

Hotline messages:

**Wednesday, May 20, 2020:** We thank you for your patience and continued support as we have been working hard to care for our valued community members. The health and well-being of everyone living and working at St. Monica's is, as always, our greatest priority. We have successfully tested all community members and staff for Covid-19. We did everything we could to keep this virus out of our home, but with it being so prevalent in Racine County we knew we needed to be prepared. We are taking every step recommended by the Department of Health Services Division of Quality Assurance in collaboration with the Central Racine County Health Department to contain the spread. The test results have allowed us to identify those asymptomatic employees who are now in quarantine at home and those community members who need dedicated staff caring for their daily needs. This new information is allowing us to battle this virus from a position of knowledge. Since May 8<sup>th</sup>, all community members have been asked to remain in their rooms for their protection and safety. In room meals and one-on-one activities have been very successful.

With the end of May in sight, we know that many of you are looking forward to getting some of your "life as it was" back. St. Monica's is a home to those most vulnerable to the Covid-19 virus. As a long term care community we have to keep with the guidance issued by The Division of Quality Assurance that states: "In order to minimize spread, we ask that long-term care settings remain vigilant about minimizing the numbers of people entering their buildings from the community. The Department of Health Services continues to support the following guidance regarding visitation of residents by family members. This information is consistent with guidance published by the federal Centers for Medicare & Medicaid Services (CMS) and published on the DHS COVID-19 webpage." This guidance further states "Facilities should restrict all visitors and nonessential health care personnel, except for certain compassionate care situations, such as an end-of-life scenario."

At the same time, we do know that in person contact with your loved one is important for the mental health of all parties. We are discussing alternative options for visiting and will open our doors as soon as it is deemed safe to do so. Please remember that video calls are available. Contact Shannon to schedule a time at 262-321-7135.

We know this is a challenging time for everyone and we thank you for your continued understanding as our priority remains the safety of your loved one. The support and love we have seen from our St. Monica's families has been overwhelming. We are so thankful for you. In closing I leave you with a quote from author, Joseph Campbell, "*Opportunities to find deeper powers within ourselves come when life seems most challenging.*" Stay healthy everyone.

**Tuesday, May 12, 2020:** We hope everyone had a wonderful Mother's Day weekend. Many gifts were brought to our front door and then hand delivered by staff to your loved ones. We were happy to be able to provide this service for this special weekend. At this time, we ask that deliveries be limited to essential items only. We want to keep everyone safe and allow our staff to focus on the care of your loved one.

Thank you for the overwhelming response to our call for folding tables which will help community members eat meals more comfortably in their rooms. At this time, we will not need any more donations. We are so thankful for the love and support you have shown us during this challenging time.

Please remember we are trying our best to schedule your video calls as timely as possible. Our Life Engagement team is working hard to keep community members busy in their rooms by spending time with them one-on-one. To request a call time with your loved one, please contact Shannon at 262-321-7135 or email [info@stmonicasseniorliving.com](mailto:info@stmonicasseniorliving.com)

In an effort to be cautious and provide peace of mind, tomorrow we will be doing on-site testing of all St. Monica's staff and community members for Covid-19. Please know that the team at St. Monica's is working hard and making every effort to protect our precious community members. Thank you for your prayers and continued support as we walk through this challenging time together.

**Friday, May 8, 2020:** "We are requesting all community members remain in their rooms beginning 4pm on Friday, May 8th through Wednesday, May 20<sup>th</sup>, due to a positive Covid-19 case diagnosed in a community member. This community member is in stable condition in the hospital. All meals will be delivered to rooms and one-on-one activities will be provided. Video calls will continue. We will be closely monitoring all community members and employees for Covid-19 symptoms. For questions contact Loretta Baxter, Executive Director, at 262-321-7131.

**Wednesday, May 6, 2020:** "We wish to inform you that an employee has tested positive for Covid-19. This staff member does not provide direct care to community members and is currently quarantined at home. We are hopeful that diagnosis was early and contained as much as possible. We are taking every step as recommended by the Central Racine County Health Department and the Centers for Disease Control & Prevention. We currently do not have any community members that are ill, and we are monitoring everyone closely. We continue to screen all employees and will be testing as recommended. Be assured that we are taking every precaution to mitigate the spread of this virus and our dedicated team of heroes will continue to provide the exceptional care we are known for. If you have any questions, you may contact Loretta Baxter, Executive Director at 262-321-7131."

