



# Citizens Care

& REHABILITATION CENTER

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October 6, 2020

To Residents and Family Members:

These past months have presented challenges we never expected. Thank you for entrusting us with the care of your loved ones during this pandemic and fight against COVID 19. We have made it our priority to keep up with the latest information from the Federal and State level, Centers for Disease Control (CDC) and the Harford County Health Department. It has been quite an undertaking. The team at Citizens has made this the priority. It would be an understatement if we did not admit that it has been a roller coaster ride of changes and information from all directions. We are so pleased to finally be putting together a visitation policy. You have been missed, but bringing the community back in has its risks. We want to protect our residents, staff and you. We will proceed with caution. A preliminary visitation policy will be released as soon as we are out of outbreak and ready to implement. Visitation will require support from everyone with the ultimate goal of protecting our residents, staff and visitors.

Visitation may be just around the corner, but we also need to make another change here at the facility. When this pandemic started our census was much higher than it is today. Currently we have 103 residents on five units, leaving most of the units with ten plus empty beds. The pandemic has also had an impact on staffing. We have staff that are not able to work in this environment due to medical reasons or that work in other environments that are too high risk to work at Citizens as well. We have had staff that have had to isolate or quarantine due to actual or potential exposures and staff that have had to decrease their hours due to lack of child care or needing to stay home to homeschool their children.

We have thought long and hard on how to address this issue. The answer always results in supporting residents and their care. We will need to consolidate the long term care units from four units into three units. Starting next week we will transition the Susquehanna Place unit, downstairs to the Bay Lane, Tidewater Cove and Harborview units. Since July our two social workers (Diane Brusco and Geraldine Nock) have been working with our psychologist (Dr. Mary Speth) in finding the best fit clinically and socially for your loved one. We are trying to prepare for what the fall, winter and the holidays might bring. We want to be proactive and safe. We are trying to envision the next six months.

This was never in the plan, but until we can get back to a sense of normalcy with admissions and hiring we need to support the current residents and staff. We have to visit new ways to look at admissions and hiring during this pandemic. Those are the next items on the list, but first and most importantly it is your loved ones, our residents and staff.

We appreciate your patience and support during this process. A social worker will be in touch with you over the next week to talk to you specifically about your loved one. Thank you for your patience. You truly are #CITIZENSSTRONG.

Sincerely,

Cassie Evering  
Director of Nursing