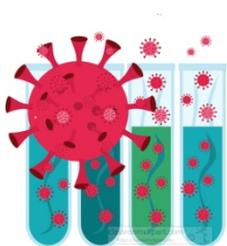


Dear Residents, Family Members and Friends,

This weekly newsletter is sent to all responsible parties listed as the primary contact for residents at the Baldwin Care Center. The newsletter is also distributed to residents of the Baldwin Care Center. Responsible parties may want to direct other family members to the website at www.baldwincarecenter.com. Prior and current newsletters are posted there. Birch Haven Assisted Living is sending the weekly newsletter to responsible parties. The Birchwood Apartment Manager makes copies available to all tenants. If there is a topic that you would like discussed in the weekly newsletter, please let me know. If you have a question about the content of the newsletter please feel free to contact me via email at elafavor@baldwincarecenter.com or by phone at 715-684-3231, Ext. 103.

This week I would like to follow up with information regarding the positive employee test and the sequence of events that happen after a positive test. Some of you may be wondering how the employee is doing. The employee returned to work on Wednesday, October 7th. The employee only experienced minor symptoms including a headache. Employees may return 10 days after onset of the illness, if they have been fever free for at least 24 hours. When this positive test occurred, I spoke with the Wisconsin Department of Health Services. They indicated I should follow the direction of the local county health department regarding additional precautions. St. Croix County Public Health indicated that since the employee only worked in the Woodland Heights Neighborhood, that we should quarantine residents in that neighborhood and treat them as suspected cases for at least 14 days. We also conducted outbreak testing for all staff and residents. The recommendation is that we keep residents in quarantine until we had two weeks of negative results for all residents and staff. I am pleased to share that all resident and staff tests for the first week of outbreak testing were negative. During this time of quarantine and testing, outdoor visits at the Baldwin Care Center must cease. We will be resuming visits after two negative test results are completed. We are hopeful that we will have the policies in place for indoor visitation soon.



We encountered multiple problems this week with COVID-19 testing for staff and residents. This was the first time we used the laboratory that we have been assigned to by the State of Wisconsin. The laboratory is Accelerated Labs in Wauwatosa, WI. When we have a positive case, I must order testing supplies through the State of Wisconsin. I ordered sufficient tests to complete the required two weeks of outbreak testing (one case is considered an outbreak). When I received the testing kits, I found that I had been shorted 100 tests by the lab. After I placed the order for the tests, I was contacted by the lab indicating that they did not have the lab capacity to process our test last week, as they do not have enough staff to process results on weekends. I indicated that I had half of the building in quarantine and that I absolutely needed those tests processed right away. We completed the first round of testing last Thursday. The tests were picked up Thursday late afternoon by a courier service and taken to the lab for processing. The lab is supposed to be able to turn around the results in 48 hours, which is what is in the federal guidance. On Sunday, I received a call from an employee who had been contacted by Pierce County Public Health indicating there was something inaccurate about the test results that the lab had sent. It turned out that there were 22 inaccurate results. 20 employees were from St. Croix County and two were from Pierce County. St Croix County Public Health did not contact employees but contacted Wisconsin DHS who indicated that those employees should potentially all be quarantined. That would have been devastating. There would not have been adequate staff available to care for residents. After discussion with Public Health and Accelerated Labs, I was able to find out the lab had entered the tests incorrectly. They had placed items in incorrect columns in the information that was sent to the county public health departments. I was told by the lab that the correct information was being entered and I would receive it late Monday. I did not receive it until late Tuesday. The lab had misspelled by name in the email address and that is why I had not received it. It seems pretty clear that this lab is not ready to handle the capacity of tests that need to be performed by this nursing facility and others in the State of Wisconsin. The problem was created when guidance was mandated for testing and processes

were not in place to support the mandate. Persons who make those decisions really are clueless as to what the reality of operating a nursing facility during a pandemic involves. During the weekly webinar this past week, the indication was given by Wisconsin DHS that all of the contracted labs should be able to provide routine weekly testing and outbreak testing for all skilled nursing facilities by mid October. This would mean that labs would provide testing kits weekly instead of every other week, at no cost to the facility. Given the recent experience with Accelerated Labs, I find that difficult to believe. As always, I will keep you posted regarding the testing.

Misinformation

I did want to mention that some misinformation appeared on Facebook regarding our visitation policy. A former family member indicated that Baldwin Care Center should open up visitation for the residents. As all of you know, this facility has been open for visiting since we began outdoor visitation on July 9th. This facility actually opened for visitation ahead of several other facilities in the area, even before the state guidance was published. I had checked with St. Croix County Public Health and Wisconsin state surveyors to make certain that our policy was safe before beginning visitation. I am not certain where this former family member is getting their information, but it is definitely incorrect. So, you can't always believe what you read on Facebook. If there is ever anything that you see or hear that you think is incorrect, I encourage you to call or email me.

On Saturday, October 10, my daughter Larissa LaFavor will marry Graeme Harrison. Their wedding will take place on the driving range of Trapper's Turn Golf Course in the Wisconsin Dells with a reception to follow. The weather is supposed to be beautiful. Thank you for those of you who were praying for good weather for us.

This week I have several people to thank. Again, Dan and Tricia Van Brunt from the New Centerville United Methodist Church made seasonal autumn cards with uplifting messages for each resident on the campus. Thank you so much! Dixie Helder's baked cookies for the staff of the Baldwin Care Center. They were delicious. Thank you for thinking of us.



Eileen LaFavor,
Administrator



Tom Peterson

