

08/31/2020

Dear Residents, Families, Friends, Volunteers and Staff,

As you are aware, this pandemic has gone on far longer than any of us imagined. Nobody working or living in Gillette today, ever thought visitation restrictions would be so strict or last so long. Every day the leadership team at Legacy and Medical Providers evaluate our next steps. Our staff come to work diligently doing all they can to prevent transmission. None of us want to expose our residents or each other to this insidious virus. Our staff are weary, you are weary, your loved ones are weary. When we are anxious, worried, fearful, perturbed or concerned, our souls become sorrowful and our emotions run high. Words are like arrows and greatly wound those who are trying their very best to meet you and your family needs. Our staff read and hear some of your comments on Facebook and in the community and are hurt by them.

We have heard encouraging beautiful words as well and we are posting those for all our staff. Thank you for your support. There are decisions that are not in our control and I assure you, I am working diligently to find ways to open up visitation, including giving suggestions to Wyoming Department of Health, CMS and the Wyoming Public Health Lab. Your suggestions are very similar to what is being communicated. I appreciate suggestions and can pass them along.

I am so sorry you are suffering the pain of missing, supporting and caring for your loved one. I am unable to articulate the sorrow my staff feel, as they do all they can to fill the empty chair you once sat upon. They smile, laugh, find ways to delight and love your family member. We know we do not take the place of family. We know you want different answers. Our hearts share your pain.

I would like to address a few topics that have been brought up on social media and questions we have had via phone or letter. Please call the facility if you read something you have questions about, we are happy to answer your question and clarify the information. We are your best source for information.

- **You brought new volunteers into the facility but won't let families in, WHY?**
 - We have volunteer chaplains in place to help with spiritual needs. We have a volunteer shopper who does not enter the building, yet goes to Walmart to buy items for resident request. We have some volunteer entertainers who do not come into the building and who are more than 20 feet away.
 - We have had some employees from CCH come to help us with activities and to help care for your loved ones. They are not volunteers, they are employees.
 - We have not brought in new volunteers

- **The Legacy is making all the rules and other facilities are letting visitors in to see residents.**
 - The Legacy is a long term care, skilled nursing facility. We have different regulations than assisted living or independent living. Primrose is an assisted living facility. Willow Creek is a private assisted living facility.
 - The Legacy does not have the luxury of making any changes to visitation outside of the regulations and rules set forth by CMS, CDC and Wyoming Department of Health.
 - See below recommendation effective August 10, 2020 from Wyoming Department of Health (WDH)
 - We are not making all the rules.

- **Summary of CMS Guidance for Skilled Nursing Facilities**

CMS is allowing states to make policy decisions and recommendations regarding the “reopening” of nursing facilities based on current conditions of COVID-19 in the state; states will determine the level of mitigation needed for facilities in communities across the state in order to prevent the transmission of COVID-19.2 As recommended by CMS, factors the state will consider in recommending the reopening of nursing facilities include:

COVID-19 case status in the community;



COVID-19 case status in the facility;



Adequate staffing;



Access to adequate testing, including the ability for all facility residents and staff to receive COVID-19 baseline, as well as ongoing, testing when appropriate and necessary;



Ability for the facility to control infection and transmission of respiratory illness;



Access to adequate personal protective equipment (PPE) for all staff; and,



Hospital capacity in the community.



Updated Recommendations from the WDH for all Long-term Care Facilities

Due to the current prevalence of COVID-19 in Wyoming, as of August 10, 2020, and identified clusters of COVID-19 cases impacting long-term care facilities in Wyoming, **the WDH recommends that all nursing facilities and assisted living facilities maintain current practices to mitigate the potential spread of the virus.**

To the extent practicable, continue to restrict visitation of all visitors and non-essential personnel, with the exception of required contractors as well as certain compassionate care situations such as end-of-life events.

All of the above have to be in the green in order to go back to outdoor visitation.

I have included the graph from the Wyoming Department of Health Website. You can go to this website at any time to review information related to COVID-19.

<https://health.wyo.gov/publichealth/infectious-disease-epidemiology-unit/disease/novel-coronavirus/>



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Changes in the testing requirements that were implemented on 08/26/2020 by CMS may have even stricter requirements when an exposure is identified.

