

08/04/2020

Dear Residents, Families, Friends, Volunteers and Staff,

I am confident you have many questions about when we may lessen the limitations on visitation at The Legacy. I understand how difficult it is for you and for your loved one. We are in a global pandemic which does not look like it is going away or being resolved anytime soon. Visitation is not recommended in nursing homes currently and there are criteria to allow outdoor visitation including case counts in the community. We continue to have positive cases in the community increasing the risk of exposure to the elderly.

I am frequently asked questions that I thought I could address globally for residents, families and staff.

- **I'm not sick, surely that means that I can be with my family member, I'll wear a mask and wash my hands.**
  - Thank you so much for taking the time to practice good hand hygiene to keep yourself well and decrease the chances of potentially spreading the virus to others.
  - At this time the best thing that we can do is to limit visitors within our organization both to keep your family member well and to protect our caregivers. This may feel like an overreaction and we know that this virus can potentially be transmitted by those who do not have symptoms.
  - I'm happy to find a virtual way for you to connect with your family member. We can utilize FaceTime, phones, tablets and window visits to assist you connect with your family.
- **I see your staff out in the community without masks, going out to eat, going to bars, they are exposed and come to work. Why can't I come to see my family member, I don't see the difference?**
  - I completely understand why that is confusing. We are following the CDC, CMS and Wyoming Department of Health guidelines and the nursing home reopening guidelines. You can access the COVID-19 Long Term Care Facility Guidance guidelines via the below website.
    - <https://www.cms.gov/files/document/4220-covid-19-long-term-care-facility-guidance.pdf>
  - All staff have choices while not at work. The community has a choice to wear a mask or not. While at work, all staff are required to wear a mask, when residents are out of their room they are required to wear a mask, when visiting resumes all visitors will be required to wear a mask. This is known as universal source control.
- **I won't wear a mask and I don't understand why you are asking everyone to wear a mask?**
  - Universal source control, which is wearing a mask to protect self and others from transmission of infection is required by CDC, CMS and the Wyoming Department of Health.



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- Covid-19 and other respiratory diseases are spread through coughing and sneezing, touching your face and other surfaces. Wearing a mask assists in prevention of transmission of the virus through coughing and sneezing.
- If you are unable to wear a mask or not willing to wear a mask, we are happy to set you up with virtual visits or window visits to connect with your loved one.
- **I read the term “compassionate care visits” for those residents who need mental or emotional support may be allowed. My mom needs emotional support, I want a compassionate care visit, how do I arrange this?**
  - This is really difficult, I understand. Compassionate care visits may be arranged for residents who are nearing end of life, suffering a significant change in condition or has been determined by the care team to be necessary. The medical director also must approve compassionate care visits.
  - It is important to limit those individuals who are coming in for compassionate care visit due to the risk of exposure by several individuals into our facility. Compassionate care visits are limited to 2 visitors (next of kin) and no children. Unfortunately it is difficult to allow multiple family members in as this poses an increased risk of exposure.
  - All residents and families have the mental and emotional need to see their families. We are working very hard to meet the needs of all residents at the Legacy.
- **When will you let visitors in again?**
  - We will follow CDC, Wyoming Department of Health and CMS guidelines related to visitation.
  - We are working on building a “HUGGING BOOTH” which will help bridge the gap until we can allow visitation again.
  - We are not alone, visitation in nursing homes is limited across the nation.
  - Thank you for doing all you can to assist us in keeping our residents safe and your patience as we get through this time.

#### **Our Commitment to you and everyone in our community:**

- We are committed to avoiding exposure and preventing transmission of infections. We are diligent in maintaining the processes that protect them. We are also committed to following the regulatory mandates, as they are designed to protect nursing homes.
- Our staff are committed to meet all expectations: families, residents, volunteers and the regulatory agencies.
- We are committed to meeting the psychosocial, emotional and physical needs for your loved one.

#### **What are you doing to help my loved one and to assist us to stay connected with your loved one and the residents with each other?**

- We are working on a plan to resume communal dining with social distancing.
- Revising our outdoor visitation locations to make it easier for families and residents to hear and see each other.
  - All guidelines apply (6 foot social distancing, 2 visitors at a time, all parties must wear mask, no children under 18 years of age, do not visit if ill, staff must supervise all visits.)



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- Outdoor visitations will only occur M-F and must be scheduled in order to ensure residents are ready and staff supervision is available.
- We are building a hugging booth or two to facilitate visits. You must schedule a visit and our staff must be in attendance at all times to ensure all infection prevention guidelines are followed.
- Every day we are monitoring cases in our community.
- You may bring your family member any items that make them feel connected to you. Please deliver your items to the front door and we will deliver to your family member. You may resume bringing in homemade special treats for your family member or loved one only. Please do not bring in cakes, large amounts of donuts or cupcakes that may be shared with others.
- Please feel free to continue to schedule window visits however this is in high demand. I apologize in advance if you need to wait until an open slot is available.
- Our staff can help you set up FaceTime, phone calls or skype to talk with your loved one.

Thank you for trusting us to care for your loved one. We understand how very difficult this season has been for all of you.

*Jonni Belden*

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 |



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

- Tiffany Fager Admin Secretary 307-688-7156



We are committed to meeting the psychosocial, emotional and physical needs for your loved one while also following local, state and federal guidelines.

## Avoid Exposure & Prevent Transmission



- Temperatures taken daily, residents
- Temperatures taken twice daily, staff
- 100% of staff wearing masks

- 3 cycles of testing staff & residents with 100% negative results
- Testing now reduced to 20% of residents and staff every two weeks
- New admissions tested prior to admission, 14-day isolation



## What can you do now?

- Bring an item that makes the resident feel connected to you. Small or individual baked goods are allowed.
- Schedule window visitations, Monday – Friday. We are working on revised outdoor locations.
- Schedule a FaceTime, phone call or Skype, our staff can help.



## When can family visit?

- It's complicated, but we are getting there. All circles need to be green.
- When we can, resuming visiting will occur in stages.
- We are looking at options to resume communal dining with social distancing.



### NEW SERVICE

## Long-Term Care Ombudsman

An Ombudsman acts on behalf of persons who need assistance in advocating their own cause, to improve the quality of life for long-term care recipients. You can call or video conference directly.

### Lee Alter, Regional Ombudsman

951 Werner Court, Suite 295  
Casper, WY 82061

Phone: 307-235-5959 or  
toll free 1-877-634-1006

Fax: 307-237-3450  
Lee.Alter@wyo.gov

**We're here to help,  
thank you for your patience.**



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Cottonwood Court .....	307-688-7115
Pine Place .....	307-688-7116
Rehab Nursing Station .....	307-688-7164
Spruce Street .....	307-688-7119
Julie Mason <i>Social Worker for Cottonwood, Pine and Birch</i> ....	307-688-7131
Toni Atwell <i>Social Worker for Spruce, Rehab and Aspen</i> .....	307-688-7121
Tiffany Fager, <i>Admin Secretary</i> .....	307-688-7156



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1000 S. Douglas Highway  
Gillette, WY 82716

[legacywyo.org](http://legacywyo.org)

