

239 Hospital Circle
Paris, TN 38242
731-642-5700

HENRY COUNTY HEALTHCARE CENTER



3-12-2020

To Our Residents and Family Members:

We know many of you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us here at Henry County Healthcare Center. Ensuring residents are cared for in a safe and healthy environment is our first priority. At this time, we do not have any cases at our facility or in our community. The Centers for Disease Control and Prevention (CDC) have recommended a variety of steps that we are implementing to help reduce the potential for the virus to enter our building. However, we need your help in battling COVID-19. Below are some examples of how you can help protect the residents, as well as prevent the spread throughout the community.

At this time, we are asking that visitation be limited to family members during the hours of 8:00 a.m. - 5:00 p.m. unless there are extenuating circumstances, (hospice, work hours, etc.). We are prohibiting visitation if you have a fever, sore throat, cough or other flu-like symptoms, or if you have traveled to a high-risk area for COVID-19 and/or had contact with a person known to be infected with COVID-19. We are posting signs on our entryway doors with precaution guidelines listed. The Plumley doors are the only unlocked doors in our facility at this time and are open from 8:00a.m. – 5:00p.m. Staff will conduct screening when you enter. After hours, you may ring the doorbell and staff will assist you as soon as possible.

If there are any COVID-19 cases diagnosed in our county, it is my understanding that we will have to restrict all visitation. We do understand that connecting with your loved one is incredibly important, and there are a variety of other ways you might consider communicating with them. These may include telephone, email, text, video chat or social media.

Please make certain we have your most current emergency contact information. We want to make sure we efficiently communicate with you should there be any new developments. Please contact Sean Taylor, LSW or Sandra Ray, Administrator at 731-642-5700 with your updated contact information.

PLEASE help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette. We offer hand washing and alcohol-based hand sanitizer stations throughout the building, which you are welcome to use. Please also avoid shaking hands and hugs with

any individual and please limit your visitation to the resident's room. Again, if you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, please do not attempt to visit.


Henry County Healthcare Center is following the recommendations of the CDC on prevention steps, including following strict hand-washing procedures, and in many circumstances, wearing gowns and gloves when interacting with residents who present symptoms. We are staying up to date with the CDC recommendations as they may continue to change. In addition, our facility is in close contact with the local and state health department, and we are following their guidance.

Should you have any questions, please feel free to contact our facility. We will direct you to a staff member who can talk with you regarding any concerns.

Please notice that these guidelines are as of March 12, 2020 and are subject to change daily based on the recommendations from CDC and our Local and State Health Departments. Thank you for understanding.

For additional information, please visit the CDC's coronavirus disease website.

Sincerely,



Sandra Ray

Administrator

Henry County Healthcare Center

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HENRY COUNTY HEALTHCARE CENTER



3-15-2020

To our Residents and Family Members:

The Centers for Medicare & Medicaid Services, (CMS), who license and govern nursing home facilities, announced critical new measures designed to keep America's nursing home residents safe from the COVID-19 virus.

According to the CMS newsroom press release, it is CMS's latest action to protect America's seniors, who are at highest risk for complications from COVID-19. They state, "While visitor restrictions may be difficult for residents and families, it is an important temporary measure for their protection."

These are our newest directives:

1. Restricting all visitors, effective immediately. (They do say end-of-life, (e.g. hospice), situations are exceptions if family member is equipped with personal protective equipment such as masks and follow protocol and restrictions).
2. Restricting all volunteers and nonessential health care personnel.
3. Cancelling all group activities and communal dining.
4. Implementing active screening of residents and health care personnel for fever and respiratory symptoms.

Please be assured we are currently following all of the above restrictions.

This was also a paragraph in our directive:

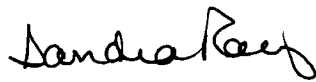
"CMS understands the vital importance of keeping nursing home residents connected with their loved ones. However, the rapid spread of COVID-19 and its transmission through visitors and health care workers – as well as nursing home residents' high risk – has made it necessary to restrict nonessential visitation in order to protect the health and safety of residents."

We certainly plan to maintain contact with you during this time. Our primary number is 731-642-5700, however, you may prefer to contact the nurses' station on your loved ones hall. If you have a question about a direct number to that station, please contact us and we will direct you to that staff. As always, if there is a concern or a change in condition, you will be immediately notified.

