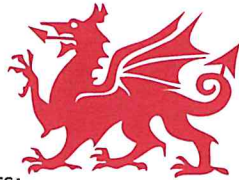


6/4/2020



THE WELSH  
HOME

*"A Legacy of the Heart"*

Welsh Home Team Members:

I am happy to announce The Welsh Home was DEFICIENCY FREE in our Infection Control Survey that was completed last week. A huge THANK YOU goes out to each one of you who are working hard every day in the area of infection control to help keep our residents and each other healthy.

There has been a lot of information in the news regarding skilled nursing facilities and Ohio Department of Health. We received clarification this week that the National Guard has begun testing all employees in skilled nursing facilities. We do not know when the National Guard will be at The Welsh Home for testing. They will give us 1-2 week notice. ALL employees will need to be tested. When we have a date for testing we will notify employees immediately and our expectation is that you make yourself available to come to The Welsh Home for this testing. As healthcare workers, being tested for communicable diseases is not a new concept. For as many years that I've been in healthcare I've been tested and/or screened for TB as I'm sure you have too. We appreciate your efforts to make yourself available when our date for testing is set.

Thank you to everyone who took time to complete an employee survey. This information is valuable to the leadership at The Welsh Home so we can continue to improve and address concerns. Please see attached summary for results of this survey.

Governor DeWine recently announced outdoor visitation for Assisted Livings is allowed as of June 8<sup>th</sup>. The Welsh home will not be allowing outdoor visitation until the Governor announces outdoor visitation is allowed for our whole facility. This information is being communicated to the families.

We know how hard working in a nursing home during the COVID crisis and we want to reiterate, We See You. We Appreciate You! **To honor your hard work**, The Welsh Home has purchased yard signs that you can take home so others can recognize the hard work YOU and your fellow nursing home workforce members are doing. Yard signs are available at the front desk. Please feel free pick one up and put it in your yard.

If you have any questions or concerns, as always, please let me know.

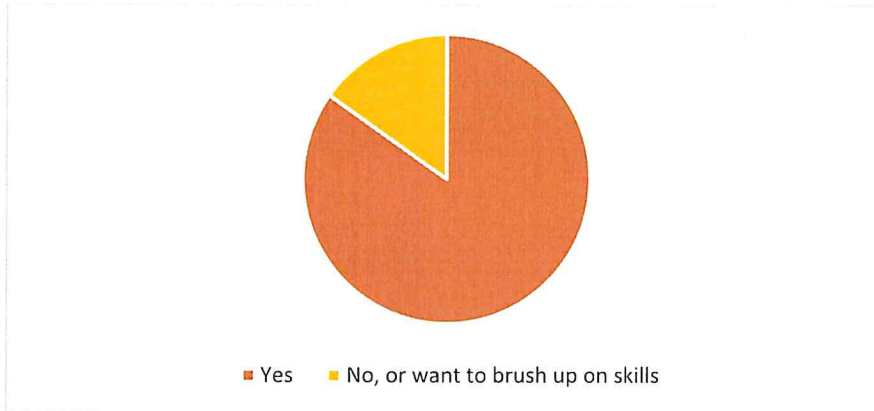
Sincerely,

A handwritten signature in black ink, appearing to read "Susan", written over a background of yellow daffodils.

Executive Director

*Thank you for those that took the time to share you feedback on the Employee Survey about COVID. I've reviewed all the answers and wanted to provide some feedback.*

**When asked "Do you have enough training" over 85% of our team responded yes.**

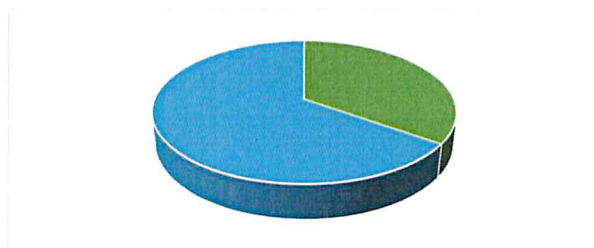


**100%** of you knew the **difference between quarantine and isolation**. Yay!

**When asked how much extra money do you reasonably consider to be fair for caring for residents who have this virus here were your answers:**



**Only 65% of those that answered the question "Do you know that the Welsh Home has an Employee Assistance program"...**



Please, please, please go onto our website and look at the 'employee resources' tab. It has several links to great resources including our Employee Assistance Program. In all the uncertainty in today's day, we want you to know that you are not alone and have access to an excellent resource for any of your day-to-day challenges that you may be going through. This service is our Employee Assistance Program (EAP)

supported by ComPsych and is available to you and your family at no charge when you provide the Welsh Home's WEB ID code PFGEAP or by calling toll free 1-888-628-4844.

Challenges surface every day and now you have a confidential resource you can turn to. This is not only a counseling service. They provide assistance in a variety of ways: from financial hardship, child care, your child being bullied, peer pressure with drug use, verbal and physical abuse, being evicted from your residence, experiencing stress, anxiety or depression, how to file for a divorce/separation, how to report suspicious activity in your neighborhood; the list goes on. Remember, all calls made are kept confidential between you and the representative you are speaking with and if you should need to retain an attorney from this program, you are eligible for a 25% discount for continued services.

**When asked what your concerns were while working during the pandemic your answers were overwhelmingly taking it home, getting it, and being the one who spreads it here.**

Know that you and your co-workers are all in the same boat with the same concerns. Please use your PPE properly and make safe decisions outside of work. If you have questions about proper PPE usage, please ask Tonya or your manager. We will get the information you need to feel educated and safe. The safer decisions we make in and outside the building directly affect what happens in the near future for all of us, especially our residents.

**When asked what we can do better your feedback was:**

- **Don't use agency, have enough staff:** I agree! We are making every effort to recruit and bring on board staff to assist with all our residents' needs. In the last 60 days (outside the most recent orientees)- our turnover rate is almost 100%. Please HELP us in retaining our newer employees. Make them feel welcomes, follow the orientation plan, ask Tonya if you have questions. We are currently working on improving our on-boarding process and orientation process- more to come!
- **Mask etiquette, help us be prepared, and help with quarantine rooms:** Please use your PPE correctly. If you do not know or have questions: ask. We are fully prepared with all levels of PPE. Hopefully you were able to attend some of the additional educations we've provided. For any additional requests for information on any topic ask the right person. My goal though this is and continue to be transparent.

**Keep us updated:** Please follow us on Facebook and check with website often. I've been sending weekly updates to the families. I will start putting an on-shift message out when these are posted as it can be an additional resource for you on what is being communicated.

*As always, thank you for being part of The Welsh Home team. I see you. I appreciate you.*