

# Dear Members of the Windsor Healthcare Family,

The COVID-19 Pandemic has changed the landscape of how care is delivered in all our Centers and we will take these hard-earned lessons to heart and act upon each one of them as we live the “new normal” in our communities. These lessons are:

a. Real leaders are forged in times of the pandemic. The COVID-19 pandemic gave birth to leaders from our front line staff who led their small teams by being physically, emotionally and spiritually present for the patients/residents and their co-workers when the initial crisis broke. They selflessly reported to work, and even stayed beyond their work hours, to ensure that each patient/resident is cared for with the best of their ability and with the scarce resources we had during the beginning of the pandemic. We relied deeply on their grit and determination to help us get through each shift, each day, each week.

b. Communicate clearly, honestly and frequently. The restrictions in indoor visitations in our centers posed the greatest challenge for patients/residents and their families and loved ones who suddenly were deprived of the ability to be seen and spend time with each other in the centers. Our centers had to quickly adapt to virtual means of communication (FaceTime, phone calls, video conference) in order to assuage the fears brought about by the drastic changes implemented. A “family buddy” system was implemented to ensure that an employee in the center is a consistent point-of-contact of family members for updates on their loved ones, reports on positive cases and other information that needs to be disseminated.

c. Ask and you shall receive. Our partnerships with our families and the community, state and national agencies have helped each of our center in tremendous ways. Families who have taken time to donate food, sent thank you cards and cheered us from a distance, community partners such as police and fire departments who offered their resources and services, local OEMs who have provided us with donated PPEs, state and national agencies have kept us updated with the most recent guidelines on how to prevent further spread and control the COVID-19 and the UNITED STATES NATIONAL GUARD have our hardest-hit Centers their invaluable time and physical presence. They have bravely worked side-by-side with our employees and treated our residents with the dignity and respect, we are forever grateful.

Each of Windsor Healthcare Communities' nine Centers in New Jersey has an Outbreak Management and Response Plan (OMRP) that is based on directives and guidelines from the Centers for Disease Control (CDC), New Jersey Department of Health (NJDOH) and Centers for Medicare and Medicaid Services (CMS). Our Infection Preventionists, Clinical Leadership Teams, Administrators, Medical Directors and Interdisciplinary Teams are involved in ensuring that our plan is updated and implemented as new guidance becomes available. Our plan has been updated in response to the Requirements for Initiating a Phased Reopening of Long-Term Care Facilities set forth by EXECUTIVE DIRECTIVE NO. 20-026.

The Center's OMRP outlines strategies, policies, procedures and protocols that would promote the safety and well-being of our patients/residents and their loved ones, our employees and their families, our healthcare partners, our vendors, and the individual communities where our individual centers are located.

The OMRP includes, but is not limited to: (1) evidence-based infection prevention and control measures (2) cohorting guidelines (3) testing of residents/patients, essential caregivers and employees and other staff, (4) emergency staffing preparedness, (5) ongoing status communications and updates to residents/patients and their loved ones, employees and reporting to local, state and national agencies and (6) outdoor and in-door visitation rules to protect the health and safety of our residents/patients and their loved ones.

Written standards, policies and procedures that provide for virtual visits and virtual communication (e.g. video communication e.g. Facetime, conference calls, etc.) with patients/residents, their loved ones, and resident representatives, in the event of visitation restrictions due to an outbreak of infectious disease or in the event of an emergency.  
Outbreak Management and Response Policy  
Interim-COVID-19-Visitation-Policy

Methods to provide cumulative updates for patients/residents, their representatives and families of those residing in our facilities at least once weekly in particular during a curtailed visitation period.  
Outbreak Management and Response Policy  
Communication Protocols

Standards, protocols and strategies for securing more staff in the event of COVID-19 or any other infectious disease or emergency among staff.  
Emergency Staffing Plan  
Outbreak Management and Response Policy

Policies, procedures and protocols for isolation of infected, exposed or at- risk patients/residents and employees during an outbreak of a contagious disease are outlined in the following:  
COVID-19-Surveillance-Policy  
Discontinuation of COVID19 Transmission Based Precautions  
Infection Outbreak Response and Investigation  
Transmission Based Precautions  
Considerations for Cohorting COVID19 Residents  
Outbreak Management and Response Plan  
Respiratory Hygiene/Cough Etiquette in Healthcare Settings  
Infection Prevention and Control Policy  
Hand Hygiene

Information on the availability of laboratory testing, protocols for assessing whether facility visitors are ill, protocols to require ill staff to not present at the facility for work duties and processes for implementing evidence- based outbreak response measures which are included in the following:  
COVID-19 Outbreak Management and Response Plan  
COVID-19 Testing Policy  
Daily Symptom Attestation Form COVID-19 For Visitors and Families  
Daily Symptom Attestation Form COVID-19 For Employees  
Facility Guidelines for In-Person Visitation

Policies, procedures and protocols for reporting outbreaks to public health officials in accordance with applicable laws and regulations which are included in the following:  
Outbreak Management and Response Policy  
Infection Prevention and Control Policy  
COVID-19 Reporting Policy

To ensure that we are responding timely to any of your concerns, please reach out to the following Center Representative/s:

Christine Piracci, Administrator - 973-835-7443  
Ella Aguilar, Director of Recreation - 973-835-7443  
Ariana Galitsis, Director of Social Services - 973-835-7443