Again, we do understand that connecting with your loved one is incredibly important, and encourage you to use the telephone, email, text, video chat or social media if possible.

This is an unprecedented situation and we assure you that we are aware that this is difficult for every resident, family member and healthcare worker. Again, the information in this letter is subject to change based on the recommendations from the Center for Disease Control and CMS.

Sincerely,

A handwritten signature in black ink that reads "Sandra Ray". The signature is written in a cursive style with a large, prominent initial 'S'.

Sandra Ray
Administrator
Henry County Healthcare Center
731-642-5700

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3-19-2020

Dear Resident and Family Member:

I am writing to let you know we have a portable phone we can carry to any resident's room. The number is 731-644-8940. Any nursing wing can access the portable phone and take it to the resident's room.

We also now have an IPAD and are able to set up a zoom meeting for our residents so you can communicate directly. This can be done several different ways.

If you are using an Android or Apple Device you would go to the app store and download the free zoom cloud meeting app on your device; then select Join a Meeting. We would provide the meeting ID and you would be able to see and talk with your loved one.

Another alternative way to connect is from a computer with webcam and microphone. You would need to go to www.zoom.us and select Join a Meeting. We would then give you the meeting ID which changes each time.

Since this is a new form of communication, please contact Tim Lee, Melissa Carpenter or Sandra Ray at 642-5700 so we can schedule a time for you and your loved one to connect. When this becomes a more familiar form of communication, we will utilize more staff members to assist with this communication tool. We are willing to assist you after work hours if needed.

Please know we are doing our very best to keep our residents safe and happy and look forward to CMS lifting the restriction on visitation.

Sincerely,

A handwritten signature in black ink that reads "Sandra Ray". The signature is written in a cursive, flowing style.

Sandra Ray
Administrator
Henry County Healthcare Center
731-642-5700

3-18-2020

How to setup Zoom Meeting for HCHC Residents

Ask family member if they will be:

Dialing in from a phone

Using an Android/Apple device

Using a computer with webcam/microphone/speakers

If dialing in with a phone for voice only:

1. With resident's family on the phone, do the following:
 - a. On iPad, open Zoom
 - b. Select New Meeting
 - c. Select Start A Meeting
 - d. Provide Resident's family with the following information:
 - i. Telephone Dial-in Number – 312-626-6799
 - ii. Meeting ID – to section of the meeting (9-digit number)
 1. This changes for each meeting

If using an Android/Apple Device

1. Instruct the family to download the zoom app for their device:
 - a. Instruct family member to:
 - i. Open **Google Play Store** or **Apple App Store**
 - ii. Search for Zoom
 - iii. Download and install the Zoom Cloud Meetings app
 - iv. Open App
 - v. Select Join a Meeting
 - b. With resident's family on the phone, do the following:
 - i. On Resident iPad, **open Zoom**
 - ii. Select **New Meeting**
 - iii. Select **Start a Meeting**
 - iv. Provide Resident's family with the following information:
 1. **Meeting ID** – top section of the meeting (9-digit number)
 - c. This changes for each meeting

If using a computer with webcam and Microphone

1. Instruct the family to goto www.zoom.us
 - a. Select Join a Meeting
 - b. With resident's family on the phone, do the following:
 - i. On Resident iPad, **open Zoom**
 - ii. Select **New Meeting**
 - iii. Select **Start a Meeting**
 - iv. Provide Resident's family with the following information:
 1. **Meeting ID** – top section of the meeting (9-digit number)
 - c. This changes for each meeting

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HENRY COUNTY HEALTHCARE CENTER



April 1, 2020

To our residents:

We know many of you are concerned about the spread of COVID-19 virus and how it is impacting us here at Henry County Healthcare Center. Ensuring you are cared for in a safe and healthy environment is our first priority.

The Centers for Medicare and Medicaid Services, (CMS), have given us directives to help keep you safe and which you are experiencing at this time, including restricting all visitors and volunteers, cancelling all group activities and communal dining and screening all residents and staff daily. We are following all of these restrictions.

We understand that connecting with your loved one is incredibly important, and encourage your use of the telephone, email, text, video chat or social media if possible. Please let the activity department, (Tim or Debbie), or other staff members know and we will try to connect you with your family whenever possible. We all look forward to dining and activities returning to "our normal"!!

