

COVID-19 Updates

July 23, 2020

Testing update:

Testing for all asymptomatic long-term care staff and essential staff who enter the Creekview care units continues every two weeks. So far all results have been negative. We do not have any known cases of COVID-19 on campus at this time.

Independent resident visitors:

If residents choose to invite guests to Evergreen, we ask that you and they take extra precautions to keep yourself and the rest of the Evergreen community safe and healthy. In addition to **required masks**, this includes:

- Making sure your guests are signing in the log books as they enter
- No visitors under the age of 18
- Visiting with guests in your accommodation or in outdoor spaces where you can practice appropriate physical distancing
- Notify Evergreen immediately if you become aware of any contact with COVID

Assisted Living (Garden Building and Sharehaven) Visitation:

For information regarding Evergreen's safer visitation plans and procedures for assisted living, please review the [Assisted Living Visitation FAQ's](#) on our website at www.EvergreenOshkosh.com. For more information about state guidance, please visit <https://www.dhs.wisconsin.gov/covid-19/ltc.htm>.

July 16, 2020

Testing update:

Effective the first week of July, all asymptomatic long-term care staff and essential staff who enter the Creekview care units will be asked to be tested for COVID-19 every two weeks. So far all results have been negative. Staff who call in with symptoms are encouraged to get tested and are restricted from working until cleared to return. Evergreen continues to partner with Winnebago Public Health to implement the latest return-to-work guidance. Resident COVID-19 testing will continue as symptoms arise. We do not have any cases of COVID-19 on campus at this time.

July 8, 2020

Testing update:

Effective the first week of July, all asymptomatic long-term care staff and essential staff who enter the Creekview care units will be asked to be tested for COVID-19 every two weeks. Staff

who call in with symptoms are encouraged to get tested and are restricted from working until cleared to return. Evergreen continues to partner with Winnebago Public Health to implement the latest return-to-work guidance. Resident COVID-19 testing will continue as symptoms arise. We do not have any cases of COVID-19 on campus at this time.

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- Making sure your guests are signing in the log books as they enter
- No visitors under the age of 18
- Asking that guests wear masks and wash their hands
- Visiting with guests in your accommodation or in outdoor spaces where you can practice appropriate physical distancing
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July 2, 2020

ASSISTED LIVING INFORMATION (Garden Building, Manorview & ShareHaven)

The safety and health of our residents and staff has guided our work throughout the pandemic. We are taking all the necessary, required measures to protect our residents and staff while we work to provide a safe space for socialization and visitation. We are following the guidance provided by the Wisconsin Department of Health Services on requirements for Safer Visitation in Assisted Livings, which includes screening, PPE, infection control and staffing. We are pleased to share safer visitation will begin Tuesday, July 7th. Approved visitors must call to make appointments before 3:00 pm the day before the planned visit.

For more information regarding Evergreen's safer visitation plan, please review the [Assisted Living Visitation FAQ's](#) document. For more information about state guidance, please visit <https://www.dhs.wisconsin.gov/covid-19/ltc.htm>.

Please be patient as we roll out the visitation plan. As the virus is still being transmitted throughout our state, we may need to change visitation options based on a resident's status of COVID-19 and the overall status of COVID-19 at Evergreen. We may also need to limit outdoor visitation due to weather, which may affect the visitation schedule.

June 30, 2020

Cough Etiquette Reminder - Please click the image to view larger.



June 25, 2020

Infection Control Survey:

Since the pandemic began, CMS, in coordination with the Centers for Disease Control and Prevention (CDC), has provided ongoing technical guidance and assistance to all Medicare and Medicaid certified providers and suppliers, including nursing homes like Evergreen. On June 1, The Centers for Medicare and Medicaid Services (CMS) issued guidance for each state to complete a Focused Infection Control Survey by the end of July. The survey includes on- and off-site considerations, policy and record reviews, as well as observations.

Testing update:

All residents and staff who had tested positive have now recovered and staff are back to work. Currently, there are no known cases of COVID-19 on campus. Resident and staff testing will continue as symptoms arise.

