



THE
Legacy

LIVING AND
REHABILITATION CENTER

CAMPBELL COUNTY HEALTH

11/04/2020

Dear Residents, Families, Friends, Volunteers and Staff,

Campbell County has experienced a significant spike in the number of COVID-19 cases; unfortunately The Legacy has not escaped the virus this time. We have had to open our COVID unit, implement some visiting restrictions and worked with Public Health closely over the last month. We have planned for and are able to have enough supplies and personal protective equipment to meet the needs of our residents and staff. We also have had much fewer cases than several other nursing homes in Wyoming. Our strategy to avoid exposure and prevent transmission has been effective in preventing widespread outbreak within The Legacy. Positive cases, both resident and staff, have been detected either through our routine mandated testing, or through contact and association of positive cases.

Caring about each other by staying home when ill, wearing a mask, washing hands frequently and social distancing will allow Campbell County to continue with our "new normal". A small action having huge benefits.

- Children continue to go to school in person
- Visiting at The Legacy (Huggie Hut, Indoor visits, Compassion care visits) can continue.
- Restaurants, coffee shops, day care services, beauty parlors, tattoo parlors, gyms can stay open
- Health care can offer all services and take care of you in Gillette.
- Activities in our community can occur safely without subsequent outbreaks.

A reminder that CORE Infection Prevention principles are in place.

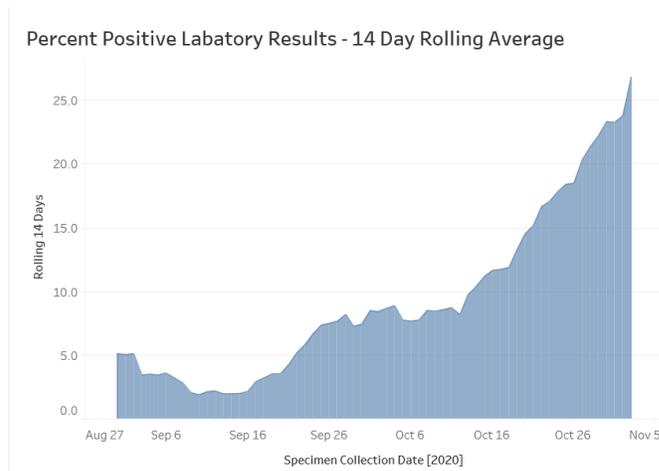
- All persons entering The Legacy will be screened for signs and symptoms of COVID-19
- Anyone exhibiting signs and symptoms of COVID-19 will be denied entry to the facility
- Hand hygiene to be used on entry and frequently during visit
- Universal source control will be adhered to at all times during visit (mask wearing)
- Social distancing at least six feet between persons
- Signage throughout the facility and visitor education
- Acknowledgment form stating core principles and rules for visitation
- Cleaning and disinfection of areas after each visit.
- Visitors who are unable to adhere to the core principles of infection prevention should not be allowed to visit or should be asked to leave.
- You may be asked to wear PPE at all times during your visit
- **How long will testing go on?**
 - For Legacy staff we will be tested weekly at least until the county positivity rate is below 5%.
 - If the County Positivity rate is in the **RED**, staff will be tested twice weekly.
 - Right now 100% staff and residents are tested weekly due to outbreak for 14 days or until all tests come back negative.
 - Any outbreak will require both staff and residents to be tested, however residents are now tested with a nasal swab, which is significantly more comfortable than the nasopharyngeal swab. We continue to look for ways to make the testing easier for residents.
 - See below Campbell County percent positive laboratory results as reported



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I know how frustrating this is for all of you. We understand that communication does not always meet your expectations, or visits and delivery times are not convenient for your schedule. As one of my staff stated this week, this is difficult and hard, however illness and death are harder, we are proud of the job we are doing.

We hear you and want to answer a couple of concerns.

- **Our staff are not able to answer your calls and often your calls go to voice mail?**
 - We are working with many families and residents and will return your call as soon as possible.
 - Our staff are caring for your loved ones and not always available to answer the phone immediately, especially on the weekends, evenings or holidays. Please be patient with us.
- **Visits are limited and not always convenient with my schedule.**
 - We are attempting to be fair to all residents and families in arranging visits, while ensuring our staff are available to care for your loved one.
 - Visits require a lot of coordination, which is why they are limited to M-F. We must do this preparation in order to meet CMS and Wyoming Department of Health guidelines and protect our staff and residents.
 - Hospice and End of Life visits are individually arranged and may occur outside of M-F.
- **You may be asking yourselves, who was positive?**
 - We are unable to share that information; communication will be respectful of privacy.
 - The Legacy has done a great job of avoiding exposure and preventing transmission. The mandated testing has identified some asymptomatic individuals as well as those who have symptoms.
- **I don't understand why I can't come back and pack up my family members belongings if they have passed away?**
 - I appreciate the process of grief and the value of packing belongings. Perhaps beginning this during end-of-life visits would be helpful. Packing personal belongings is important, however please understand allowing unnecessary exposure by coming after your loved one is no longer here is not a risk we are willing to take.
 - I apologize for any heartache this has caused, it is not our intention to cause more pain at this very difficult time.
 - Please communicate with nursing if you need boxes to pack your loved one's belongings.
- **I don't think this is a big deal, wearing a mask and limiting visitors is ridiculous.**
 - While we respect your opinion, this pandemic has severely strained the medical community, our staff, and affected our residents not just in Gillette but in the state and surrounding states. We



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are committed to meeting the resident's needs and meeting all regulatory requirements, which means following all recommendations from CMS and the Wyoming Department of Health.

- The Legacy will enforce all required guidance related to appropriate personal protective equipment in order to protect the residents and staff within the Legacy.
- There have been a couple of process changes related to when you are screened. Please arrive 10 minutes prior to your scheduled visit in order to complete screening and acknowledgement forms as well as don appropriate PPE.
- **Several have asked for a family meeting to communicate concerns and offer suggestions to The Legacy in this pandemic season.**
 - We have discussed many ways to hold that meeting, however right now all our resources are deployed to ensuring the resident's needs are met.
 - When we are able to have a family meeting, we will communicate a time and date.

We appreciate all your feedback and positive comments. Our staff have appreciated the thank you notes, posts on Facebook, and spontaneous comments by families and others in our community. CCH and Legacy are consistently looking for ways to better communicate to our community. Please continue to stay tuned to CCH and The Legacy Facebook page as we explore alternative communication venues, post activities and resident activities at The Legacy.

- I am willing to hear your ideas and implement them when I am able within the guidelines. Please call me or email me. Tristy Bryan is also available to talk with you.
 - Jonni Belden 307-688-7112 jonni.belden@cchwyo.org
 - Tristy Bryan 307-688-6009 tristine.bryan@cchwyo.org
 - Catherine Craig 307-688-7117 catherine.craig@cchwyo.org
 - Jordan Grotrian 307-696-3723

All visits must be scheduled

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