; OR
Email visits@presidentialoaks.org

Family Gifts Brighten Resident Days

The Presidential Oaks Activities and Care Team offer a range of creative “social distancing” events. During any given time, one can see a Karaoke session, BINGO, Trivia, and other non-contact activities. But, there is nothing like getting something personal from a family member.

The Sunshine Cart leaves the 1st Floor Lobby daily at 3:00pm, delivering hope and good cheer. The cart is usually full of cards, parcels, and gifts of all sizes. Jane Teahan, Activities Director, says, “I’m always touched when I see the love on that cart and the look in a resident's eyes.” Presidential Oaks tries to make sure no resident is forgotten and writes cards to residents themselves.

Friends and families are encouraged to drop off gifts and cards 7-days per week outside the Front Lobby. But, there is a catch. If the gift arrives after 3:00, it will have to wait for the next day. Also, if the gift included perishable food, it can not be delivered. As Vicki Nichols, Chief clinical Officer explains, “We’re ultimately responsible for the safety of our residents. Despite a family’s best effort, we have no way of knowing if the food has been stored and transported safely. So, out of an abundance of caution, we must dispose of it.”

Sunshine Cart Guidelines

- Consider balloons, musical cards, pajama grams, craft kits, framed photos, Hawaiian shirts, sun hats, and outdoor plants!
- Label with Resident’s Name
- No chemicals (including cleaning products), perishable food or plants
- Medications (including OTC’s) will be delivered directly to the nurse
- Make sure it fits on the cart—Large items will incur a “delivery fee”
- Leave on Bench outside the Door between 9:00am and 3:00pm

Thank You for Making Someone’s Day Special!

Mail Delivery Changes

Some families have requested that “business mail” for certain residents with memory impairment be forwarded to the resident’s financial proxy. However, regulations require us to give all residents the same rights they would have if living in their own home. Therefore:

Effective June 1, 2020, mail will go directly to the addressee.

If you’ve become used to this service, please contact banks, utilities, and other businesses to provide them with the financial proxy address.

COVID Boosters Wanted

Presidential Oaks thanks you for trusting us to care for your loved one. Many of you have asked what you can do for the health care workers on the frontline every day. Here are some ideas:

- Outdoor plant arrangements to brighten our “fresh air time.”
- Individually wrapped snacks and drinks
- Donations to the COVID Booster Fund—money goes directly to health care workers in the form of bonuses, refreshments, and little gifts
- Thank you’s in the form of cards, posters, and artwork
- Coordinate a Sunday Drive-By at 10:00am*

We’re Here For You ~ Stay Home For Us

*Contact Anne Purington any day between 9:00am-3:00pm to sign-up