Dear Residents and Families,

Hello to all! These are trying times to be sure. Let me start off by saying how much we appreciate you entrusting us with your care and or the care of your loved one, especially now. In the midst of the COVID-19 pandemic, we are pleased to report there have been no cases of COVID-19 among our residents or staff. We work hard every day on hand hygiene, social distancing and keeping the environment clean and sanitized. To stay current with our COVID-19 news, please go to our website or Facebook page. We are also providing call messaging to those listed as the Emergency Contact #1 and have those talking points available for anyone we speak with. We are committed to open communication and are here if you have any questions.

While COVID-19 has our attention, we are still finding ways to enjoy each day. Spring is in the air and we have had flowers for every resident and more to come. Staff have started a “wacky Wednesday” theme each week and residents are getting a kick out of that, some have even dressed up too. In our Activities department, we have had to say “Goodbye” to Kali and recruit for a new Director. We are happy to announce that we found our new Director, Hannah Bailey. She will start the end of April, we look forward to getting to know her. Our Activities staff, Cathy and Darla, have really stepped up to the plate with new and creative ways to bring activities to each resident. They are even known for dressing up their cart into an ice cream truck with music and ice cream, of course! Again, you should check out our Facebook page to see what’s going on!

You should know that we have felt love and support from our friends in the community. Some have brought flowers, cards, activity supplies, artful fabric masks and even hand sanitizer. Complete strangers have provided gifts for our residents as they are thinking about them during this time. Our staff are amazing and caring and a real encouragement to each other. We miss all of the visitors and can’t wait to have you all back visiting again! In the meantime, stay safe and know our hearts are in this calling to care for the most wonderful people of all, our residents.

Sincerely,

Karrie Tipler

Interim Administrator
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Facebook page to see what’s going on!

A HUGE thank you to Walmart for donating three carts of much needed supplies for residents!
Clinical Happenings:

As the Director of Nursing, it is my responsibility that all Infection Prevention Policies are in place. At Heritage Lakeside, we are following the CDC and WI DPH guidelines. These are the actions that are currently in place to protect your loved ones as well as the employees.

Every person who enters Heritage Lakeside has a health screen completed every time they come to work. The symptoms we are monitoring for are: temperature, sore throat, cough, shortness of breath, and any potential exposures to COVID 19. Anyone with a temperature above 100 degrees, is sent home immediately and cannot return to work until the fever has been gone for 48 hours. Every resident is also screened every day for temperature, respiratory rate, and oxygen saturation levels. A nurse then monitors for any changes or decline in status, and reports them daily to our Medical Director. Our goal is to keep everyone safe and free from this virus.

Dr. Bradley Bekkum is our Medical Director. Dr. Bekkum and Angela St. Onge, Nurse Practitioner are seeing all residents as needed. They are also doing telehealth visits. This is how telehealth is working at Heritage Lakeside: Visits are set up, and at the scheduled time Pattie and Wendy are notified. One of us takes a computer into the residents' room and we complete the assessment and report the findings live to the provider, and your loved ones (if able) answers the questions asked.

All of the staff are being very diligent with social distancing (remaining 6 ft apart) and handwashing both at work and at home. All staff are now required to wear masks whenever they are working. This is for prevention only at this time. We have also increased the amount of hand sanitizing dispensers throughout the facility and housekeeping has been doing extra cleaning of all high touch areas.

Together, with all our departments we are working hard to ensure your loved one remains safe and healthy. We are sad that we are not able to have our families visiting their loved ones. Please feel free to call me or Pattie as we are happy to discuss your loved one with you, as can any nurse.

P.S. Since it’s spring, I thought I would share a picture of my brand-new baby goats born this April.

Wendy Ambrose, Director of Nursing

Memories

We love playing hallway Bingo! Residents can go to their doorways like Jeanette, and our Activities Department calls out the numbers, for everyone!

Carol is pictured here holding one of her drawing. Residents love to

Thanks Jane for getting every resident a bouquet of flowers!

Every week we have Wacky Wednesday, we love it when residents like Sid, participate!

Thanks to the anonymous person who got all our nursing and CNA staff crocs!

I scream, you scream, we all scream for ice cream! Del enjoyed our ice cream truck that came around playing ice cream music. It was so fun hearing it up and down the halls.

Thank you to numerous people who have made us masks!
Navigating life during a pandemic is incredibly challenging and most of us have not experienced anything like this in our lifetime. Residents miss gathering for group activities or dining together for meals during this time. Visits are prohibited as we do everything we can to limit exposure for our residents to Covid-19, but not being able to see the faces of loved ones impacts the emotional well-being of many.

All of our staff are finding ways to keep resident spirits up. Easter bags were made and distributed to residents Easter morning and I saw several smiles as they opened them. Pictured to the left is Mary with her Easter basket and at the bottom is Marion, they both were so happy to receive their baskets on Sunday morning.

