



Dear Residents, Family Members and Friends,

This newsletter is being sent to responsible parties listed as the primary contact for residents of the Baldwin Care Center. Birch Haven is also sending this newsletter to responsible parties. The Apartment Manager distributes copies to the Birchwood Apartment tenants. Responsible parties can direct other family members to the Baldwin Care Center website at [www.baldwincarecenter.com](http://www.baldwincarecenter.com) to read current and previous newsletters. If there is a topic that you would like discussed in the newsletter please contact me via email at [elafavor@baldwincarecenter.com](mailto:elafavor@baldwincarecenter.com) or by phone at 715-684-3231, Ext. 103.



On Tuesday, June 1<sup>st</sup> the Wisconsin Department of Health Services (DHS) state survey team came to the Baldwin Care Center for our annual inspection. The team consisted of five surveyors total. Two of the surveyors were nurses, two had the title health services specialist and one surveyor is a professional engineer. The majority of the team was in the facility for three days. The engineer only came for one day during the survey. The team begins the survey by attempting to speak to each resident who is able to be interviewed to ask them about their care and treatment at the Baldwin Care Center. From these initial discussions with residents and chart review, the survey team picks the sample that they are going to focus on. Then the team focuses on that smaller sampling of residents. One of the surveyors also meets with the Resident Council to ask more specific questions about the resident's care. The engineer surveyor toured the entire building with me, opening and closing every door in the facility and looking in every nook and cranny. I don't have the complete results yet, but he gave me some indications as to what we need to fix in the building. As of the writing of this newsletter, the rest of the team had not exited yet. I will share the results in next week's newsletter. This is always a pretty stressful time for the staff here, but they all did a great job!



I have an update regarding the employee positive COVID-19 case. After we were notified that we had a positive employee case, we immediately used a rapid test to test residents and staff. All of those initial tests were negative. Every time we have a new positive COVID-19 case I contact St. Croix County Public Health regarding appropriate actions that need to be taken. In this instance, St. Croix County Public Health was giving me different direction than the Wisconsin Department of Health Services has in the past regarding testing. St. Croix County Public Health told me that I could use the results of the rapid tests as the first sweep of the building. After a negative first sweep of the building we can begin to open up visitation on the unaffected side of the building (Whispering Pines). Previously when we have had positive cases the indication from Wisconsin DHS was that we had to use the antigen testing (that we send to the lab) for the two rounds of testing that must be completed after a positive case. Two weeks of testing must be negative before we can open up visiting for the entire building. After I was made aware of the positive case, I contacted the Wisconsin DHS office in Eau Claire seeking clarification regarding whether I could use the result of the rapid tests so I could open up visiting on the Whispering Pines side of the building. After waiting over the long holiday weekend for an answer, I did receive an indication that we could open up visiting on the Whispering Pines side of the building from Wisconsin DHS. We need to continue to have the Woodland Heights side of the building closed for visiting until the results of the second round of testing are back which will be Friday, June 4<sup>th</sup> or Saturday, June 5<sup>th</sup>. Family members are welcome to visit outdoors during this time. Family members on the Woodland Heights side of the building can certainly call the facility before visiting to make sure we are open. I know that all of this is very frustrating for family members, especially since we have not had a positive employee case for over three months. It is also frustrating that the guidance we are told to follow changes rapidly and then we receive conflicting opinions from Wisconsin DHS and St. Croix County Public Health. The one thing that has remained consistent during this pandemic is change. It seems to be constantly changing. I apologize for the inconvenience this has caused residents and family members. I appreciate your understanding.





This week we need to bid farewell to the Kayla Ridley, Nurse Manager and Heidi Fink, Assistant Nurse Manager at Birch Haven Assisted Living. Their last day will be Wednesday, June 9<sup>th</sup>. Both Kayla and Heidi have decided to pursue other job opportunities. We wish them both the best in their future endeavors. Kayla has worked here since February, 2017. She began working as a Certified Nursing Assistant in the Baldwin Care Center while she was attending school to become a Registered Nurse. Kayla worked as an RN at the Baldwin Care Center before transitioning into the Nurse Manager role in Birch Haven Assisted Living. Heidi has worked at Birch Haven Assisted Living since July, 2020. Heidi worked in a similar role in assisted living prior to coming to Birch Haven. We want to thank both of them for their dedicated service to the residents of the Baldwin Care Center and Birch Haven Assisted Living. We will miss you!

Attempting to fill their positions has been a challenge. Employment ads for these positions has been placed on the Indeed website and posted at the technical colleges as well. We have had one applicant for the position. Unfortunately, she was not going to be a fit for the position. We did have an internal candidate express an interest in taking on the role in an interim status. Trina Neidermyer is currently orienting to the position. Trina has worked in the Birch Haven Assisted Living setting as a Resident Assistant and at the Baldwin Care Center as a Nurse Technician. Trina is currently in nursing school and will be taking her licensing exam in July. Trina will be able to work in this role this summer as she does not have any courses to attend. She will be returning to school in the fall, but will stay on in a part-time role. We hope to be able to find another qualified candidate when Trina reduces her hours. As I have mentioned in the past, the labor shortage is significant right now. Many businesses cannot find qualified staff.

Thank you to Mary Frey, Iris Nadeau's daughter for the delicious ginger snap cookies she made for the Baldwin Care Center staff.

*Eileen LaFavor,  
Administrator*