You can help prevent the spread of infection by exercising proper hand washing hygiene as well as coughing and sneezing etiquette, (sneeze into the inside of your elbow or Kleenex). Soap and water and alcohol-based hand sanitizers are in every resident room. Please avoid shaking hands and hugs with any individual and please do not enter another resident's room. We are trying to practice social distancing (staying six feet away

If you are experiencing a cough, fever, sore throat, runny nose, and/or shortness of breath, or anything different from the way you normally feel, please let any staff member know.

We want you safe and healthy!!

A handwritten signature in black ink that reads "Sandra Ray".

Sandra Ray

Administrator

239 Hospital Circle
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HENRY COUNTY HEALTHCARE CENTER



April 15, 2020

Dear Family and Residents:

I am writing to assure you that Henry County Healthcare continues to adhere to CMS guidance in all areas related to the COVID-19 virus. We have not had any positive cases in our facility.

I know you probably read many articles about the lack of person protective equipment in all areas of healthcare. We are fortunate to be associated with Henry County Medical Center. They are keeping our equipment well stocked.

We are making great efforts to involve each resident, as much as possible, in activities and keep spirits up. I know they miss seeing their families and the activities department is trying to reach out to as many of you as possible to set up a time period to do face time or zoom meetings. We have added an i-pad and two more portable phones. We have also put numbers on the windows of each room if you are able and would like to come to the window to see your loved one. Whenever possible and requested, we have also brought residents to the big glass doors where your view is much better.

We are trying to eliminate as many ways as possible for the virus to enter our building including items brought to our residents. Our general rule is that we will accept items if they can be wiped down. One example is cokes or soft drinks. Those can be wiped down. If you have a question about what can be brought to the facility, please contact me or the Director of Nursing at 731-644-8912 or 731-644-8914. We do not sit at our desk but we do have voicemail.

You probably already have the number of the nurses' station where your relative/loved one is located but I wanted to list those:

South wing	(rooms 1 -17)	731-644-8918
East wing	(rooms 18 – 35)	731-644-8917
North wing	(rooms 36 – 51)	731-644-8916
West II (skilled hall)	(rooms 61 – 75)	731-644-8927
West I (skilled hall)	(rooms 76 – 91)	731-644-8939

Staff can also be contacted through our main number 731-642-5700.

As always, you will be notified of any changes or concerns related to your resident or just any time they express a desire to be in contact with you. Tim and Debbie in Activities are actively trying to facilitate communication on a daily basis.

As always, I am confident that my staff are doing an excellent job, taking every precaution indicated and providing excellent care with the guidance of our physicians.

Thank you for placing your trust in us. Don't hesitate to call with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Sandra Ray".

Sandra Ray
Administrator

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HENRY COUNTY HEALTHCARE CENTER



May 6, 2020

To our Residents and Family Members:

I just wanted to give you an informational update on our status here at Henry County Healthcare Center.

At this time, we continue to have no known positive COVID cases or symptomatic residents or staff and we continue to be well stocked with personal protective equipment. Please know we are doing everything that is asked of us with numerous, ever-changing guidance's from CMS, (Centers for Medicare and Medicaid Services), CDC, (Center for Disease Control), and the Department of Health.

I'm certain you have been keeping up with the news and have heard that Governor Lee has made Coronavirus testing a priority for long term care facility residents and staff. We have submitted the required form stating the approximate number of tests for residents and staff. We are waiting to hear from the Department of Health for testing supplies, therefore, we have no approximate date at this time. One new guidance states, if any positive COVID-19 cases are identified, families and residents must be notified within 12 hours. We will, of course, notify you as directed.

I know that you understand the necessity for our locked doors, however, I'm certain it doesn't make it any easier for you or your loved one. Please know we are working hard to keep everyone safe and we are trying to find ways to social distance a few activities and find in room activities for those who do not want, or whom are unable, to leave their room.

It makes us all happy to assist you through zoom meetings with our IPAD, phone calls, and your visitation at the doors and windows. If there is anything we can do to assist you or if you have questions, please call us.

On a personal note, I would like to say how proud I am of our residents who are well informed and seem to have adjusted well. I am also very proud of our staff members. This is a most challenging time in our profession and they do everything that is asked of them because they know the wellbeing of the residents they care for are dependent upon it.

Thank you for your continuing support.

Sincerely,

A handwritten signature in cursive script that reads "Sandra Ray".

Sandra Ray
Administrator