**Thursday, April 30<sup>th</sup>, 2020:** "Hello from St. Monica's. There are no COVID-19 cases at St. Monica's among the community members or the staff. All of us appreciate your prayers and support. If you would like to schedule a Skype session with your loved one on Mother's Day, please schedule by end of day Friday May 8<sup>th</sup>. Call Shannon in Life Engagement at 262-321-7135. Have a good weekend and be safe."

**Tuesday, April 28, 2020:** "Hello from St. Monica's. There are no COVID-19 cases at St. Monica's among the community members or the staff. All of us appreciate your prayers and support. Tomorrow Wednesday April 29<sup>th</sup>, our Community Members are having Infusino's lasagna for lunch. Life Engagement continues to schedule Skype conversations and give rides on our bus and golf cart using social distancing guidelines. Have a good weekend and be safe."

**Thursday, April 16<sup>th</sup>, 2020:** "Hello from St. Monica's. There are no COVID-19 cases at St. Monica's among the community members or the staff. All of us appreciate your prayers and support. Keep in mind that life engagement is willing to help you set up a time with your community member to Skype, Zoom or Facetime or just talk on the phone. Contact Life Engagement at 262-321-7138. Have a good day and be safe!"

**Wednesday, April 15<sup>th</sup>, 2020:** Hello from St. Monica's. There are no COVID-19 cases at St. Monica's among the community members or the staff. All of us appreciate your prayers and support. St. Monica's is allowing window meetings between families and community members. We know our families are appropriate and do not misuse the process by over doing it or opening the window and

talking through the screen thus possibly exposing their loved one to the virus. If you use this method make sure to use a phone. Keep in mind that life engagement is willing to help you set up a time with your community member to Skype, Zoom or Facetime or just talk on the phone. Contact Life Engagement at 262-321-7138. Have a good day and be safe!”

**Tuesday, April 7<sup>th</sup>, 2020:** Hello from St. Monica’s. We do not have any COVID-19 cases in our community members or our staff. In order to keep your loved one safe, we are restricting packages of food, items or flowers. COVID-19 can remain on services and although the risk is low there is the possibility it could be transferred to your loved one. St. Monica’s is trying to be cautious and maintain the safety of our community members. Although not mandated, we will provide a mask to those community members who want them. Thank you for your understanding and supportive encouragement as we continue to fight to keep your loved one healthy.

**Monday, April 6, 2020:** “Hello from St. Monica’s. We do not have any COVID-19 cases in our community members or our staff. In a continued effort to keep your loved one safe we are scheduling several different bingo and exercise offerings so that we can keep community members positioned 6 feet apart. Although not mandated, we will provide a mask to those community members who want them. Thank you for your understanding and supportive encouragement as we continue to fight to keep your loved one healthy.”

**Friday, April 3, 2020:** “Hello from St. Monica’s. We do not have any Coronavirus cases in our community members or our staff. In a continued effort to keep your loved one safe we are implementing a change to reduce communal dining. During meals there will be staggered times for seating, and we are offering another seating in our party room. Those that reside in the lower level will eat in the party room and those that live on the main floor will continue to eat in the main dining room. Breakfast will be from 6:30 – 8:30 am, lunch will be from 11:00 – 1:00 pm and dinner will be from 4:30 to 6:00 pm. Those that need assistance during meals will continue to eat in the main dining room. We are also offering an option to have meals served in your room free of charge during the Coronavirus pandemic. Staggered service times and the second service location will allow for proper social distancing as suggested by the Wisconsin Department of Health Services. Although not mandated, we will provide a mask to those community members who want them. Thank you for your understanding and supportive encouragement as we continue to fight to keep your loved one healthy.”

**March 27, 2020 UPDATE:** "Thank you for calling St. Monica’s Coronavirus Hotline. As of today, March 27<sup>th</sup>, there are no positive cases of Covid-19 on our St. Monica’s campus. This includes among community members and staff and remains our highest priority. All visitor restrictions remain in place. Please visit our website [stmonicasseniorliving.com](http://stmonicasseniorliving.com). To families doing laundry: For infection control purposes, St. Monica's will temporarily take over laundry services for your loved one. The cost will be \$15/load and we are requesting that you drop off labeled laundry soap at our front entrance. We apologize for the temporary inconvenience and thank you for your understanding. Our life engagement team is working hard to keep your loved one active and engaged. We encourage families to call 262-321-7138, to schedule a time for staff to help your loved one with FaceTime or Skype communication. At St. Monica’s, our number one priority is always the health and safety of our community members, staff and essential providers. Dealing with the Covid-19 virus is a constantly evolving process, we will continue to monitor the situation very closely and we thank you for your responsive encouragement. You can subscribe to receive email updates by sending the word “subscribe”

to [covidupdates@stmonicasseniorliving.com](mailto:covidupdates@stmonicasseniorliving.com) , find useful information on our website at [stmonicasseniorliving.com](http://stmonicasseniorliving.com), and follow us on Facebook @stmonicasseniorliving or continue checking back with this hotline for recorded messages. Thank you and STAY HEALTHY!"

