

# Rockville Nursing Home

Steppe Memorial Building

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[www.rockvillennursinghome.org](http://www.rockvillennursinghome.org)



April 16<sup>th</sup>, 2020

Dear Families, Friends, and Responsible Parties:

This letter is to provide you with an update with our facility's situation regarding the COVID-19 outbreak. While the scale of the outbreak situation is daunting, we are humbled and heartened in equal measure by your acts of kindness, generosity, and support. Your support and the everyday acts of courage and humanity displayed by our staff on a daily basis serve to remind us that better days lie ahead. We are particularly proud of our families who have sent us items big and small to ease the burden of our dedicated staff.

At the time of this letter, our current COVID-19 cases in-house stand at seven (7) confirmed cases and five (5) pending results. We have staff members who have confirmed positive cases and others waiting at home for their test results. This insidious virus continues to have a profound impact on our residents and staff. Be assured that the health, safety, and wellbeing of our residents remain our single biggest priority.

We continue to monitor all our residents closely for symptoms of COVID-19 and staff members continue to undergo health evaluations, which include answering questions about their own health, undergoing temperature checks, and engaging in sanitation procedures before beginning each shift. We have implemented additional cleaning, sanitization, and other measures to maximize the safety of our residents and staff.

Our staff are eager to speak with you and remain available to answer any questions or provide updates relating to your loved one, but to maximize care with the limited Nursing staff on hand and to avoid overwhelming them, we encourage you to keep phone conversations brief to maximize the time spent caring for residents. We apologize if you have to endure long wait times to speak to our nurses. Please know that in an end-of-life situation, a family visit, if requested, will be honored.

On Monday, April 13<sup>th</sup>, 2020, a consultant from the Office of Infectious Disease Epidemiology and Outbreak Response Bureau of the Maryland Department of Health (MDH) visited and toured our facility. Upon her visit, she provided recommendations for best practices of maintaining health and safety amidst the COVID-19 outbreak. Fortunately, she was pleased with RNH's COVID-19 outbreak response and only had a few recommendations. Based on some of her recommendations, we made the painful decision to make room changes to allow for cohorting some of our residents to a specific wing on each unit. We understand some of these room changes may not be desired by our Residents or their family but it's for safety reasons. We believe the benefit of having dedicated team member's care for our symptomatic residents will ease the number of outbreaks in our facility. We will continue to work closely with the MDH and follow their guidance as best as possible.

Personal Protective Equipment (PPE), specifically protective gowns, remains our biggest challenge. We continue to reach out to our vendors, local and state health departments to aid us with protective gowns. These persistent requests unfortunately have not yet yielded any positive results

until today, April 16<sup>th</sup>, 2020, the Montgomery County Department of Health and Human Services, through its Department of General Services (DGS), supplied our facility with 1,015 masks, 5,000 individual gloves, and 63 face shields. We are extremely grateful for these items and will continue to work with the Department of Health and our vendors as we seek more protective gowns.

As always, the staff at RNH are extremely grateful for your patience, kindness, and words of encouragement during this difficult time. During these trying times, we are reminded how important family, connection, and support is and we are grateful for you now and always. Thank you for your graciousness and heartfelt words of understanding. We will get through this together.

Our Best,



Vincent P. McCubbin – Administrator



Margaret Armah, BSN, RN – Director of Nursing

The Entire Health Care Team @ Rockville Nursing Home