Resident and Guest Services holiday hours:

Resident and Guest Services will be open from 9:00 am – 1:00 pm on Friday, July 3rd, Saturday, July 4th and Sunday, July 5th. Transportation services will be available between 9:00 am – 4:00 pm all three days; rides must be scheduled in advance.

June 17, 2020

Testing update:

Last week all Garden Place and Garden Terrace residents were tested and all results have come back negative. Resident and staff testing will continue as symptoms arise.

All residents and staff who had tested positive have now recovered and staff are back to work. Currently, there are no known cases of COVID-19 on campus.

Resident and Guest Services holiday hours:

Resident and Guest Services will be open from 9:00 am – 1:00 pm on Friday, July 3rd and Saturday, July 4th. Transportation services will be available between 9:00 am – 4:00 pm both days; rides must be scheduled in advance.

June 11, 2020

Testing update:

COVID-19 testing on campus continues. Last week all residents on Garden Heights, Manorview and Sharehaven were tested and all results have come back negative. Resident and staff testing will continue as symptoms arise.

COVID in Winnebago County:

To help identify places that could flare up next, Winnebago County Public Health shared information regarding the number of COVID-19 cases and how fast they are rising. With a 7% growth rate and doubling of cases every 10.2 days, the Oshkosh area is identified as one of the top locations where we might see the next large COVID-19 outbreak.

While this information is concerning, Evergreen is continuing to remain diligent in our efforts to prevent COVID-19 from entering and spreading through our campus. On-going efforts include:

- Staff screening prior to every shift
- Updated employee illness and vacation policies
- Updated infection control and emergency preparedness policies
- On-going testing for symptomatic residents and staff
- Compliance with CDC guidance including no visitors and no communal dining until further notice for residents in the health center and assisted living

Contact with COVID-19:

As the community opens, residents and staff are going to business, traveling and expanding who they have contact with. In cases where a resident or staff member test positive or reports contact with a person who test positive with COVID-19 we will be asking residents to assist with the following steps:

- Return to your accommodation and quarantine until you are contacted by staff or public health to complete contact tracing.
- You may be asked to extend the quarantine period up to 14 days. We will work to keep timeframes as short as possible.
- If it is determined risk of exposure was low, residents would be asked to self-monitor and wear a mask when in public and could return to normal activity.

Contact tracing entails identifying people a potential or positive COVID individual has had contact with in the past 48 hours. More information about public health contact tracing and a risk assessment flowchart, visit our website at www.EvergreenOshkosh.com.

If you receive a COVID test as part of pre-op work for a procedure at a clinic or hospital we ask you call Campus Health at 237-6260 with the results.

What is Close Contact?:

Close contact is defined as having contact within six feet of people. We are looking to determine the individuals who would have had contact for more than 15 minutes, had contact with your respiratory secretions (e.g. coughed/sneezed on, contact with dirty tissue, sharing a drinking glass, food, towels or other personal items) or stayed overnight for at least one night with the person and whether you wore a mask during the interaction. An example would be a hair dresser or family member that hugged you.

June 9, 2020

Last week all residents in Manorview, Garden Heights & ShareHaven were tested for COVID-19 and all test have come back negative. We currently have no resident cases of COVID-19 on our campus.

June 5, 2020

Testing update:

COVID-19 testing on campus continues. Last week 192 staff were tested and all have come back negative with three results still pending. Two additional staff in the health center had positive test results on June 3rd but had not worked at Evergreen in a week prior to their test and were roommates. The remainder of results for residents in Creekview north and south have also been received and all were negative.

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June 4, 2020

[Click Here](#) to view the updated DHS Contact Risk Assessment Flow Chart

[Click Here](#) to view Contact Tracing 101 - What a Winnebago County Health Department contact tracer will ask you in an investigation

June 2, 2020

COVID testing on campus continues. Last week 192 staff were tested and all have come back negative with three results still pending. The remainder of results for residents in Creekview north and south have also been received and all were negative.

May 29, 2020

All positive results have been in the Creekview health center. People who were known to have been in close contact with these people have been notified and are being monitored for symptoms.

Evergreen also voluntarily participated in an Infection Prevention Quality Improvement Initiative which reviewed our infection control program and provided education for areas of improvement. This is a collaborative effort that includes the Department of Health Services, Division of Quality Assurance, local health departments and Superior Health Quality Alliance with the goal to prevent widespread COVID-19 outbreaks. The audit was completed on May 27th and the auditor had no recommendations for improvement and said, “you’ve got it nailed down.”

