



# Our Lady of Prompt Succor Nursing Facility

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[www.promptsuccor.com](http://www.promptsuccor.com)

June 12, 2020

To Our Residents and Family Members:

We want to provide you with an update on the situation at Our Lady of Prompt Succor Nursing Facility regarding the novel coronavirus or COVID-19, including the number of confirmed cases as well as the efforts we are undertaking. The safety and wellbeing of our residents is our top priority. We are doing what we can to limit the spread of COVID-19 within Our Lady of Prompt Succor Nursing Facility.

Since May 8, 2020 (when the federal government issued reporting requirements), we have had 45 confirmed cases of COVID-19.

Here is a more detailed update regarding the prevalence of COVID-19 in our facility. As of June 12, 2020:

- 45 residents or staff **had** confirmed COVID-19. When a resident test positive, we notify residents and their representative(s) of their condition and implement protocols for their care and treatment. We also follow guidance from the Centers for Disease Control and Prevention (CDC) and the Center for Medicare and Medicaid Services (CMS), including return to work guidance, for staff who test positive.
- 44 residents and staff have recovered from COVID-19.
- It has been 10 days since a new resident or staff member has tested positive.

Our Lady of Prompt Succor Nursing Facility is staying in very close communication with local and state health officials to ensure we are taking all the appropriate steps under current circumstances. We are also following guidance from the CDC and CMS to reduce the spread and impact of COVID-19, such as:

- Enhanced infection control precautions
- Screening residents, staff, and essential visitors for symptoms
- Restricting visitation and entry of people to the building
- Testing staff and residents for COVID-19 based on current protocols and availability of tests
- Postponing or carefully limiting communal activities including social distancing and other infection control precautions
- Place all residents who test positive for COVID-19 on an isolation unit for 21 days.
- Place all new admits on an isolation unit for 14 days. These residents undergo COVID-19 testing weekly.

Due to government privacy requirements, we cannot divulge specific information about the individuals who have confirmed or suspected COVID-19, unless they are your family member and you have the necessary permissions to receive such information.

We know you are concerned about your loved one, but it is crucial that we restrict visitation to reduce the spread of this virus to others. We will contact you directly if your loved one is suspected or diagnosed with COVID-19.

We also understand that connecting with family members is incredibly important to our residents. Family members are encouraged to connect with their loved ones through video chat, calling, texting, or window visits. Please feel free to contact us at (337) 948-3634 for any assistance needed to contact with your loved one.

We need your help in battling COVID-19. Please visit the CDC website ([www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)) to learn how you can help prevent the spread in our community, since continued spread in the larger community increases the chance the virus will work its way into our building.

This is a difficult time for everyone. We will continue to provide you with updates. Please know that we are adhering to guidelines from the local and state health departments, which continue to evolve as we learn more about this virus.

We know that you may have questions and we encourage you to contact our facility. Please call us at (337) 948-3634 or visit [www.promptsuccor.com](http://www.promptsuccor.com) for updates on the status of your loved one.

Sincerely,

*Mike Purser, Administrator*

*Brandie Perry, Assistant Administrator*

*Amanda Wheeler, RN, Infection Preventionist*