

# Southpointe Healthcare and Rehabilitation

## WEEKLY UPDATE

July 1, 2020

Dear Residents and Families/Representatives,

Please accept this letter as Southpointe Healthcare and Rehabilitation's weekly update to keep you informed about the status of COVID in our facility and what we are doing to keep our residents and staff safe during the ongoing coronavirus pandemic.

We are happy to report that, as of today, we have no confirmed cases of COVID-19 in our facility. Testing of all residents and staff was completed on May 25, 2020 and all 235 tests resulted as negative. We have had no staff members nor residents with confirmed cases of COVID-19 at this time.

Our facility continues to follow the CDC and our local health department's guidance for all appropriate precautions and preventative measures to protect our residents and staff during this pandemic, including visitation recommendations. As such, and in accordance with the guidelines available to us, we are still continuing restrictions on visitation at this time.

We realize how difficult it is not to be able to see your loved ones, and we continue to closely monitor the situation in hopes that we can reopen for visitation soon. However, it is our responsibility to make sure your loved ones are as safe as possible and reopening our facility to visitors too soon could increase our residents' risk of exposure to COVID-19. As such, and for the safety and well-being of our residents, please continue to reach out to your loved ones through phone, FaceTime, letters and e-mail and feel free to contact us directly if you need assistance facilitating that communication. Window visits are encouraged. **We can arrange to have a window visit in another area of the building if your loved one does not have a bed on an exterior window.** Please call our phone number listed below to request that arrangement.

As a reminder, only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community. We ask them not to report to work if they have symptoms of illness.

Please continue to check our website for updates. As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly at 864-288-1415.

Sincerely,



Administrator

## **COVID-19 NOTIFICATION**

**July 10, 2020**

**Number of additional confirmed COVID-19 cases in the last 24 hours: 9**

Please continue to check our website for additional updates and information on what we are doing to help prevent further spread of COVID-19 in our facility.

If you have any questions or concerns about this notification, please contact us directly at 864-288-1415.



Notification/Weekly Update

July 15, 2020

To Our Valued Residents, Families and Representatives:

Please accept this letter as an update to inform you about the status of COVID in our facility and what we are doing to keep our residents and staff safe during the ongoing coronavirus pandemic.

On July 6<sup>th</sup>, 7<sup>th</sup> and 8<sup>th</sup> a total of 121 COVID-19 tests were administered to all of our residents. We are still waiting for some results but can confirm that, as of today, 47 residents have tested positive for COVID-19. We have also tested 23 staff members for COVID-19 which resulted in 10 staff members testing positive for the virus.

While we are disappointed to see the increased number of cases in our facility, we knew that our numbers would likely go up as a result of mass testing. Rather than be discouraged by more known cases, we are encouraged that access to testing is improving our ability to respond to this virus and will enable us to protect our residents and staff in a more targeted way moving forward.

We are committed to seeing the number of positive cases in our facility go down and we will continue to implement and practice enhanced safety precautions recommended by our federal, state and local health officials, such as, only allowing essential personnel inside the facility, performing regular screenings for signs and symptoms of illness prior to entering the building, continually monitoring residents, performing regular deep cleanings, using PPE as recommended by the CDC, providing individual activities as opposed to group activities, implementing isolation protocols as required, and reminding and encouraging staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

As a reminder, we will post updates on our facility website and we will individually notify representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19. If you have any questions or concerns please contact us directly at 864-288-1415.

Sincerely,

A handwritten signature in blue ink that reads "K. Broome".

Kirk Broome  
Administrator

## **COVID-19 NOTIFICATION**

**July 2, 2020**

**Number of additional confirmed COVID-19 cases in the last 24 hours: 1**

Please continue to check our website for additional updates and information on what we are doing to help prevent further spread of COVID-19 in our facility.

If you have any questions or concerns about this notification, please contact us directly at 864-288-1415.

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## WEEKLY UPDATE

**July 24, 2020**

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. We have had 57 total residents and 14 employees that have tested positive for COVID-19. We have had 8 staff members return to work. Our clinicians are seeing symptoms beginning to resolve in our residents, indicating our residents are progressing to recovery. This will be evaluated further once the CDC-recommended isolation period concludes later next week.

We are currently experiencing a very high call volume and are working through a solution to help have phone calls answered more frequently and quickly. We recommend calling during business hours (8:30am – 5pm) on Monday through Friday if you are requesting updates. As always, if you have issues that require immediate attention, please call the facility and we will work on answering your call as quick as possible.

