

05/08/2020

Dear Residents, Families, Friends, Volunteers and Staff,

Thank you for your patience and willingness to ensure our residents and staff are able to avoid exposure to the COVID-19 virus. As our community, government and neighboring states are preparing to enter a recovery phase, we also have a recovery plan. The Legacy's recovery plan is long term and goes back to our goal: Avoid Exposure and Prevent Transmission. You will see businesses, parks and CCH cautiously initiate services, The Legacy will be in a watchful mode. What does that mean? We will not change visiting hours or policies at this time. We will follow the CDC Public Health and Wyoming Department of Health guidelines to determine when we will allow limited visitation to start again. This is very similar to our influenza policies. Once again we do not know when we will lift visitation restrictions. We do not know how or if the virus will resurge in our community. We do not know when there will be a treatment or vaccine available.

We do know the following:

- The Legacy has had an exposure to COVID-19, it is in our community (Gillette) and it is not a surprise as we know there are cases in our community.
- We have reviewed the event and all measures to avoid exposure and prevent transmission were followed and implemented.
- Our plan worked well to protect our residents, no residents or staff who are working are ill or tested positive.
- It is unknown how contagious asymptomatic individuals can be and we know there are far more cases in the community than we know by positive tests.
- No one has the answers regarding when a vaccine will be available, lots of guesses.
- The Wyoming Department of Health Infection Prevention Survey was completed at the Legacy with no issues and lots of commendations for our processes.
- The Center for Disease Control did a virtual tour of our facility and gave us a lot of great feedback regarding how prepared we are and what a great job we are doing.
- We will be cautious and very conservative in changing our current visitation, mask and isolation policies.
- We will follow the CDC, Public Health and Wyoming Department of Health guidance.
- We will communicate with you frequently regarding our plan.
- You can flatten the curve by social distancing, stay home, wear a mask while out in public, wash your hands and clean and disinfect frequently touched objects and surfaces.
- Our community is strong and together we will get through this.

See frequently asked questions included for updated information related to the Legacy and CDC information. Thank you for understanding, I need your help to prevent this respiratory virus from affecting your family and friends.

*Jonni Belden*



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## Frequently Asked Questions

### 1. How will I know what is going on at the Legacy?

- a. You received a call and all residents who were able to understand the message were told about the COVID-19 exposure.
- b. We will communicate with you frequently regarding our plan. The Legacy does not have any COVID-19 cases currently among our residents. All residents and staff who were tested were negative.
- c. The Department of Health Epidemiology Lab and Public Health will most likely require another test for those exposed in a week.
- d. Residents are wearing cloth masks when out of their rooms and assistance from staff if they need adjusted.
- e. Residents are able to leave their rooms unless they are directed by Public Health or have a health reason to stay in their rooms
- f. Activities are happening both individually and very small groups 6 feet apart
- g. We do have enough staff, supplies and PPE to care for your family member or friend.
- h. Our community is strong and together we will get through this.

### 2. I hear there is a lot of good things happening at the Legacy, how do I see the pictures or videos?

- a. If you have a facebook account, search for The Legacy Living and Rehabilitation Center, ask for permission to join the facebook group.
- b. Facebook
  - i. If you are not a member of our Facebook page, it is a private Facebook page, please follow the instructions below
    1. Open Facebook and search The Legacy Living and Rehabilitation Center.
    2. Request to be a member
    3. We will review and approve your request.
    4. Many activities, pictures and fun items are on this private Facebook page.
    5. Any negative comments are removed or will not be approved due to the goal is to be a positive site for families, residents and staff.
    6. Only residents who have signed a photo consent will be on this site. We respect their right to privacy.

### 3. What are you doing to monitor the staff or illness?

- a. We are monitoring our staff and residents for symptoms of respiratory illness. We are taking temperatures twice a day on our staff and monitoring them for respiratory symptoms. Ill healthcare personnel are not allowed to work. Our staff are essential to



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taking care of your loved one and we are doing all we can to educate, monitor and review procedures with them daily.

- b. If staff call with respiratory symptoms, they will be tested and must be off for 10 days.
- c. All deliveries to the Legacy go through a screening process as well to ensure our staff and residents are not exposed.

**4. I read on Facebook a lot of the residents were sick, age of the teenager and a lot of other things that concerned me? What is the truth? Why can't you tell me all the details?**

- a. Do not believe what you read on social media; it is false, not the whole story, emotion ridden or someone's opinion who does not understand the whole situation.
- b. We will protect the privacy of any individuals at the Legacy, as I am sure you would expect if it were you.
- c. The Legacy Administration is your true source of information, please contact us for questions. See list below.

