



## COVID19 News

### Presidential Oaks Confronts COVID19

Outbreaks in New Hampshire's long-term care facilities appear to be slowing. However, the devastating effect on any facility plagued by this disease is indisputable. Of the 2000+ positive cases in New Hampshire long-term care facilities, over 300 residents died— a 15.3% mortality rate. To put that in perspective, if our 80 Presidential Oaks residents contract COVID-19, chances are that 12 will away. One is too many.

COVID-19 has challenged us all in many ways. It is extremely contagious as it has a remarkable ability to replicate and attack cells. Secondly, it has a very long incubation period. While influenza takes about 3 days before symptoms show, COVID-19 can take up to 14 days for any signs to appear. Finally, there is no vaccine to prevent it and no medication to treat it. The only course is to treat the symptoms and let the body fight it on its own.

In alternative, a person in “true” isolation can not get COVID-19. However, even the most independent resident of any long-term care community relies on people for meals, housekeeping, laundry and social interaction. The more dependent resident must receive direct care. Therefore, it is, ironically, the healthcare worker that presents the biggest risk to our residents.

So, we turn to our staff to keep the virus from our doors. First, staff are

asked to protect themselves while not at work. If they must go out, they are expected to maintain social distance and to wear a mask, if possible. Secondly, they must be screened prior to each shift to, if nothing else, catch any symptom early. Thirdly, they are tested every 7-10 days for COVID-19 to identify the symptom-free carrier.

Finally (and maybe the most important effort), each healthcare worker is coached to be a good “sick person”. Chances are that 1 of every 10 people are carrying the coronavirus and don’t know it. With proper handwashing, mask wearing, and social distancing, we can prevent the spread.

**Please thank a healthcare when you get a chance**

## **Schedule a Virtual Visit**

Virtual Visits are fast becoming the preferred way for families to stay in touch with their loved one. Virtual Visits can be enjoyed by any resident, in the privacy and comfort of their own accommodation. Virtual Visits allow long distance and local families to join in. And, Virtual Visits are never cancelled due to rain.

A Virtual Visit can be either over the telephone (the resident must have their own phone) or via Skype and each resident may have up to (2) Virtual Visits per week. Therefore, Families, must coordinate, please.

**Call 603-724-6120 Monday—Friday 9:00-3:00; OR**  
**Email [visits@presidentialoaks.org](mailto:visits@presidentialoaks.org)**

## Outdoor Visits



*Clayton Higgins visits with daughter Patricia Croteau and her husband Tom on a beautiful July 4th morning*

The State of New Hampshire has authorized long-term care facilities to offer Outdoor Visits with stringent guidelines for the safety of residents and staff members.

We began to trial our Outdoor Visit Program on July 4, 2020 with the residents in our Retirement Living facility. After “passing” a telephone screen, Visitors were scheduled. Upon arriving, Visitors were screened again and escorted to their seats. The Resident was also screened and escorted to their seat. During the visit, Visitors and Resident wore face coverings and (as shown) maintained a safe distance.

The process is, admittedly, arduous, however, the safety of all is the priority during these uncertain times. We are working, next, to offer Outdoor Visits to the Assisted Living Residents (more to come). To schedule an Outdoor Visit with a *Retirement Living* Resident, call 603-225-6644.

## Gift & Goodies Guidelines

- Consider balloons, musical cards, pajama grams, craft kits, framed photos, Hawaiian shirts, sun hats, and outdoor plants!
- Label with Resident's Name
- 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
- **No chemicals (including cleaning products), perishable food or plants**

*Thank You for Making Someone's Day Special!*

## Meet Brandy Underwood



Presidential Oaks has named Brandy Underwood Interim Administrator for the Retirement and Assisted Living facilities. Brandy has (16) years' experience in the nursing home industry, having served in various roles including licensed nursing assistant, case management, admissions, social work, and discharge planning.

Additionally, as a small business owner for many years, Brandy was responsible for marketing, accounting, staffing, and regulatory compliance. Since joining Presidential Oaks, Brandy has, without hesitation, taken on she has taken on long-term care long-term care admissions and discharge planning for the entire nursing facility.

As Interim Administrator for Retirement Living and Assisted Living, Brandy will monitor the care plan schedule, field inquiries and grievances, and attend to the psychosocial well-being of those residents, in addition to her current responsibilities. To contact Brandy, call 724-6158 or email [solutions@presidentialoaks.org](mailto:solutions@presidentialoaks.org).



