

May 21, 2020

To Our Valued Residents, Families and Representatives:

It is hard to believe that it has been over two months since COVID-19 changed our lives so drastically. We have all had to make big adjustments in an effort to keep everyone in our community safe, and we appreciate your support as we continue to take all necessary steps to prevent further spread of COVID-19 in our facility.

As of today, we have 10 residents and 5 staff members that have tested positive for COVID-19. On Wednesday, May 20, 2020 the National Guard was at the Pavilion at Glacier Valley to assist with facility-wide testing for COVID-19. In an effort to prevent the spread of the disease, we need to know how many people are positive, especially because you can be asymptomatic when you have this virus. With over 100 employees and 80 residents, The National Guard reported for duty at 6am to help administer COVID-19 tests and we are very appreciative for their assistance. By accepting the help from the National Guard, we were able to focus our resources on resident care to ensure we are taking all of the necessary steps to keep everyone in our community safe. We have gone 4 days without a resident positive COVID-19 result. Our COVID-19 residents are receiving care on a designated unit with dedicated staff. COVID-19 positive employees are under quarantine at home.

We are committed to seeing the number of positive cases go down and we will continue to implement and practice enhanced safety precautions recommended by our federal, state and local health officials, such as, only allowing essential personnel inside the facility, performing regular screenings for signs and symptoms of illness prior to entering the building, continually monitoring residents, performing regular deep cleanings, using PPE as recommended by the CDC, providing individual activities as opposed to group activities, implementing isolation protocols as required, and reminding and encouraging staff to practice social distancing and to use hand sanitizer and frequently wash their hands when they are in the facility and out in the community.

As a reminder, we will continue to post updates on our facility website and we will individually notify representatives/families regarding a resident's condition if he/she tests positive for COVID-19 or is displaying symptoms of COVID-19.

Again, please check our website for more updates and information. If you have any questions or concerns please contact us directly at 262-297-6300.

Sincerely,

Dawn Gordon

Dawn Gordon
Administrator