

May 8, 2020

Dear Residents and Family Members,

It's been a difficult week. Between April 28 and May 6, six Windsor residents have tested positive for COVID-19 as has one Tower resident. Happily, all but one are on the road to recovery with most having only mild symptoms. One Windsor resident in very compromised health is not doing well though the decline is not directly attributable to the virus. One employee is also currently recovering.

All residents of Windsor are remaining in their rooms; isolation protocol is being practiced for those with a confirmed case of the virus. We have re-doubled our infection prevention efforts, re-educating our staff regarding the necessary and proper use of personal protective equipment for their safety and the safety of all residents.

Tests are now more readily available enabling testing for residents with only one symptom; results are being returned within 24 hours. You have probably heard the Governor say all residents and employees of nursing homes (skilled nursing – in our case Windsor) will be tested. There are approximately 54,000 nursing home residents and employees in the state of Wisconsin; daily testing capacity is approaching 15,000, so in combination with others being tested, some time will be required.

Personal protective equipment is available in adequate supply with the exception of gowns. Creative solutions have been employed to address the shortage.

Our staff, particularly nursing and resident assistants, are to be applauded for their dedication working on the "front lines" every day. Our LifeStreams team and social workers are helping residents stay connected and families informed. Dining, so excited about their new kitchens and dining rooms, are preparing trays for room delivery instead. Housekeeping and laundry remain the backbone of our infection prevention. I am so grateful for the collective skills and wisdom of our employees – super heroes do work at Saint John's.

Thank you for your resilience, together we will find a way to manage this new aspect of life.

Respectfully,



Renée E. Anderson  
President & CEO