

Mountain View Community

Carroll County's Nursing Home and
Rehabilitation Center

Howard Chandler, NHA
Administrator



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April 22, 2020

To: Carroll County Board of Commissioners
From: Howie Chandler, MVC Administrator
Re: Monthly Report

1. COVID-19

I am pleased to report that MVC has had no positive cases of COVID-19 by Residents or by Staff. This is not by accident but by the ongoing vigilance on the part of all Staff in all Departments. We restructured our Housekeeping schedule to move from a 4 day second shift presence to 7 days. Housekeeping's primary responsibility is now disinfection. All Staff are screened upon entrance and when there is an issue of any type – they are sent home pending further evaluation. With much thanks to the Chair of our Legislative Delegation, Ms. Edith DesMarais we were connected with a private importer to help us secure needed emergency Personal Protective Equipment. If the full order is received it will total \$7,700. We expect that this expense together with all other COVID-19 related expenses will be reimbursed. Communication is critical during a crisis and the Daily Updates have been much appreciated by Staff, Family and by Residents. We have been blessed to be in a part of the world where the outside community helps out in any way they can including making literally hundreds of cloth face masks for our Staff and Residents to use. As the President of the New Hampshire Association of Counties Nursing Home Affiliate I host a weekly Zoom call that brings all of the County Homes together to assist each other in any way that we can. The Federal Government together with the State has initiate the Long Term Care Stabilization Program which provides weekly supplemental stipends to the Staff of nursing homes during the crisis. These will be \$150 per week for part time Staff and \$300 per week for full time Staff. For the payroll ending April 11th this totaled \$47,700. Initially we will need to assume the cost of the employer's share of social security but that is anticipated to be reimbursed to the County as a covered COVID-19 Expense.

You can be very proud of your Staff --- they are all doing an exceptional job while working under an exceptional amount of pressure!

2. Affordable Assisted Living

Two weeks ago our Affordable Assisted Living Consultant Roxie Severance presented her formal report and if you are so willing, she would like to present an Executive Summary to you at your

meeting next week. This would include her recommendations for future actions to be taken. The major Take Aways:

- A small project including both Affordable Assisted Living and Memory Care can be added onto the existing Mountain View without requiring any taxpayer appropriation.
- There is clearly documented need both now and in the future.
- If the County does not do Affordable Assisted Living – nobody will.

3. Budget Review --- 2020 First Quarter

I have attached a summary for your review but I am of course prepared to review the first quarter's expenses line by line if you prefer. Overall we are favorably down 2.1% (230K) from the budget. Generally speaking first quarter expenses are the lowest of the year as we are working without a confirmed budget. Bob Murray and Chris Delisle are working on the Request for Proposals for capital expenses and I can have them ready for you in a week or two.

4. Human Resources

Although we are working in the midst of a crisis – our Staff Morale has been excellent. We have no regularly scheduled Agency 'Travelors'. (Last year at this time we had 6) and we have only one open position for a second shift Maintenance Staff Member.

5. Summary -----

I want to extend special thanks to Kathy Armstrong who is always there when needed --- most recently this past Friday in pulling together a raft of data needed for our submission for the Long Term Care Stabilization Program. We could not have done it without her! All of our Staff have taken on new and additional responsibilities in response to our prolonged crisis. It is a wonderful team to work with. It is not unusual for me to have 3 and sometimes more 'virtual' meetings a day with State and Federal Leaders as well as regular updates by the CDC and our own DHHS. These have been busy days indeed. Please be sure to let me know if there are other topics that you would like to see me address with these monthly reports.