



March 17, 2020

Dear Living Center family & friends:

Just wanted to provide another update! Last Friday evening, CMS (Centers for Medicare & Medicaid) provided stern directives to all nursing homes nationwide. The intent of the directives included:

- Visitor restriction except in the case of end of life
- Canceling of communal dining and all group activities, both internally and externally
- Screening of all staff at beginning of their shift for fever and respiratory symptoms
- Implement active screening of residents
- Remind residents to practice social distancing and perform frequent hand hygiene

Many of these directives, the Living Center had already implemented on Tuesday, March 10th. We did cancel communal dining and group activities this past Saturday. Currently, residents that are able to stay in their rooms for meals are receiving room service with their choice of entrée served on a tray. Those that have challenges with swallowing or need additional support with dining are in the central dining room but spaced at least 6 ft apart with staff present. Our normal life enrichment calendar is being reviewed each day and broken into small clusters of residents that are able to maintain the social distancing of at least 6 ft. We are providing various 1-1 activities, puzzles, cards, music, outside walks, etc. as additional options.

We will continue to work closely with the WY Dept of Health, WY Leading Age (a coalition of Wyoming living centers), the CDC and St John's Health in determining changes to current practices. Currently, there are daily calls that we are participating. We will keep you and our residents informed of any new changes.

In addition, we will continue to monitor staff and resident temperatures at least twice a day as well as respiratory signs and symptoms. Once again, we understand that a resident's well-being both emotionally and mentally is important. Family members are encouraged to use virtual technology to stay connected with your loved ones during this time. If you and/or your loved one needs assistance with set up, please let Cynthia, our social worker know. Also we have a portable phone that can be taken to any resident, anywhere- just call our main number: 307-739-7450. Mail is also delivered on a routine basis. Nothing like going old-fashion! *And the message can be read again and again!* We have also placed a mailbox out front of the Living Center if you want to drop something off, we will get it to your loved one!

As always, if you have any questions or concerns, we are just a call or email away!

Sincerely,

A handwritten signature in black ink that reads "Malenda Hoelscher".

Malenda Hoelscher, BSN LNHA

Living Center Executive Director

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