

May 8, 2020

Dear Family and Friends of BLHCC Residents:

We would like to take this opportunity to update our families and friends as to what we are doing to keep your loved ones safe, healthy and well cared for during this difficult time of social isolation. Even though we know you are missing your loved ones here at BLHCC, please rest easy in the fact that we are doing great and both our residents and our staff continue to be COVID-19 free.

Although we are tremendously pleased that we do not have any cases of COVID-19 at BLHCC, we do feel concern with the rising numbers of cases that continue to be reported in the United States, the State of Minnesota, our nearby counties and especially among Long Term Care facilities. We have implemented many safety procedures at BLHCC to help keep both the residents and staff safe. Some of the newly implemented policies include:

- All staff are wearing blue surgical masks at all times.
- All staff have all been given safety glasses to wear.
- All staff have been given cloth masks to wear when they are out in the public.
- All staff are being screened and having their temperature checked upon arrival.
- Residents are all eating in their rooms rather than communal dining and there are no group activities.
- Any resident leaving their room is wearing a cloth mask.
- All residents are screened twice per day for signs and symptoms of COVID-19.

The MN Department of Health completed an unannounced COVID-19 Focus Survey at BLHCC on April 24, 2020. The surveyors exited our building after 3 hours with no concerns and they felt we were in compliance with COVID-19 policies and procedures, care observations and safety precautions. Following their visit, we have made some changes to the daily staff screening policy and procedures based upon their recommendations.

The Activity Staff continue to keep the residents busy throughout the day by providing 1x1 visits in their rooms and supplying them with books, coloring sheets, puzzles, and other various activities. They are also serving coffee at 3:00 PM and doing hallway Bingo. Make sure you "like" us on Facebook and follow all of the pictures that Lyn posts!

We believe that although Governor Tim Walz may begin opening up the state soon in phases, Long Term Care facilities will be the last to have restrictions lifted. Feel free to let us help you keep in touch with your loved one. We have been doing Zoom Calls, Facetime visits and telephone calls to help keep everyone connected. Call Michelle or Lyn to set up a visit at (320)833-5364. Many families have been visiting outside of the building and sitting by resident rooms so their loved one can see them. We encourage this, although ask that the **windows remain closed** during the visit. We have also been doing Resident Care Conferences by conference calls, as well as, Zoom and Facetime.

We also wanted to keep you updated on our facility addition project. Construction is moving along nicely and we will be ready to begin painting very soon. We are excited to show you the final product once the visiting restrictions have been lifted. We feel fortunate that construction on the new addition at BLHCC was unaffected by COVID-19 restrictions. None of the construction workers have needed to be inside of the facility as work that is happening is outside of the building.

In closing, please know that we miss you as much as you miss us. Please stay strong and mentally well and we will all get through this together. The residents that we are entrusted to care for are the most vulnerable population in the state and we take the responsibility of caring for them very seriously.

Sincerely,

Mark Rust  
Administrator

Kendra Hiles  
Director of Nursing

Michelle Paulson, LSW  
Licensed Social Worker

