



LASATA SENIOR LIVING CAMPUS

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Dear Crossings Tenants and Families:

I want to start by saying how thankful our Crossings team is for all of the words of encouragement, positive feedback and patience we are receiving during this difficult time. We continue to work closely with Washington Ozaukee Public Health Department and other agencies, and are taking all of the recommended precautions to prevent the spread of COVID-19.

We do recognize that some of the information we are sending is repetitive and some information is changing on a daily basis. Thank you for your understanding, as we all work through the multifaceted challenges we are facing. Here is today's update/reminders:

- 1) Wash your hands often. It is important to wash hands with soap and water for at least 20 seconds, dry with a clean paper towel, and frequently disinfect commonly touched surfaces (walkers, wheelchairs, light switches, faucets). If you do not have adequate supplies, we encourage you to reach out to your family to bring in supplies that you may need. If they are not able to do so, please let me know.
- 2) All external doors will continue to be locked at all times. All visitors and non-essential health care personnel is restricted, except for certain compassionate care situations, such as an end-of-life situation. No one under the age of 18 will be allowed under any circumstances.
- 3) **If your family/friend is delivering items for you, please have them put the items in a bag with your name, date and time of delivery and place it on the concierge cart in the vestibule. Due to the slight risk of the virus being passed on through hard surfaces, there will be a "hold" time of 24-48 hours from the time family delivers the items, until the time it is delivered to you. Because of this, we ask only items that do not require immediate refrigeration be brought in. Please note that deliveries will only be handled during business office hours (Monday-Friday 8-4:30PM).**
- 4) All Tenants are NOT to leave the building at this time. The only exceptions to leaving the building are for appointments deemed

medically necessary by your physician, or for emergency medical treatment. If a Tenant does leave the building for a medically necessary appointment or for emergency medical treatment, per Public Health, the Tenant will need to be isolated for up to 14 days. If it is deemed necessary to go to an appointment, please plan to meet your family in the vestibule.

- 5) Due to the increase risk of spreading the COVID-19, in place of spas, all Tenants will continue to receive showers in their apartments at their designated spa times.
- 6) Crossings staff will be responsible for handling all Tenants personal laundry as well as linens.
- 7) We officially kicked off our new activity program on Tuesday. All of you should have received an updated activity calendar. To participate in the activities you will need to turn your television to channel 958. Thus far, we have offered Exercise, Current Events, Bingo, a Sing-along, a new "Wake Up Well" program. Additionally, we are starting a weekly Happy Hour delivered to your apartment, as well as some other delivery ideas, like popcorn and ice cream. In regards to Bingo, when you have a Bingo you will be calling the Personal Care Worker facilitating the game, please note if multiple people are calling in, the first person to get through wins. If you need help with communicating with your loved ones via phone, FaceTime, email, please let us know so we can help you. Please see attached updated listing of activities we will be offering.
- 8) We highly encourage you stay in your apartments as much as possible, this is your best way to protect yourself from contracting the virus. At the same time, if you do come out of your apartment to take a walk, inside or outside, please remember good hand hygiene, wear a mask do not touch your faces (nose, eyes, mouth), and practice staying at least 6 feet away from others (social distancing) and wash your hands when you return to your apartment.
- 9) All of you have been given a door stop to be able to prop your door open. We ask that at minimum you use this wedge to prop your door open during meal service time. By propping your door open, you will be assisting staff with not having to touch door knobs, their keys, etc.

which will help with infection prevention, as well as efficiency. Please feel free to keep your door propped open as much as you like.

- 10) **If you have someone setting up your medications for you, please have them reach out to Amy to assist with a plan to pick up any bottles of pills. Amy can be contacted at aszerbowski@co.ozaukee.wi.us during business office hours (Monday-Friday, 8-4:30PM).**
- 11) All mail will continue to be delivered to your apartment. Again, due to the slight risk of the virus being passed along on hard surfaces, we will hold all mail for 24-48 hours prior to distributing it.
- 12) Dining Services will continue to distribute a weekly menu that does not need to be filled out ahead of time. All meals will continue to be served to your apartment.
- 13) Per Public Health recommendations, we will continue to monitor all Tenants for any symptoms related to the illness.

Keep yourself informed by watching the news, or go online to view updates at: <https://www.cdc.gov/coronavirus/2019ncov/hcp/guidance-prevent-spread.html> OR <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html#2019coronavirus-summary>

If you do have questions, please do not hesitate to reach out. Due to the large amount of questions, at this time, our preferred method of communication is via email: ksonnenberg@co.ozaukee.wi.us
We continue to thank all of you for not only your patience, but your assistance in keeping our Crossings Community safe.

Sincerely,



Kristen Sonnenberg