



## COVID-19 News

### **Evading COVID-19 While the State Reopens**

Since March 16, 2020, Presidential Oaks has been doing everything in its power to keep COVID from entering the building. Visitors and non-essential workers have been prohibited; Essential workers are screened for symptoms and required to wear a mask to prevent them from passing the virus to residents; and Essential workers are tested for COVID-19.

These actions have created a protective “bubble” around our residents. Meanwhile, New Hampshire residents are trying to resume “normal life” like going to the hairdresser, eating at restaurants, and gathering for cookouts.

The renewed gathering of people from around the world means that the healthcare workers providing services to our residents are more likely to be exposed to COVID-19. It also means that families, who have been waiting to see their loved one in person, are also more likely to be exposed.

Despite the risk, residents and families want to see each other and we’re committed to making this happen as safely as possible.

Please see page 3 for the many ways residents and families can stay connected.

## **Complimentary Wi-Fi**

Presidential Oaks offers complimentary Wi-Fi for residents to access emails, do Google searches, and, even participate in social media. However, the Wi-Fi signal is not strong enough to stream movies, support on-line gaming, or video conference.

We have noticed, during these “COVID Times,” that many residents are attempting to use our Wi-Fi to do these things, with mixed results. We suggest, in alternative, that residents either use their cell phone data or contact an internet provider, like Xfinity, to see if they can have their own internet installed.

## **Hairdresser Returns!**

After many months of being deemed “non-essential,” Hairdresser Suzanne Bibeau has returned to Presidential Oaks. However, under the new COVID-19 requirements, the Salon does look different.

First, only residents from the same facility may be seen during each week. And, before they can arrive at the Salon, residents must be screened and issued a face covering. Also, the Salon is no longer the social gathering it once was as only one resident may be in there at one time. And the Salon must be sanitized between residents. This puts each facility into a 3-week rotation.

To make an appointment for a wash & set, a haircut, a rinse, or a trim (sorry, no perms or colors), please call 225-6644.

## Visitation Core Principles

Center for Medicare & Medicaid Services has developed “Core Principles of COVID-19 Infection Prevention,” which every visit must follow:

- Visitors Must Be Screened for Exposure and Symptoms
- Everyone must sanitize hand and wear a face covering or mask
- Social distancing of at least six feet
- Visitors must be educated on the protocol
- All surfaces must be cleaned and disinfected

Residents and Visitors who are unable to adhere to the core principles of COVID-19 may not be permitted to visit.

Note: Residents may not receive visitors if on isolation precautions.

## Social Visit Options

**Limited to (2) Visitors over the age of 12**

Skype Visits	email <a href="mailto:visits@presidentialoaks.org">visits@presidentialoaks.org</a>	Resident’s Room*
Phone Visits	email <a href="mailto:visits@presidentialoaks.org">visits@presidentialoaks.org</a>	Resident’s Phone only
Outdoor Visits	call 603-225-6644 to be screened	Under the Car Port
Indoor Visits	call 603-225-6644 to be screened	Main Lobby Cafe

*\*Retirement Living Residents partake in the Nurse’s Office to access Wi-Fi*

## Compassionate Visit Options

**Limited to (1) Visitor on a Case-By-Case Basis**

End of Life is not the only reason that Presidential Oaks might advocate for a visit outside a “Social Visit.” If a resident is grieving the recent death, needs a loved one to encourage them to eat, has had a significant life change, or the like, Social Services will initiate a Compassionate Visit Review.

## 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 Sharon Caron



Presidential Oaks has named Sharon Caron Administrator for Retirement Living. Sharon has 18 years experience in the nursing home industry, having served in various administrative roles. Sharon has been with Presidential Oaks for 10 years.

Sharon specializes in maneuvering the Medicaid Application process, Resident Trusts, and Medicare billing — both Parts A & B. In addition to her technical knowledge, Sharon is the “go-to person” for resident concerns and has assisted many with pharmacy issues, VA Benefits, and getting the Medicare Plan that works for them.

As Administrator for Retirement Living, Sharon will monitor and facilitate care plan meetings, field inquiries and grievances, and attend to the affairs of those residents, in addition to her current responsibilities. To contact Sharon, call 724-6104 or email [billings@presidentialoaks.org](mailto:billings@presidentialoaks.org).