

## Letter from the Administrator

Greetings to family and friends of Brewster Village:

In effort to keep you informed, we will be increasing the frequency of our communication. I am hopeful that these updates will serve as a reassurance to you. Found within this letter are contributions from our team sharing updates on topics such as infection control, villagers' social wellness, as well as answers to some frequently asked questions.

As of this writing, we do not have any active or suspected COVID-19 positive individuals, whether villagers or team members. I am very thankful to be able to report this to you. That being said, due to the nature of the novel coronavirus and its alarming ability of transmission, long-term care communities are at a heightened risk for potential cases to develop. The villagers' wellbeing is our number one priority. We are concerned and proactive, as the people we serve are typically more vulnerable.

We recognize that the visitation restrictions put into place have been extremely trying not only for the villagers, but equally for their caring family members. Visitation limitations are one of the most effective tools we have to prevent the introduction of infection. Our associations recognize the challenges which result from the visitation limitations and are working to identify other solutions.

At the time I am writing this, we are in the middle of National Skilled Nursing Care Week. The theme of this year's celebration is "*Sharing our Wisdom.*" Villagers and team members alike are sharing their own wisdom and celebrating in different ways this year. If your travels take you past Brewster Village on Bluemound Drive, you will see hearts with quotes of wisdom from villagers residing on Heritage Square First Floor. Additionally, National Nurses' Week just wrapped up. So, please join with me in celebrating all of the villagers, and caring team members for National Skilled Nursing Care Week, and the talented and compassionate nurses for National Nurses' Week. We certainly are fortunate to have a wonderful group of people living and working here.

In closing:

**THANK YOU** to the villagers. You are the reason we are here. We appreciate your understanding regarding the changes we've had to make, such as cancelling large group life enrichment opportunities, community outings, and other social-distancing related changes.

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*THANK YOU* to the caring families, who have adapted to virtual visitation and understand and support us in making pertinent decisions which have the villagers' best interest in mind and are in accordance with guidance we receive. Thank you for the outpouring of support you have shown and the kind words of encouragement you have shared.

*THANK YOU* to our compassionate team, who have given selflessly and quickly adapted to becoming a different form of family for the villagers. Recognize that your efforts are appreciated. You are **heroes** for the villagers and their family members.

Wishing you health and peace.

Tim Neuman  
Interim Administrator

## COVID-19 Measures Being Taken at Brewster Village

We want to ensure that you are informed of the measures Brewster Village continues to take in regards to COVID-19. These measures include:

- Team members continue to be screened prior to their shift.
- We are being cautious in our approach with team members. If they call in to work with any respiratory symptoms, we are asking they be swabbed for COVID-19.
- We have not had any villagers or team members that have tested positive for COVID-19.
- We continue to only allow essential workers into Brewster Village.
- We continue to only allow essential employees into Brewster Village.
- The mandate from Governor Evers has directed long term care facilities to complete villager and team member testing. They have reached out to Brewster Village as of 5/12/20. We will be completing testing on those villagers that have consented as well as the team members starting the week of 5/18/20.
- With any changes in our villagers or team members as far as a positive test for COVID-19, all villagers/POAs/Guardians would be informed.
- The villagers are being encouraged to wear a mask when with team members for care or outside of their room.

## Life Enrichment Continues to Thrive

COVID-19 has brought all of us many challenges, but with these challenges, we have become stronger as a team to assure villagers' social engagement needs are being met. We continue to strive to promote life enrichment that enhances self-esteem, social connectedness, comfort, education, creativity, and fun. Under the COVID-19 guidelines, we have worked hard to rethink how we provide for villagers' social needs. For now, we have halted large community events, but we continue to host smaller life enrichment opportunities on individual households based on the interests of the villagers that live there. All team members have been providing increased support on an individual basis by offering a listening ear, compassion, and friendship. Frequent visits, reading mail/books, games, humor, listening to music, reminiscing over photos, and lots more are provided to those who want individualized engagement.

