



April 14, 2020

Dear Family and Friends of Holy Family Senior Living:

As we navigate through the pandemic affecting our nation, we have been hard at work taking care of your loved ones and preparing for any cases of COVID-19 in our facility. As you may be aware, nursing facilities in the Lehigh Valley are dealing with outbreaks of COVID-19 among residents and staff. We have implemented a comprehensive infection control plan in our facility, following the guidance of the PA Department of Health (DOH) and the CDC.

In anticipation of COVID-19, over the past few weeks we have prepared an isolation wing in our facility in the event any resident contracted the virus. We have stayed virus-free until today, when during our daily assessment of each resident, we tested two roommates on the McShea Rehabilitation Unit who were displaying some symptoms of COVID-19. Both residents tested positive and were immediately placed in our prepared isolation wing, McShea East. This wing is separated from McShea North and South, where other residents are staying for short term rehabilitation. There are no other residents on McShea East, other than the two who tested positive for COVID-19.

I know you will have many questions about how we are containing COVID-19 at Holy Family Manor and Grace Mansion Personal Care. The following FAQ may help answer your questions and provide detailed information about how well we have prepared to fight this pandemic.

The health and safety of our residents is our top priority and I want to assure you that we are taking good care of your loved ones. I will continue to keep in touch to provide updates to you. Thank you for your ongoing prayers and support.

Sincerely yours in Christ,

Joseph Shadid, MSN, MBA, NHA, PCA  
CEO of Holy Family Senior Living



## **Frequently Asked Questions**

### **How did these residents contract COVID-19**

The residents have been on our short term rehabilitation unit for the past several days. Most likely it was contracted prior to admission to our facility, before symptoms became evident. Every potential new resident has been carefully screened by our Registered Nurse in our Admissions Department, prior to any intake or admission to our facility. We are careful to keep the confidentiality of all residents so we are unable to provide further details.

### **How are you containing the virus?**

We have implemented stringent infection control measures and have been operating on the assumption that anyone could be a carrier of COVID-19 for the past several weeks. As you recall, that is why the building restrictions were put in place to cease all visiting. Any staff or authorized person entering the facility have their temperature taken, have a risk assessment completed and are sent home if there is any indication they are a risk. To date, we have no staff that have tested positive for COVID-19. In addition, staff working on any unit of McShea does not work on the Pavilion side or Grace Mansion Personal Care.

### **What does it mean to have an isolation unit?**

The unit was prepared to care for any resident diagnosed with COVID-19. It has its own entrance from the outside of the building and two infection control barriers have been installed to keep it separated from the other units on McShea. It has its own staff, who will not be working on any other unit on McShea or elsewhere in the facility. Meals will be delivered outside of the barriers and only authorized clinical staff working on the isolation unit will be permitted to enter. The unit also has its own medication cart and Personal Protective Equipment (PPE) area. Nothing will be shared with the other units on McShea. Video conferencing and telephones will be used when needed.

### **Who is working on the isolation unit?**

We have a team of nurses and Certified Nursing Assistants (CNAs) who are staffing the isolation unit. They will not be working on any other area/floor/unit of Holy Family Senior Living. Physicians, social workers and other practitioners will utilize video conferencing and telephone to communicate with the patients and the team.

**Are other areas of the facility at risk?**

The Pavilion side of Holy Family Manor, along with Grace Mansion Personal Care, do not have any cases of COVID-19 at the present time. We have implemented strict infection control procedures to minimize the risk to all other areas of the facility. Clinical staff members working on McShea are not permitted to work on the Pavilion side of the facility or Grace Mansion.

**Has the staff working at Holy Family Senior Living been informed about the positive COVID-19 cases?**

Yes – staff has been informed and continues to take all necessary precautions.

**If the isolated unit is located on McShea, how safe are other residents on McShea North and South?**

Residents on the North and South wings of McShea are completely separated from the East wing. There are double doors that are closed on each of these wings and two infection control barriers have been installed on East. The isolated unit on East has its own staff, supplies and entrance/exit from the facility.

**What happens if additional cases of COVID-19 are found at the facility?**

Our staff is rigorously monitoring every one of our residents in Holy Family Manor and Grace Mansion Personal Care. Daily temperatures are taken and clinical assessment is done to determine whether anyone is displaying symptoms of COVID-19. In the event any other resident tests positive or displays symptoms of COVID-19, he/she will immediately be placed in the isolation unit on McShea East as a precaution. We are checking all staff in the facility on a daily basis to ensure our infection control procedures are in compliance. We have a very dedicated staff and they are following our procedures to the letter.

**How long will the isolated unit be utilized?**

We will operate the unit as long as needed to ensure the safety of all of the residents at Holy Family Manor and Grace Mansion Personal Care. Our care is second to none and we have a team of infection control professionals working to contain the spread of infection and help the residents with COVID-19 in their recovery. In the event a resident with COVID-19 becomes severely ill, he/she will be transported to an area hospital through the private exit on McShea East. We are in daily contact with our Medical Director, Dr. Mira, and will work with him and the resident's physician to determine whether transport to the hospital is appropriate.