



4/25/20

Greetings!

I hope this email finds you safe and well. If you don't know me, I am Tammi Williams and I serve as the Administrator of East Troy Manor. I've been here at East Troy Manor for almost five years now, first as HR and then moving into my current role. I now have the privilege of leading this amazing team that provides care to your loved ones.

During these confusing and scary times, I want to take the opportunity to let you know the status of our community, our staff, and your loved ones. Rest assured, if the health status of your loved one does change, you will receive a call with that information. We will also contact family members within 12 hours if we have our first positive COVID-19 case. After an initial case, we will also contact family should we have 3 or more staff or residents with symptoms, and weekly updates thereafter. My goal is to keep an open line of communication going through this time of uncertainty. Please do not need to feel obligated to respond, but you certainly can if you wish.

Keeping up to date with all of the evolving changes is difficult, but we want you to be assured we are following guidance from the Centers for Disease Control (CDC), the Centers for Medicare and Medicaid Services (CMS), the WI Department of Health Services (DHS) and Walworth County Health Dept).

Right now, we are healthy! We have no staff or residents with symptoms or any presumptive positive cases. We are performing wellness checks on staff members at the beginning of their shifts. We are also performing wellness assessments daily on residents outside of their normal monitoring. We have zero individuals entering our facility that are not essential employees. Vendors must drop goods outside of our building and an employee retrieves them. We have two points of entry that are locked at all times and must be opened by a staff member. Additionally, because our providers cannot come to the community, we have organized "telehealth" visits with our medical providers so that our residents can remain safe while seeing their physicians.

Some of you may have received calls notifying you that we needed to temporarily relocate your loved one. We did this to open up a "unit" of rooms that could be reserved in case a resident and/or multiple residents become symptomatic. We have an access point where staff members that are assigned to those residents could enter and exit without traveling through the community to minimize the risk of spread of infection. To the best of our ability, we will assign staff members to care for those residents to eliminate cross contamination, however, at this time it is still precautionary as we do not have any positive COVID-19 individuals.

Finally, for two weeks now, all staff members have been wearing masks while in the building. We have been overwhelmed by the donations we've received from friends and from our community! Currently, we have an adequate supply of PPE, but are constantly working with our parent organization, vendors, county emergency management, and our local health department to obtain more. We have been very blessed to have all these organizations recognize our need and work to get us additional resources.

While the safety of your loved one is our number one concern, we have not forgotten the importance of our residents' emotional health. Our activities department and care staff has worked especially hard to ensure your loved ones have joy! I would encourage you, if you haven't already, to follow our community's Facebook page

to see what our residents are up to. Also, you can contact us to set up an electronic visit to video chat with your loved one. We have access to Skype, Messenger, Facetime, Zoom, YouTube and a whole host of other visual communication platforms!

Finally, I understand how very difficult it is to be away from your loved one, and we never want you to be left wondering about the status of your family member. If you have any questions, please don't hesitate to reach out to us. I hope you understand how much we all appreciate your patience with us as we navigate these new and challenging times. It is an honor to care for your loved one, and a responsibility that we don't take lightly. Thank you for allowing us to care for your special people!

Sincerely,

Tammi Williams, NHA

Administrator

East Troy Manor

3271 North Street, East Troy, WI 53120

Office (262) 642-3995

Fax (262) 642-3930

twilliams@carriagehealthcare.com