**March 25, 2020:** "Thank you for calling St. Monica's Coronavirus Hotline. As of March 25th, there are no positive cases of Covid-19 on our St. Monica's campus. This includes among community members and staff and remains our highest priority. All visitor restrictions remain in place. Please visit our website [stmonicasseniorliving.com](http://stmonicasseniorliving.com). Our life engagement team is working hard to keep your loved one engaged and active. We encourage families to call 262-321-7138 to schedule a time for staff to help your loved one with FaceTime or Skype communication. At St. Monica's our number one priority is always the health and safety of our community members, staff and providers in the community. Dealing with the Covid-19 virus is constantly evolving, we will continue to monitor the situation very closely and we thank you for your responsive encouragement. You can subscribe to receive email updates by sending the word "subscribe" to [covidupdates@stmonicasseniorliving.com](mailto:covidupdates@stmonicasseniorliving.com) , find useful information on our website, and follow us on Facebook at [stmonicasseniorliving](https://www.facebook.com/stmonicasseniorliving) or continue checking back with this hotline for recorded messages. Thank you and STAY HEALTHY!"

**March 24, 2020:** "There are now 5 cases of coronavirus in Racine County. Governor Evers has issued "Safer at Home" order which amounts to only essential businesses are open. St. Monica's is continuing our restricted visitor policy. Visiting is not allowed unless your loved one is on Hospice. There are no Coronavirus cases at St. Monica's. St. Monica's Life Engagement will continue to assist in using Skype and Facetime to stay in touch with your loved one. Thank you for the cooperation of all our families. It is greatly appreciated."

**March 23, 2020:** "There are now 4 cases of coronavirus in Racine County. St. Monica's is continuing our restricted visitor policy. Visiting is not allowed unless your loved one is on Hospice. There are no Coronavirus cases at St. Monica's. Thank you for the cooperation of all our families. It is greatly appreciated."

**March 20, 2020:** "Thank you for the cooperation of all our families. It is greatly appreciated. Reminders to all families doing laundry for their community member. Call 262-639-5050 opt 2. Coordinate with the nurses to bring laundry from your loved one's room to the front door to switch out. Please drop the laundry off at the front door. There is a receptionist right inside the front door. You will not be allowed to enter the facility. Public Health Reminders from the Wisconsin Department of Health: Link –<https://www.dhs.wisconsin.gov/outbreaks/index.htm>"

**March 18, 2020:** "Reminder to all families doing laundry for their community member. Please drop the laundry off at the front door. There is a receptionist right inside the front door. You will not be allowed to enter the facility. Coordinate with the nurses to bring laundry from your loved one's room to the front door to switch out. Call 262-639-5050 opt 2. Public Health Reminders from the Wisconsin Department of Health: 1. Delay all elective ambulatory provider visits 2. Reschedule elective and non-urgent admissions 3. Delay inpatient and outpatient elective surgical and procedural cases 4. Postpone routine dental and eyecare visits. Link –<https://www.dhs.wisconsin.gov/outbreaks/index.htm>"

**March 17, 2020:** "St. Monica's is probably looking at 8 weeks of isolation. Please utilize phone-calls, Skype, Zoom and other communication modalities to communicate with your loved one. Let them

know they are missed and loved. To set this up, contact life engagement at 262-321-7138. Many of you have asked how you can help. We are requesting hand sanitizer for our 106 community members in the assisted living and memory care. Donations can be dropped off at the front door. We have a receptionist right inside the front door who can accept your donation."

**March 16, 2020:** "All doors will be locked except for the main entrance. Entrance to the building is only through the main entrance. All employees, those visiting for end of life care or approved for emotional support will also be screened for symptoms of fever, fatigue, cough, runny nose, congestion or sore throat. Contractors for essential business functions will also be screened for any symptoms. No children under the age 18 are allowed."