May 26, 2020

As we work to combat the spread of COVID-19 on our campus, we are saddened to report the death of one resident from a household in Creekview in connection with this disease.

At this time we can share the following information regarding testing:

48 residents have been tested – 2 positive and 1 death

159 staff have been tested – 1 positive

All positive results have been in the Creekview health center. People who were known to have been in close contact with these people have been notified and are being monitored for symptoms. All residents in the health center have been tested and we are expecting more results in the next few days.

While we continue to strive for transparency in everything we do, please remember that we are bound by federal guidelines under the Health Insurance Portability and Accountability Act (HIPAA), which protects the privacy of our residents, who may not want their condition known. We are following all established federal laws in notifying families of any change in the medical condition of their loved ones.

We will also be providing on-going updates on our website at www.EvergreenOshkosh.com. Feel free use the Contact Us page to submit any questions. We will do our best to respond to questions as quickly as possible.

We recognize that this news has been unsettling and we ask that you please remain diligent in your efforts to help us minimize the risk of COVID-19 entering our campus. Ongoing preventative efforts include:

- Wear your mask when you are outside your accommodation and make sure it covers your mouth and your nose
- Physical distancing and thorough and frequent hand washing
- Regular sanitizing of frequently touched surfaces
- Awareness of your health, e.g. change in cough, temperature, breathing, etc.
- Awareness of who you have close contact (within 6' for 15 minutes)
- Limiting visitors and exposure to the outside community
- Continue weekly temperature checks

If you do choose to invite guests to Evergreen or leave campus, we ask that you take extra precautions to keep yourself and the rest of the Evergreen community safe and healthy. This could include:

- Making sure your guests are signing in the log books as they enter
- Asking that guests wear masks and wash their hands
- Visiting with guests in your accommodation or in outdoor spaces where you can practice appropriate physical distancing

May 25, 2020

As of this morning, Monday May, 25th one staff member in our health center (Creekview) has tested positive for COVID-19 and is quarantined at home. We are currently following guidance issued by public health and the CDC to safely manage the situation. People who have come into contact with the person have been contacted and all staff testing has begun.

At this time Evergreen also has two residents in the health center who have tested positive. People who were known to have been in close contact with these people have been notified and are being monitored for symptoms. All residents in the health center have been tested for COVID-19 and we are expecting results in the next few days.

We understand that this news is unsettling, but know we are doing everything possible to protect our residents and staff.

While we strive for transparency in everything we do, please remember that we are bound by federal guidelines under the Health Insurance Portability and Accountability Act (HIPAA), which protect the privacy of our residents, who may not want their condition known. We are following all established federal laws in notifying families of any change in the medical condition of their loved ones. Our residents and staff remain our first priority.

May 23, 2020

A resident in the Evergreen health center tested positive for COVID-19 late yesterday. While this is alarming news, we are taking every step as recommended by public health and the CDC to safely manage the situation.

People who were known to have been in close contact with the person have been notified and are being monitored for symptoms. All residents in the health center were tested for COVID-19 on Tuesday and we are expecting results in the next few days.

Currently there are no staff with symptoms in the building and testing of staff will begin this weekend. Staff continue to be screened before each shift and wear appropriate personal protective equipment (PPE) as they have been for the last two months.

While we strive for transparency in everything we do, please know that we are bound by federal guidelines under the Health Insurance Portability and Accountability Act (HIPAA), which protect the privacy of our residents, who may not want their condition known. Evergreen is following all established federal laws in notifying families of any change in the medical condition of their loved ones. We understand that this news is unsettling, but know we are doing everything possible to protect our residents and staff as they are our first priority.

For families with loved ones in the health center, please call the nurse on the unit your loved one lives on with additional questions. We ask that only the primary contact person for the resident contact the nurse with questions as nurses will be taking care of our residents.

We will continue to inform you as we get more information and are grateful for your continued cooperation. If you have any additional questions or concerns after Monday, please call Kristin Kluz at (920) 237-6214 or Chris Wenzel at (920) 237-6245.

