



# Health Care Center

1051 Clark ST, Reedsburg, WI 53959

Telephone: (608)524-7500

Administrative Fax: (608)524-7599

Thursday April 30, 2020

To our dearest families, friends, and resident representatives,

Wanted to take a moment to reach out to each and every one of you to let you know a little about our situation at the Sauk County Health Care Center and reflect on the happenings here at our facility over the last month.

Before I get into the facility updates, I want to take a moment to personally thank all of you for your incredible outpouring of help and support offered to our staff and facility during this most difficult time. Several of you have been extremely generous in donations of masks and materials needed to help protect your loved ones. Your calls, letters, and emails offering support have not gone unnoticed and the staff, residents, and administration at the Sauk County Health Care Center are so grateful to each of you for all your support and well wishes during this most difficult time. As we wrote to all of you in our first letter I will reiterate again that together we can and will get through this.

## Updates:

1. To date the Sauk County Health Care Center has not had any positive cases of Coronavirus (COVID-19). We have tested a few residents and staff but all tests have returned negative. We have committed to informing all residents, families/resident representatives, staff and partners in care should a positive case develop in our building. We will provide that notice via phone calls, emails, and postings on our Facebook page.
2. We continue to do active and daily screenings of all staff and residents and are vigilant in our efforts to ensure that any signs of illness are being quickly identified and treated appropriately.
3. We have secured enough personal protection equipment (PPE) to provide adequate infection control measures to ensure that our staff and residents are protected from COVID-19. We have provided any and all necessary training to our staff to ensure that they are competent to provide the care required in dealing with COVID-19
4. We have created a separate wing dedicated to the treatment of anyone with confirmed or suspect COVID-19 and received approval from the State of Wisconsin to use this wing. If your loved one does present with any signs or symptoms of COVID they will be moved to this wing and we will contact you to inform you how to continue to stay in contact with them.
5. Our staff are extremely dedicated and to date we have experienced no staffing shortages and are able to care for your loved ones in the same manner as previous to this pandemic.
6. While visitation is strictly prohibited, other than serious circumstances such as end of life situations, our staff, spearheaded by our Activity Department, have been extremely busy with

providing visits via the phone and video conferencing via FaceTime, Skype, and Google Duo. Thank you to all of you who have participated in these visits as we have seen tremendous happiness in our residents through these visits. The smiles, laughter, tears, and memories shared via this new way of visiting are priceless and are not forgotten with our residents and staff. Many share stories of the wonderful visit they had with their loved ones.

7. While window visits to the facility are not prohibited by the State of Wisconsin, our facility is encouraging all families to refrain from visiting via this method. Our facility grounds was not designed to provide this type of visit in a safe and secure manner. We appreciate your support in refraining from this at this time and will provide updates should we be able to accommodate some type of window visit in the near future.
8. Delivery of foods/items is encouraged via the USPS. We are discouraging drop off of items at the facility in order to limit any unnecessary exposure to your loved one.
9. Your loved one, our residents, are remaining engaged and active during this time. Our activity department is offering a wide variety of activities that can be done in their rooms and we have many virtual activities via the TVs, computers, and iPads. We are painting, coloring, reading, and doing puzzles and crosswords/word searches. We are playing cards and board games and doing a lot of reminiscing about their lives and loved ones. We are attending therapy both skilled and restorative.
10. We have not heard anything regarding opening for visitors but please be assured that should any changes occur with that guidance we will happily inform all of you in the manner you have selected to be notified. We are looking forward to our residents being able to see family and friends again, however we continue to take the health and safety of our residents as the top most priority.

Again I cannot thank you enough for your continued support during this most interesting of times. If any of you are struggling with this situation I cannot stress enough that it is important that you reach out so that we can help answer any questions, address your concerns, or simply just chat about the situation. We are committed to keeping your loved ones safe and healthy. We appreciate everyone's support during this time.

Contact numbers

Jennifer Vosen, Administrator (608)524-7501  
Gina Mitcham, Director of Nursing (608)524-7522  
Vonda Hainstock, Social Worker (608)524-7509  
Peggy Connors, Activities Director (608)524-7540

Stay safe and well,

Jennifer Vosen NHA, RN BSN, DNS-CT  
Administrator