We are following recommendations of state and federal agencies to not allow for deliveries of items that are not able to be sanitized (e.g. food, plants, etc.) We do allow for deliveries of items that can be disinfected to be delivered. We ask that those be brought between the hours of 9am and 5pm and that families and loved ones wear masks when bringing items.

As you might already know, the federal government announced last week that it is going to send point-of-care testing supplies for COVID-19 to all skilled nursing facilities in the country. We hope this means better access to testing and faster results for our staff and residents, but we will keep you posted as we get more information and details on this development. As always, we are working hard to keep everyone in our community safe and we will continue to practice the enhanced safety precautions that are known to prevent the spread of COVID-19, such as only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community. We ask them not to report to work if they have symptoms of illness.

Please continue to check our website for weekly updates as well as notification of new cases. As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly at 864-288-1415

Sincerely,

A handwritten signature in blue ink, appearing to read "Kirk Broome", followed by a horizontal line extending to the right.

Kirk Broome  
Administrator

## **COVID-19 NOTIFICATION**

**July 30, 2020**

**Number of additional confirmed COVID-19 cases in the last 24 hours: 6**

Please continue to check our website for additional updates and information on what we are doing to help prevent further spread of COVID-19 in our facility.

If you have any questions or concerns about this notification, please contact us directly at 864-288-1415.



## WEEKLY UPDATE

**July 31, 2020**

Dear Residents and Families/Representatives,

Please accept this letter as our weekly update regarding the status of COVID-19 in our facility. Since the onset of this virus, we have had 63 residents and 14 staff members test positive for COVID-19. We have had 10 staff members return to work. We continue to monitor our residents closely and follow the guidelines by CDC to ensure residents are progressing towards recovery.

We are currently experiencing a very high call volume and are working through a solution to help have phone calls answered more frequently and quickly. We recommend calling during business hours (8:30am – 5pm) on Monday through Friday if you are requesting updates. As always, if you have issues that require immediate attention, please call the facility and we will work on answering your call as quick as possible.

We are following recommendations of state and federal agencies to not allow for deliveries of items that are not able to be sanitized (e.g. food, plants, etc.) We do allow for deliveries of items that can be disinfected to be delivered. We ask that those be brought between the hours of 9am and 5pm and that families and loved ones wear masks when bringing items.

As always, we are working hard to keep everyone in our community safe and we will continue to practice the enhanced safety precautions that are known to prevent the spread of COVID-19, such as only essential personnel are allowed inside the facility and we screen them for signs and symptoms of illness prior to entering. Our residents are continually monitored and staff is using PPE as recommended by the CDC. Staff is frequently reminded and encouraged to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community. We ask them not to report to work if they have symptoms of illness.

Please continue to check our website for weekly updates as well as notification of new cases. As always, we will notify you if we receive confirmation of a new positive case in our facility and we will reach out to you individually if your loved one is displaying symptoms of COVID-19 or tests positive for COVID-19.

If you have any questions or concerns please contact us directly at 864-288-1415

Sincerely,

A handwritten signature in blue ink, appearing to read "K. Broome", with a long horizontal flourish extending to the right.

Kirk Broome  
Administrator





**COVID NOTIFICATION/UPDATE**

July 6, 2020

To Our Valued Residents, Families and Representatives:

We received confirmation that two staff members at our facility tested positive for COVID-19. While we are disappointed to hear that somebody has tested positive since we have worked so hard to prevent the transmission of COVID-19 in our facility, we know that we are dealing with an extremely contagious virus. Rather than be discouraged, we are going to focus our efforts on taking all necessary steps to protect our residents and staff from further spread of COVID-19.

We are committed to eliminating this virus from our facility and we will continue to implement and practice enhanced safety precautions recommended by our federal, state and local health officials, such as, only allowing essential personnel inside the facility, performing regular screenings for signs and symptoms of illness prior to entering the building, continually monitoring residents, performing regular deep cleanings, using PPE as recommended by the CDC, providing individual activities as opposed to group activities, implementing isolation protocols as required, and reminding and encouraging staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

As a reminder, we will post updates on our facility website at [www.southpointehealthandrehab.com](http://www.southpointehealthandrehab.com) and we will individually notify representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19. If you have any questions or concerns please contact us directly at 864-288-1415.

Sincerely,

A handwritten signature in blue ink that reads "Kirk Broome".

Kirk Broome  
Administrator

## **COVID-19 NOTIFICATION**

**July 7, 2020**

**Number of additional confirmed COVID-19 cases in the last 24 hours: 4**

Please continue to check our website for additional updates and information on what we are doing to help prevent further spread of COVID-19 in our facility.

If you have any questions or concerns about this notification, please contact us directly at 864-288-1415.