- We are currently revising the requirements for testing based on county positive rates.
 - We will still be testing weekly until otherwise directed by Wyoming Department of Health
 - Our current test results are negative which indicates we are doing a **FABULOUS** job of preventing transmission even when an exposure occurs. Thank a staff person when you see them, they are doing a good job.
- **When I get a text message regarding an exposure, I also get the text you will be notified if your family member is exposed. I would appreciate knowing when you will call, it causes a lot of panic when we get those texts.**
 - I agree it is difficult to get timely information out to families in a short period of time. We are required to notify families and residents by 5 pm the following day of any exposures or three residents or staff with respiratory symptoms within the last 72 hours.
 - A staff or resident with respiratory symptoms does not mean they have COVID-19.
 - Our messaging system only allows for short messages. We are implementing a system that connects to our medical record which will allow for longer messages.
 - As we are communicating with approximately 300 individuals, one system is what is needed to ensure we are not missing anyone.
- **My family member is not getting the medical care they require or request.**
 - All appointments and medical plan of care are reviewed and approved by the Medical Director. Routine vision and dental appointments are on hold however any that are required are being scheduled. Some residents are refusing appointments due to requirements for precautions post procedure. We are monitoring them closely.
 - Residents receiving medically necessary care are receiving that care in our facility or going to appointments. An example includes a pacemaker clinic held in our facility, routine medical care, telehealth mental health counselling at the Legacy. Out of facility appointments include dialysis, procedures or surgery, emergency dental appointments, pain pump refills, vision appointments and infusions that are medically necessary. We are providing nail care in our facility that might have otherwise gone to a Podiatrist.
- **All I get is the runaround, no one gives me honest information.**
 - I apologize if you feel I am not being honest. I appreciate any suggestions that may change that perception.
 - All information that is given to families is supported by facts and guidance from the agencies listed earlier in this newsletter.
 - I understand that the information or answers given are not what you or your loved one wish to hear. I am anxious to one day give you different information.



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- **Let us give you ideas and information, we have ideas. We want to talk to you in person.**
 - 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.
 - 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

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

Wyoming COVID-19 Report: Campbell County

5002
Tested

173
Confirmed Cases

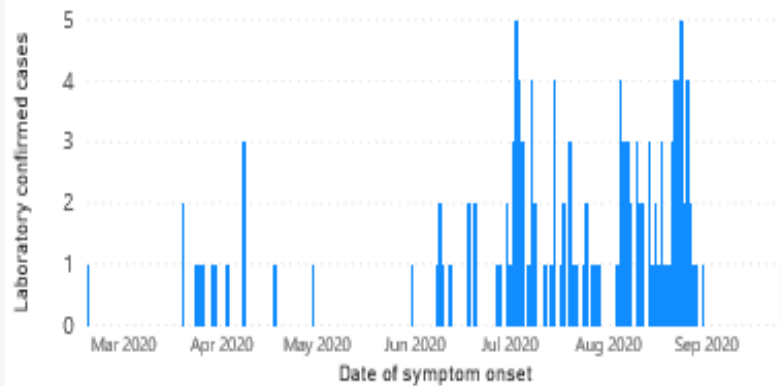
27
Probable Cases

642
Contacts

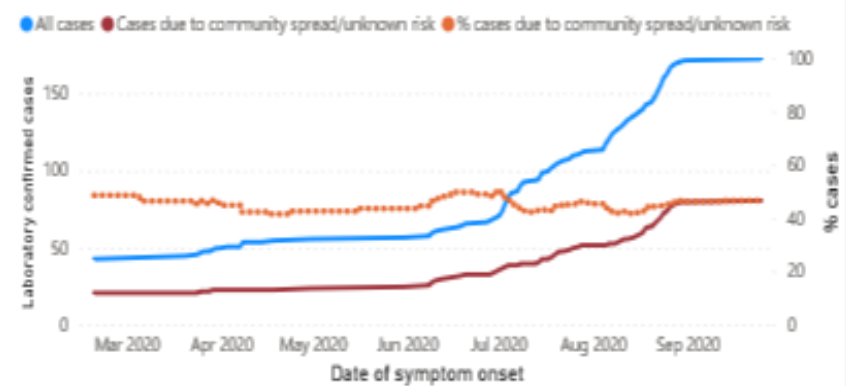
1
Deaths



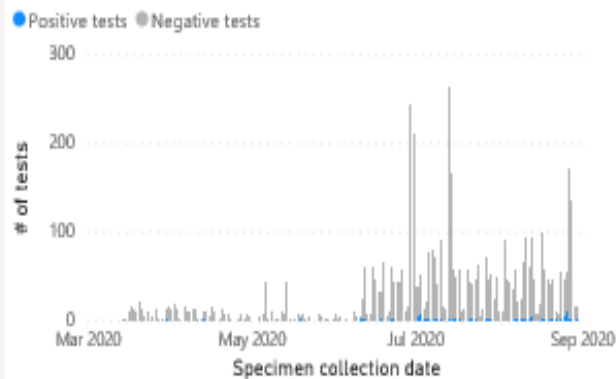
Laboratory confirmed confirmed cases by date of symptom onset



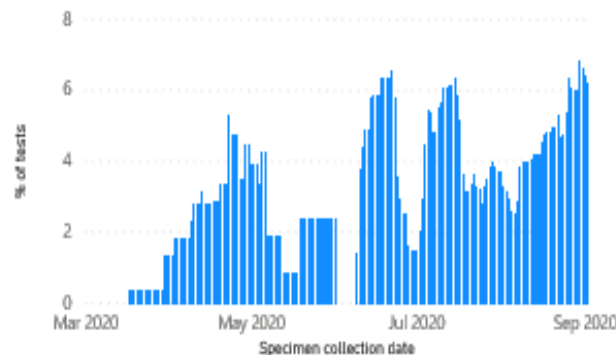
Cumulative count of laboratory confirmed cases



Number of positive and negative tests



Percent of all tests with a new positive result in previous 2 weeks



Laboratory confirmed cases by age

