

April 10, 2020

Dear Residents and Families,

We have learned one of our care neighborhood residents has a confirmed case of COVID-19. We are prepared to care for her, and will do so safely while protecting other residents and staff. Here are the facts:

Resident with Confirmed Case

- Moved to Windsor March 11th
- Has had a roommate since March 19th
- Went to the hospital on April 4th for an unrelated condition
- Is asymptomatic but was tested per hospital protocol and confirmed positive on April 8th
- Will return to a private room on Windsor today, Friday, April 10th

We will follow our isolation protocol. Anyone entering the room will be required to wear personal protective equipment (PPE) consisting of a mask, gown and gloves and goggles. Dedicated Resident Assistants have been assigned on each shift working only for her, and staying in her room throughout their shifts. Those individuals are responsible for her care, cleaning of her room and her laundry. Trays will be delivered to her room by Dining where they will be received by the Resident Assistant; Dining will not enter the room. These procedures will remain in place until April 13th, the date advised by the Milwaukee Health Department, unless her symptoms dictate otherwise.

Roommate

- Moved to Windsor on March 19th temporarily
- Moved permanently to Stratford on April 6th
- Is asymptomatic and is monitored every shift for signs and symptoms of the virus
- This resident will be quarantined in her room until April 18th.

In order to help guard against further spread, employees are limiting movement between neighborhoods. Nursing, Dining, Housekeeping and LifeStreams are assigned to a specific neighborhood. Certain staff members, by virtue of their role, will need to continue to move throughout the building.

Clarification

I sincerely appreciate all who took seriously the exhortation to "stay in your apartment" expressed in my letter of April 7th. The fewer persons you are in contact with, the better your chances of avoiding the virus. If you are staying on campus, which it appears most are, we are comfortable with use of the libraries, Chapel and labyrinth; walking the tile mile; picking up mail, deliveries and Bistro orders. Some of you are delivering newspapers, watering plants and gardening. Wear a mask and practice social distancing whenever you are out of your apartment; remember to limit elevator use to two persons at a time as well.

Walking outdoors in uncrowded areas, biking and restaurant curbside pick-up are also fine – just remember if you drive, disinfect your car (door handles inside and outside, your steering wheel and your keys).

If you have any questions or concerns, please contact me or another member of the Leadership Team. Thank you, I realize this is a very difficult time, and you may understandably be anxious. We're available to hear your concerns and are incredibly grateful for your cooperation.

Be well,