We have various technology available to increase ways to connect with your loved ones here at Heritage Lakeside. We have two portable cell phones that can have a call transferred to them from the main office phone. We also have two Tracfone’s with unique phone numbers that are on another page. We also have ways for you to see your loved one. We have multiple tablets available that are equipped with Skype and Facebook messenger for video calling. We encourage you to utilize these options and consider other creative ways as well. If you have any questions please reach out to me or our Community Relations Director Samantha Gerland. We would be happy to help you set up the best form of communication for you.

Cards with cheerful pictures and a handwritten message are always appreciated and are a good way to brighten someone’s day. Also, video chats, phone calls or dropping off special items that you know your loved one would enjoy. I saw a dear friend of a resident deliver a morning paper during a snowstorm because she knew it would be appreciated. Everybody deserves one special person in their lives like that! Be that person for someone you know - even for someone you don’t know.

Stay well and Happy Spring.

Kris Mattson
Social Services Director

Heritage Lakeside’s communication methods

Main office phone: 715-234-9101
To speak with a resident, we will transfer your call to one of our cordless phones.

Skype Username #1: Heritage Lakeside
Skype Username #2: Heritage Lakeside 2
Facebook Messenger: Henry Lakeside

Please contact Samantha Gerland or the office if you have any question or need helping setting anything up. We are here to help!

We know how challenging it can be to not see your loved ones. And we also know how frustrating technology can be sometimes. I would be happy to help you set up a skype account, use Facebook messenger or set up a phone call. It is helpful when family can call ahead to let us know when you will be calling or driving by so we can get the resident ready.

One of the best ways for us to keep in touch with you is through our Facebook page! Here is a post that we had the beginning of April. We are constantly updating our page with fun things that we are doing at Heritage Lakeside. Even though we are living a strange time right now, we still know how to have fun! Please let me know if there is anything I can do to help you with communication with your loved one. We are all in this together and we want to make it as easy as possible.

Samantha Gerland
Community Relations Director

Thanks Tammy Kilmer for the Easter basket supplies!
Thank You to our Amazing Staff!

All our staff, in every department, is going above and beyond to make our residents smile and keep spirits high. These are just a few of the wonderful faces of our Heritage Lakeside Family.

Happy Spring everyone,

May is National Better Hearing and Speech Month

A Speech-Language Pathologist (SLP) focuses on voice quality, language, cognition, communication, and swallowing disorders. Speech therapy is often recommended when an individual has difficulty communicating or understanding others, has difficulty reading or understanding the written word and/or has problems swallowing foods or liquids.

What is the SLP’s role?

An SLP will perform a comprehensive evaluation to diagnose a number of disorders and to develop a plan of care that may address any of the following: Slurred or unclear speech that is difficult to understand, Difficulty finding words, Inability to understand others, Changes in voice quality, Difficulty following directions, Memory problems, Inability to sequence an activity such as getting dressed, Swallowing problems with liquids and/or food

What are reasonable expectations?

Some of the many benefits of speech therapy services are: Restoration of impaired or lost communication skills, Improved safety within the environment, Improved independence and quality of life, Increased socialization.

The SLP will meet with you and your family member to help ensure that your questions are addressed.

Sincerely,

Genesis

Rehabilitation Staff

Greetings from Dietary!

I know this year is a little different, but we are continuing to make our residents feel special through our dietary department. On Sunday, a couple of our residents celebrated their 40th wedding anniversary and we served them a Steak dinner with apple pie. They told me the meal was so good it tasted like it came from a 5-star restaurant! We also have been celebrating birthday’s with little personal cakes. We do whatever we can to make residents smile.

Since we cannot eat in the main dining room, residents must eat in their own rooms. We also have a snack pass that goes around twice day with yummy treats like apples, cookies, juice boxes etc. I want to thank my staff and all staff for helping with meal passes upstairs and keeping residents happy with food selection. We are always happy to accommodate requests. Below is a great recipe I thought I would share for you to try this spring.

**Broccoli Salad**

*Ingredients* Fresh Broccoli chopped 12 oz, Finely Chopped Onions 2 tbsp, Bacon Pieces 1/4 cup, Sunflower Seeds 1/4 cup, Salad dressing 1/2 cup, Sugar 1/4 cup, Vinegar 2 tsp

*Directions*
1. Cut broccoli into small pieces
2. Combine broccoli, chopped onions and bacon pieces.
3. Prepare dressing: stir together salad dressing, sugar, and vinegar. Pour dressing over broccoli and toss gently to combine.
4. Cover and chill until serving.

Suggestions: I love to use red onions and add some cauliflower in to just to change it up!

*Mel Kern, Culinary Director*