Besides meeting individual life enrichment needs, we still provide small group events on each household, which provide opportunities for people to socialize with others and be actively engaged. Recently, we celebrated Mother's Day and surprised each mother with a flower in a vase and special recognition on their day. Some mothers enjoyed getting their hair styled, some requested to have their nails painted, and others enjoyed mother's day socials with coffee and baked goods. This week is National Nursing Home Week, and we have provided many opportunities to celebrate those that live and work at Brewster Village. The theme this year is "Sharing Our Wisdom." Some villagers worked on creating large wooden hearts, whereupon they wrote their "words of wisdom." The large wooden hearts, like the one seen on the next page, have been placed outside along Bluemound Drive in front of Brewster Village. We encourage you to drive by and read their inspiring words of wisdom. If you are interested in seeing what is being offered on each household, please check out our Life Enrichment Calendar on our website.

Another key change we made during this time was to enhance ways we could promote communication with family members/friends as this is key to assuring joy among villagers. We provided training to team members regarding how to set up FaceTime and Skype for interested families/friends. Each household within Brewster Village has an iPad, whereupon villagers can FaceTime with loved ones.

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Each neighborhood has a computer that has the ability to Skype with family and friends. If you haven't tried this and are interested, please contact the Neighborhood Coordinator or Social Worker where your family member/friend lives, and they will give you information on how to get connected. Please know that we value the importance of social engagement and will continue to assure we provide as many opportunities as possible to provide memorable life enrichment moments. Please check out some highlights on Facebook.



### DHS to Release Long-Term Facilities with COVID-19

The Wisconsin Department of Health Services has announced that public release of long-term care facilities who have active cases of COVID-19 within their facilities (residents and/or staff) will be going live on their website soon. The following is an excerpt from LeadingAge Wisconsin president John Sauer. LeadingAge Wisconsin is an advocacy group for nonprofit long term care facilities, their staff, and the residents they serve.

*“COVID-19 is an insidious virus and can be found in most areas of the State. Even the very best nursing homes may experience COVID-19, and positive identification is not an indication of the quality of care offered by the facility,” said John Sauer, CEO/President of LeadingAge Wisconsin. “To be clear, the mere presence of COVID-19 does not indicate a poorly run facility, but more likely represents a facility that is actively aiding in the fight within this public health crisis. These facilities and their staff on the frontlines should be commended and deserve our continued support. The DHS list is just a list. It does not begin to tell the story behind the love and compassionate care provided by Wisconsin’s nursing facilities.”*

The entire press release can be found [HERE](#).

## Dropping Off Items

All of the villagers have greatly appreciated the packages that have been dropped off by their loved ones, and we have certainly loved seeing the excitement on their face when they get it. We would like to continue to encourage this and have put a process in place to ensure that items being dropped off are being brought to the villager promptly and correctly. In order for us to do this, we would like to ask not to leave packages, flowers, or personal items unattended in the vestibule. If there is no receptionist at the desk, please feel free to utilize the phone in the vestibule to call the supervisor to notify them of your items. In addition, we encourage you to please label the items with the villager's name, items delivered, household, and apartment number, if possible. Premade labels are located on the table just inside the front doors. Team members will be more than happy to assist you in filling one out. Thank you for all the continued support and patience you have given us during this time.

## Questions/Concerns – Let Us Know

Brewster Village strives to offer an environment to live where villagers' choices are honored and respected and quality care and services are provided. It takes a team of health care professionals as well as family, visitors, and volunteers to provide the things our villagers need to continue to live an enriched life. As a valued member of the team, please bring any suggestions, questions, or concerns you may have immediately to the villager's Wellness Team. Please be aware that if you have questions, concerns, or complaints about conduct you witnessed toward a villager, you should report them to the Social Worker, Neighborhood Coordinator, or Complaints Investigator (Krissy Jaloszynski, 920-225-1999) immediately. Examples may include threatening behavior or tone of voice, misappropriation of villager's belongings, exploitation of finances, and physical mistreatment of villagers. We need to act as soon as possible to assure the villagers are safe and then to investigate the situation. You may also contact the Ombudsman at 1-800-815-0015. Additional information regarding Villager Rights, complaint reporting instructions, and local assisting agencies can be found in the Villager Resource Guides in the living rooms, as well as posted in the Town Center. Thank you for assisting in keeping the villagers safe!

## Connect with Us!

Visit our website at [www.brewstervillage.org](http://www.brewstervillage.org)! You can also catch up with us on Facebook - [www.facebook.com/brewstervillage](https://www.facebook.com/brewstervillage)!

