



Thompson House

Rehabilitation & Nursing ■ Residential Care

March 30, 2020

Dear Family and Friends of Thompson House:

As we enter the next stage of the COVID-19 pandemic, our singular focus is the safety of our residents. We continue to refine our policies daily in coordination with guidelines from the Centers for Disease Control and Prevention (CDC), the Centers for Medicare and Medicaid (CMS), and Department of Disabilities, Aging and Independent Living, our licensing organization. We understand these changes will be challenging and we appreciate your patience as we safeguard our community's most vulnerable members.

As the COVID-19 pandemic rapidly evolves, our Interdisciplinary Infection Prevention Team meets daily to inform our leaders and update our response protocols.



Actions That Thompson House is Taking in Response to COVID-19

- We have temporarily stopped admitting all visitors to Thompson House at this time (with the exception of end-of-life visits).
- We have enacted COVID-19 screening protocols, restricting entry to Thompson House only through the front door, where we have established a “clean receiving area” to screen and sanitize residents, staff, and anyone who enters Thompson House.
- We have verified that all of our cleaning supplies are in compliance with CDC Guidelines for Eradication of the COVID-19 Virus.
- We have accelerated our cleaning schedule in common areas, with particular focus on high-touch surfaces.
- We have purchased additional personal protective equipment, including N-95 masks, gowns, goggles, booties, and gloves.
- We have enacted work-at-home and telecommuting protocols for staff whenever possible.
- We are in constant communication with all staff regarding their own health status and that of their families.
- We are using iPads and FaceTime to keep residents in touch with their families.
- We have plans in place for consistent staffing as the pandemic evolves. We are staggering staff to optimize coverage during widespread community outbreak. We will rotate our staff, paying some to stay at home and remain virus-free, so they will be available when needed.

We have implemented these changes and will be prepared to modify them on a day-to-day basis, as needed. As always, our highest priority is maintaining the safety and well-being of our residents. We appreciate your understanding and cooperation, and we will continue to keep you updated as the situation progresses. Please call if you have any questions. Please check our website and/or Facebook page for the most up-to-date information.

Sincerely,

Dane A. Rank
Administrator