

Dear Residents, Family Members and Friends,

All of our lives have changed dramatically since mid-March. Our daily routines have been disrupted and we have been separated from family and friends. This is a difficult time for everyone, and particularly difficult for residents of long term care and assisted living facilities. In an effort to keep you more informed about what is going on, we have decided to begin distributing a weekly letter highlighting what is going on at the Baldwin Care Center Campus. This letter will be sent to the person listed as the primary contact for each resident. We encourage family members to share this information with each other. This information will also be posted to the Baldwin Care Center website at www.baldwincarecenter.com. Please let me know if you have questions about the weekly information. I am certainly happy to speak with anyone about it.

First of all, I would like to try to highlight and summarize the things that have happened since mid-March when the quarantine began for residents of long term care and assisted living facilities.

*Guidance was issued on March 13 by CMS (Centers for Medicare and Medicaid Services) directing facilities to significantly restrict visitors and non essential personnel, as well as restrict communal dining and activities. The guidance restricts visitation except certain compassionate cases, like end-of-life. While visitor restriction may be difficult for residents and family members, it is an important measure for their protection. In one of the facilities on the campus, a family member entered and went to visit a resident. Under no circumstances, other than end of life situations (which would be arranged by staff with family), are family members to enter any of the buildings on the campus. You do not want to be the person responsible for bringing COVID-19 in the building. The mortality rate for seniors from COVID-19 is very high. We need to do everything we can to protect our residents. We appreciate your cooperation.

*Even prior to the direction given by CMS and the Wisconsin Department of Health, the facility had begun monitoring residents and staff daily. Residents vitals are being taken daily. Staff are screened daily for symptoms and temperatures are checked. This facility is incredibly lucky to have a physician onsite every day. Dr. Kathleen Findlay, the Medical Director from Western Wisconsin Health is in the facility seeing residents daily. She has been an invaluable resource, providing recommendations regarding residents and staff. She is always available for questions from residents, staff and family members. If you have questions about your family member, do not hesitate to contact us and we will put you in touch with Dr. Findlay.

*Clarification provided by the Wisconsin Department of Health Services (DHS) regarding "window visits" has changed through the course of the restriction that is in place. Initially, families were visiting residents at their windows. Some family members were not following the guidelines. Resident windows were opened, family members were hugging through open windows and others were within six feet of the resident through the screen. DHS then indicated that no window visits were allowed. Family members were violating the Governor's Safer at Home order by coming to the campus. DHS retracted the "No Window Visit" guideline the day after it was directed. Family members may visit their loved ones through the glass, either holding up signs or waving or if the resident and the family member are on the phone, with the window shut. Under no circumstances should a family member and resident visit through an open window within 6 feet. We would like family and friends to know that we are working hard at making sure that our residents stay connected with their family members through phone calls, FaceTime, etc. The Activity staff has a weekly schedule for connecting family members and residents. Activity staff are also providing daily one-to one visits to all residents at the Baldwin Care Center. If you have a specific request regarding connecting with a resident, please contact the Activity Department.

*I would like to let everyone know how we are handling mail, packages, etc. We are following the guideline that suggests that cardboard/paper be quarantined for 24 hours. Plastic should be quarantined for 3 days. Be aware that if you are dropping items off for residents, there may be a delay in the resident receiving them. If you do want to drop off items for residents, please let us know in advance, so that we can meet you at the door.

*We will be contacting you in the future if there are any positive test results for residents or staff. Recently, we did contact the family members/responsible parties of each resident when we did have an employee test positive for COVID-19. The employee is at home recovering. We have not had any further positive test results for staff or residents. The health and safety of residents and staff are our primary goal. The facility has a plan developed in the event that we do need to care for a COVID positive resident.

Each week I would also like to summarize some positives that have happened during the week. I would like to try to thank everyone from the community who has helped us through this difficult time by making masks, bringing treats, sending cards, making projects

etc. I apologize that the list may not be complete, as some donations have been anonymous. We appreciate everything that anyone is doing to brighten the day for the residents or staff. Thank you to the following:

*Amy Iverson – masks

*Roxie Peterson – masks

*Beverly White – masks

*Virginia Anderson – masks

*Mary Frey – masks

*Mary Holle – masks



*Residents of Ridgeview Apartments, Clear Lake – masks

*Helen Usiak – masks and gowns

*Vickie Beckon – treats and cards for the residents

*Shirley Cicchese – treats and masks

*Associated Bank staff – cards for all of the residents

*Dan and Tricia Van Brunt – cards and crafts for all of the residents on the campus

*Shari Henrich – cards for all of the residents



*Baldwin-Woodville Chamber of Commerce – Sunshine for Seniors program. Thank you to everyone from the community who has contributed.

*Brian Millar, St. Croix Central School District – face shields

*Eric Russell, BW School District – hand sanitizer & I-Pads for FaceTime

*Students from the Baldwin-Woodville School District – art projects for the residents

*Arneson Insurance – donuts and rolls from the Spring Valley Bakery

*Neighbors across the street from Baldwin Care Center who decorated the sidewalks with beautiful chalk art

*Anonymous donor who treated the staff to Caribou coffee and donuts

*Family of Wayne Willink – meal from Subway for staff

*Dr. Kathleen Findlay, Medical Director for taking extraordinary care of the residents

*Andrea Blegen, Nurse Practitioner – medical provider for residents of Birch Haven Assisted Living and Birchwood Apartments

*Entire staff of the Baldwin Care Center Campus for the amazing work they do everyday

We would also like to invite you to visit, like, and share our new Facebook page - [Baldwin Care Center](#). We will be posting and sharing some fun and positive activities we have been doing. If you have any questions about any of the information included in this letter, or about anything related to the residents of the Baldwin Care Center campus, please feel free to contact us at 715-684-3231. I hope everyone is staying healthy during this challenging time.

Eileen LaFavor, Administrator, Baldwin Care Center Campus



George Schlegel

Celebrating his
105th birthday on April 17th!