**5. I want to see my family member or friend, how do I do that?**

- a. We can do FaceTime, Google DUO or Skype. Our staff have been facilitating that process for weeks now and it is working well. If you wish to set up a time to connect with your family please contact Tiffany Fager at 307-688-7156.
- b. You can call and set up a time "through the looking glass" to talk to your family member through the window. Please call ahead as this gives your loved one an opportunity to be ready for your visit.
  - i. Please call 307-688-7000 to arrange for visits "Through the Looking Glass"
    - 1. We will be working to provide opportunities for you to see them and connect.
    - 2. Please plan to do these visits between 10:00-11:00 am and 3:00-5:00 pm in order to facilitate other activities that may be going on as well as help staff prepare residents.
    - 3. The weather is getting nicer, we will do all we can to help you connect.
    - 4. Please understand it might be difficult for our residents that is why we want it to be an exciting anticipated visit. Our staff and residents want to



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be ready for your visit and we want to maintain their privacy and enjoyment.

**6. I want to bring in my Dad's favorite things or clothing, how do I do that?**

- a. At this time we are not accepting personal items
- b. You can mail them in or send them through Amazon
- c. Our kitchen can order them for you and the cost will be taken out of the resident trust.
- d. Flowers can be delivered from a florist
- e. We will be evaluating this on a regular basis
- f. The reason for this is to prevent exposure to our staff and residents, I know it seems awkward we are just trying to maintain consistency.

**7. What are you doing to keep my Mom/Dad from being lonely this week?**

- a. Hallway Bingo
- b. Exercise in the Hallway
- c. Theraband exercise
- d. Mother's Day card making
- e. Mother's Day Tea
- f. Purse craft
- g. Coffee time
- h. Gardening on nice day
- i. Trivia games
- j. Enjoy the great weather walks in the courtyards

**8. Will you tell me if you have COVID-19 in the Legacy?**

- a. All nursing homes, hospitals and care centers must report to Public Health, Wyoming Department of Health and CDC any positive tests. CMS (Centers for Medicare and Medicaid) have sent out new requirements to notify residents and families if there is a positive COVID-19 resident in a nursing home. I will be notifying families and residents in the event we have one in our facility. You will not be notified of the person or the unit the resident is on. It will be general information. I appreciate your consideration of resident's privacy and am sure you would appreciate the same consideration for yourselves.
- b. We have had an exposure to COVID-19, no staff or residents that were exposed tested positive.



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- c. You were notified if you were exposed to the virus and/or needed to be tested.
- d. Thank you for ensuring we are doing all we can do to protect The Legacy from COVID-19.
- e. We do have a few staff who have symptoms that require them to be off work and they are being tested per protocol. I am mandated to report to you if I have more than 3 staff off work within 72 hours due to illness. I will not tell you who they are or where they work. I will let you know if there are any exposures consistent with our policies.

**9. What can we do to help you?**

- a. We are so glad you asked!
- b. Please stay home and stay well, if you have an essential job you must go to work for, please follow all recommendations to keep yourself well.
- c. Eat healthy, get enough sleep, drink lots of water, exercise, wash your hands
- d. Trust us to care for your loved one, they are precious to us.
- e. Write to us, tell all your friends to write to us, our residents love to get mail.
- f. Join our Facebook page, The Legacy Living and Rehabilitation Center
- g. Regularly look for CCH Facebook posts
- h. Donate cloth masks to CCH, we will use them too
- i. It will be time to plant soon, donations of plants and flowers for courtyards is always appreciated.
- j. Don't Panic, follow the CDC recommendations and the Governor's orders.
- k. Call us, please be patient, we have a large volume of calls currently and you may be put on hold.

**i. Phone numbers for your reference**

- |                                      |              |
|--------------------------------------|--------------|
| 1. Legacy Main number                | 307-688-7000 |
| 2. Jonni Belden Administrator        | 307-688-7112 |
| 3. Kate Craig AD Director of Nursing | 307-688-7117 |
| 4. Aspen Ave                         | 307-688-7133 |
| 5. Birch Blvd.                       | 307-688-7118 |
| 6. Cottonwood/Pine Nurse Station     | 307-688-7147 |
| 7. Cottonwood Court                  | 307-688-7115 |
| 8. Pine Place                        | 307-688-7116 |
| 9. Rehab Nursing Station             | 307-688-7164 |



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**10.** Spruce Street 307-688-7119

**11.** Julie Mason 307-688-7131

**a.** (Social Worker for Cottonwood, Pine and Birch)

**12.** Toni Atwell 307-688-7121

**a.** (Social Worker for Spruce, Rehab and Aspen)

**13.** Tiffany Fager 307-688-7156

**l.** We are always looking for lap blankets or shawls for our residents. They love to keep warm.

**m.** Send me ideas, I am open to suggestions.

I understand how difficult this is for you and your loved ones. We are diligently working to do all we can in Campbell County to prevent the spread of COVID-19. Thank you for doing your part.... Staying Home so we can come to work to take care of your loved ones.