



Dear Residents, Family Members and Friends,

This weekly newsletter continues to be sent to responsible parties listed as the primary contact for residents of the Baldwin Care Center. If responsible parties could share information with other family members or direct them to the Baldwin Care Center website at [www.baldwincarecenter.com](http://www.baldwincarecenter.com), that would be great. Each weekly newsletter is posted on the website. The newsletter is sent electronically to the Birch Haven Assisted Living Manager and the Birchwood Apartment Manager to distribute as they see fit. If anyone has questions about anything that appears in the weekly newsletter, please feel free to contact me by phone at 715-684-3231, Ext. 103 or via email at [elafavor@baldwincarecenter.com](mailto:elafavor@baldwincarecenter.com). If there is any other information that you would like to be included in the newsletter, please feel free to let me know.

This week I do have some additional information regarding testing of staff and residents of long-term care facilities. CMS has indicated that tests have been shipped to 12,000 additional facilities, primarily in the southern part of the United States. This is the second round of facilities to receive the testing equipment and kits from the federal government. These testing kits were sent to areas that continue to be COVID 19 hotspots. There continues to be concern amongst skilled nursing facilities across the country regarding availability of tests after this initial distribution to all nursing facilities. The State of Wisconsin continues to contact nursing facilities across the state to let facilities know which testing lab the facility will be assigned to. My understanding is that the facilities that are being prioritized have a positive case at their facility. The Baldwin Care Center has not been contacted by the Wisconsin Department of Health Services regarding a lab assignment yet. The Baldwin Care Center Campus is still unable to test staff per the recommended guidance of every other week from the Department of Health Services.

The campus was able to test all staff in Birchwood Apartments, Birch Haven Assisted Living and Baldwin Care Center because of a suspected case of one of the tenants in Birchwood Apartments. As I reported in last week's newsletter, all tenants and staff of the Birchwood Apartments had negative test results. Apparently the rapid test given at the hospital to the tenant was a false positive. The state and county public health required that the suspected case would have to have two negative test results before we could release the Birchwood Apartments from quarantine. After the tenant had two negative molecular test results, we were able to lift the quarantine. This certainly brings into question, the results of the rapid test. The rapid test is what we will be receiving from the federal government. We prioritized testing for the Birchwood Apartments and sent those tests in first. We then tested all staff in both Birch Haven Assisted Living and Baldwin Care Center. I am pleased to report that all employees in both Birch Haven and Baldwin Care Center were negative for COVID 19. The staff continues to do a great job keeping themselves and the residents of the campus safe. We appreciate everything that they are doing everyday for the residents. This is a tough job during "normal" times, let alone during this incredibly difficult time. They are the heroes of our time! Unfortunately, it seems that they are unsung heroes. They have achieved great things and continue to commit acts of bravery and self-sacrifice, yet sometimes are not celebrated or go unrecognized. If you know someone who works in long-term care, please thank them for continued selfless acts of courage and bravery in the care of the elderly!

HEALTHCARE HEROES  
*Thank you*

As I had mentioned in a previous newsletter, we were able to conduct a CNA course here on the campus to train nursing assistants. Because of the Emergency Order from the State of Wisconsin, Skilled nursing facilities across the state have been able to train nearly 4,000 new Certified Nursing Assistants. Even though this seems like a large number, there continues to be a significant shortage of CNAs across the state and country. The staffing situation on the campus is difficult. We are in need of direct care staff (CNAs) in the Baldwin Care Center and Resident Assistant staff in the assisted living setting. When the pandemic began, we had direct care staff quit who were fearful of getting COVID 19 or bringing

it home to their family. It has been difficult to replace them. The staffing problem is also becoming worse with school starting. We have had college and high school students working in direct care and also in dietary positions during the spring and summer. The Baldwin Care Center is also in need of professional nursing staff (RNs and LPNs). In an effort to

## Referral Rewards

attract new staff we have re-instituted an approach we used previously. There is a sign on bonus and referral bonus for direct care and for dietary positions. The referral bonus is for current staff who refer someone that is hired for a direct care position (nurse, nursing assistant or resident assistant). The referring staff and the new hire receive a \$500 bonus after the new employee works 520 hours (equivalent to 3 months full-time) and then both receive an additional \$500 when the new employee reaches their one year anniversary. The amount that nurses would receive is \$1500

after completion of a probationary period and \$1500 after a year. The shortage is less severe in the dietary department, so the referral bonus is \$100 payable at 520 hours and after a year. If a new employee was not referred by a current employee and is hired for a CNA or Resident Assistant position they will receive a \$500 bonus after completing 520 hours and an additional \$500 after a year. The same amounts apply for the nurse and dietary employees as indicated above. I am hopeful that some of you may be able to help us with our staffing shortage. If you know anyone who you think would be a good fit for a job on the campus, please let them know that we are in need. If someone is interested in becoming a Resident Assistant, they can receive that training on the campus. If someone is interested in becoming a CNA, we will send them to a CNA course and pay them a wage while they are attending the course. If you have any questions, please feel free to contact me. Thank you in advance for your assistance with this important matter. We need caring, compassionate staff to care for the residents of the campus.

Outdoor visitations continue to go well. Residents and family enjoy being able to see each other in person. As I am scheduling appointments, it is also giving me an opportunity to talk to family members more often than I would have in the past. It has been nice to get to know family members a bit better during this time. I do ask that family members return calls as soon as possible. Recently I have had to make follow-up phone calls to family members. It is pretty time consuming to put the schedule together each week, so please return calls as soon as you are able. Thanks! I hate to have residents miss the opportunity for a visit. The facility that my brother resides in will be beginning outdoor visitation in September. I am very excited to be able to see my brother. I have not been able to visit with him since February. There has not yet been any guidance from the State of Wisconsin regarding indoor visitation. The weather will soon be getting colder and I am concerned about outdoor visits becoming a bit chilly. I will let you know when that guidance is received.

*Thank you*

Thank you so much to the anonymous donor for the amazing fruit and dip tray for the staff of the Baldwin Care Center. It was delicious! We appreciate it very much.

*Eileen LaFavor,  
Administrator*



*Char & Jerry Bretl*