



COUNTY OF KENOSHA

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To Our Residents and Family Members:

Thank you for your patience and understanding, and for the sacrifices you have made to ensure our residents at Brookside Care Center remain safe and healthy during the COVID-19 pandemic. I am committed to making sure all are well-informed of the preventative measures we have implemented to reduce the risk of introducing this virus to our facility, and the manner in which we are addressing the emotional and social needs of our residents during this very difficult time.

I will be utilizing several means of communication, in addition to mailings, to ensure our messages can reach everyone:

- Residents may access updates on Channel 37, and small group meetings will be held if question-and-answer sessions are deemed necessary.
- Regular updates are available on our Facebook page, at www.facebook.com/BrooksideCareCenter, and on a recorded message available by calling 262-653-3849.
- Residents and family members always have the opportunity to discuss their questions and concerns with their social services worker or any of our staff members. Please feel free to contact them.

Infection control practices has been implemented through the guidance of the Centers for Disease Control and Prevention (CDC). We receive daily updates via e-mail and scheduled conference calls, as well as urgent notices as new information and procedures are made available. Social distancing and proper handwashing have been a common theme within prevention guidance. At this time we have implemented the following measures to reduce the risk of infecting our residents:

- All essential staff and medical providers are screened for symptoms and exposure prior to entering our facility.
- All new residents are screened for symptoms and exposure prior to acceptance to our facility, prior to entering our facility and upon admission.
- All residents are screened daily for symptoms.
- Residents will only be transported to essential physician appointments.
- Visitation is restricted to family members of residents who are at the end of life. These family members will be screened prior to entering our facility.
- We are practicing social distancing in our dining rooms and have suspended all group activities which involve more than 10 residents. Social distancing is adhered to in all groups of 10 or less residents.

We are very sensitive to the stress our residents and family members may be experiencing when unable to visit with loved ones. Our life enrichment staff has been working diligently to provide safe activities, and with our social services workers we are ensuring that our residents are connected to their loved ones. The following arrangements have been made:

- We now have iPads available for limited use to ensure all residents who desire to communicate via FaceTime or Skype have that opportunity. Contact our Life Enrichment Director, Kathleen Stich, at KathleenStich@kenoshacounty.org or 262-653-3834 to make arrangements to use this tool for communication. Currently, we have five iPads for the entire facility and are attempting to obtain more. If residents have a personal iPad, please keep it safely locked in your nightstand drawer. For family members, an iPad would be a nice gift for your loved one if appropriate.
- Care conferences will be conducted via FaceTime, Skype or conference call. Please contact your social services worker to make arrangements.
- We encourage family members to send cards, e-mails, flowers or anything that will brighten their loved one's days.
- We understand laundry is a very important issue for residents and family members. If you are completing laundry for a resident, please contact Jes Taggart at 262-653-3800 or email Jes.Taggart@kenoshacounty.org to arrange drop off and pick up times at the east side entrance.

Unfortunately, we do not know the length of time it will take to return to a sense of normalcy, as a facility or a nation. However, we do know that it will take the concerted efforts of the entire Brookside Care Center family – residents, family members and staff – to keep everyone healthy, and hopeful. Thank you for your continued support as a member of our family.

With gratitude,



Lynda Bogdala, LNHA
Administrator
Brookside Care Center