

05/19/2020

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 entering 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 reinstitute services. The Legacy will be several weeks behind any other CCH service. 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. I am confident you have heard President Trump state we want to reopen nursing homes. We want to get back to a new "normal" business as usual as well. The Centers for Medicare and Medicaid (CMS) have sent out guidance for recommended nursing home phased reopening for States. Each state will have a plan for reopening nursing homes. We are working with the Wyoming Department of Health and following their recommendations.

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:

- We have a plan to notify you in the event we have three or more staff/residents who have COVID 19 symptoms (cough, fever, shortness of breath, loss of taste or smell, body aches, chills) or a positive COVID-19 case. You will receive notification either by text or phone call. I will not tell you who they are, the unit they are on or where they work. I will let you know if there are any exposures consistent with our policies.
- We know there are far more cases in the community than the number of positive tests. It is unknown how contagious asymptomatic individuals can be.
- We know that there will be more testing required in nursing homes to determine prevalence of any asymptomatic staff, volunteers or residents and to determine next steps to protect our residents.
- We will be cautious and very conservative in changing our current visitation, mask and isolation policies.
- We do know all new admissions are isolated for 14 days to prevent asymptomatic transmission.
- We know that temperature screening, respiratory illness screening and mask wearing is the new normal. All staff, volunteers and visitors when they are allowed will be required to wear a mask at all times while in the facility.
 - Anyone who refuses to wear a mask will not be allowed to enter the facility. Anyone not wearing mask appropriately will be asked to wear it appropriately. Appropriately means mask covers mouth and nose at all times. Failure to comply with screening and mask wear will result in inability to visit the Legacy.
- We will follow the CDC, Public Health and Wyoming Department of Health guidance to enter any phase of recovery.
- Our priority is the residents and meeting their needs.
- We will communicate with you frequently regarding our plan.



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- You can help us the most, by social distancing, wear a mask while out in public, wash your hands and clean/disinfect frequently touched objects and surfaces.

Thank you for trusting us to care for your loved one in these uncertain times. I need your help to prevent this respiratory virus from affecting your family and friends.

Jonni Belden

Frequently Asked Questions

- 1. How will I know what is going on at the Legacy?**
 - a. Primary contacts are the individuals who receive this letter or any calls related to events at the Legacy. Please share this information with the rest of your family.
 - b. We will communicate with you frequently regarding our plan. The Legacy does not have any COVID-19 cases currently among our residents/staff.
 - c. Residents are wearing cloth masks when out of their rooms and assistance from staff if they need adjusted.
 - d. Residents are able to leave their rooms unless they are directed by Public Health or have a health reason to stay in their rooms
 - e. Activities are happening both individually and very small groups 6 feet apart
 - f. We do have enough staff, supplies and PPE to care for your family member or friend.
- 2. I heard a nursing home in Wyoming has COVID-19 in the facility, I am scared it will be at the Legacy.**
 - a. I am confident every nursing home in Wyoming is feeling some of the same fears you are feeling.
 - b. The Legacy staff are tirelessly working to keep abreast of all recommendations, screening of residents and staff, implementing strategies to avoid exposure and prevent transmission.
 - c. Our external surveys have validated our efforts that we are doing everything well to minimize infection at The Legacy.
 - d. Our hearts go out to the staff and residents at the nursing home in Worland. It is a very difficult time for them.
- 3. 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



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- Open Facebook and search The Legacy Living and Rehabilitation Center.
- Request to be a member
- We will review and approve your request.
- Many activities, pictures and fun items are on this private Facebook page.
- 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.
- Only residents who have signed a photo consent will be on this site. We respect their right to privacy.

4. I want to have a large party for my family member when visitation is allowed again, how do I arrange that?

- a. We are not allowing visitors and do not know when we will start allowing visitors. It is an evolving situation.
- b. We will not be allowing any large group activities or visitation until further directions comes from Governor Gordon, CMS, CDC and the Wyoming Department of Health.
- c. Visitors will be a multiphased approach
 - i. Initial visitation
 - Proposed visitation will be one visitor at a time, screened and wearing a mask
 - Limited visiting hours
 - No children under 18 years of age
 - ii. Subsequent visitation rules will be relaxed based on Governor, Federal and State recommendations, community prevalence and testing results of staff/residents/volunteers.

5. Now that restaurants are open, I want to take my family member/friend out to lunch, can I do that?

- a. Unfortunately no, we are limiting all out of facility outings to essential doctor appts only or health care



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6. 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”
 - We will be working to provide opportunities for you to see them and connect.
 - 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.
 - The weather is getting nicer, we will do all we can to help you connect.
 - 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 be ready for your visit and we want to maintain their privacy and enjoyment.

7. I want to send in special items for my family member, 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.

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

- a. Hallway Bingo
- b. Multiple exercise groups
- c. Painting
- d. Theraband exercise
- e. Ice cream and patio time



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- f. Gardening on nice days
- g. Trivia games
- h. Enjoy the great weather walks in the courtyards

9. “Who ya gonna call?”

- a. Please be patient, we have a large volume of calls currently and you may be put on hold or have to call back.

- i. Phone numbers for your reference

- Legacy Main number 307-688-7000
 - Jonni Belden Administrator 307-688-7112
 - Kate Craig AD Director of Nursing 307-688-7117
 - Aspen Ave 307-688-7133
 - Birch Blvd. 307-688-7118
 - Cottonwood/Pine Nurse Station 307-688-7147
 - Cottonwood Court 307-688-7115
 - Pine Place 307-688-7116
 - Rehab Nursing Station 307-688-7164
 - Spruce Street 307-688-7119
 - Julie Mason 307-688-7131
 - a. (Social Worker for Cottonwood, Pine and Birch)
 - Toni Atwell 307-688-7121
 - a. (Social Worker for Spruce, Rehab and Aspen)
 - Tiffany Fager Admin Secretary 307-688-7156

I understand how difficult this is for you and your loved ones. We want to welcome you back in our facility as well. We are diligently working to do all we can at The Legacy to prevent the spread of COVID-19. Thank you for doing your part.... Social Distancing, Wash your hands and Wear a mask when out in public, so we can come to work to take care of your loved ones.