May 19, 2020

Evergreens overriding priority continues to be, above all else, the safety and health of our residents, employees and visitors. While many pandemic-related restrictions have been lifted for the Oshkosh community, we are continuing to follow public health guidance and are still restricting all visitors, including immediate family, to the Evergreen health center (Creekview North and South) and assisted living (Garden Building and ShareHaven) until further notice.

Immediate family and durable power of attorney who need to visit for urgent medical reasons will be allowed access.

We ask that independent residents please remain diligent in their efforts to help us prevent COVID-19 from entering our campus as well. This includes:

- Limiting visitors and exposure to the outside community
- Physical distancing
- Thorough and frequent hand washing
- Regular sanitizing of frequently touched surfaces
- Awareness of your health, e.g. change in cough, temperature, breathing, etc.
- Awareness of who you have close contact with (within 6' for a minimum of 15 minutes)
- Wear your mask when you are outside your accommodation and make sure it covers your mouth and your nose.

Evergreen DOES NOT have any cases of Coronavirus and we continue to adhere to the guidelines for long-term care and health care workers, we are following recommendations from the Centers for Disease Control and the Wisconsin Department of Health Services.

For the most up-to-date information, please continue to check back here to our website.

May 14, 2020

With the Supreme Court overturning Gov. Evers stay-at-home order many community businesses are beginning the process of reopening. While exciting, Evergreen's continued priority is the safety and health of our residents and staff. We ask that you please remain diligent in you efforts to prevent COVID-19 from entering our campus. This includes:

- Physical distancing
- Thorough and frequent hand washing
- Regular sanitizing of frequently touched surfaces
- Awareness of your health, e.g. change in cough, temperature, breathing, etc.
- Awareness of who you have close contact with (within 6' for a minimum of 15 minutes)
- Wear your mask when you are outside your accommodation and make sure it covers your mouth and your nose.
- Limiting visitors and exposure to the outside community

For more information from the Winnebago County Health Department [Click Here](#)

May 7, 2020

To view this weeks full memos in the Resident Portal [Click Here](#)

May 6, 2020

[Click Here](#) to read the Badger Bounce Back plan from the Department of Health Services

For the most up to date information from the CDC and DHS please visit the links below:

<https://www.cdc.gov/coronavirus/index.html>

<https://www.dhs.wisconsin.gov/disease/covid-19.htm>

April 30, 2020

To view this weeks full memos in the Resident Portal [Click Here](#)

April 23, 2020

With warmer weather on the way, we encourage independent residents to get outside and enjoy our gardens and patios. Please be sure to practice social distancing (6' feet apart), even when you're outside.

We continue to ask that you do not invite guests and family to Evergreen at this time. We also ask that residents stay on campus and limit exposure to the greater community as much as possible. If independent residents must have a visitor, we ask that you continue using all precautions.

April 9, 2020

As we go into the Easter weekend, we wanted to highlight information that was shared in the April 8, 2020 Winnebago County Public Health Department COVID-19 Situation Update.

While we would all like to spend holidays and weekends with friends and families, doing so seriously endangers the health of your closest loved ones. Travel outside of your local community and gathering with people that you do not live with is very risky.

- Under the Safer at Home order, all non-essential travel, including holiday travel within the state, is prohibited.

- Gathering with people outside of those you live with is prohibited.

- Please be respectful of others and stay home.

- Keep your love ones safe, healthy and alive.

Below is a link to all of the recent updates from Winnebago County. The April 8, 2020 update includes how you can practice religion and spirituality while staying safe at home as well as other helpful information and resources.

<https://www.co.winnebago.wi.us/health/divisions-program-areas/communicable-disease/covid-19-coronavirus/wchd-covid-19-situation>

[Click Here to view our COVID-19 Frequently Asked Questions \(Updated 4-1-20\)](#)

Stay safe, Happy Easter and we thank you for helping to keep our residents and your loved ones safe and healthy!

April 8, 2020

The CDC has now recommended that the general public wear masks when they leave their homes. Evergreen is working with the resident sewing group to provide a cloth mask to all residents. Masks will be distributed when completed and we ask that residents please wear masks any time they leave their accommodation.

If you are a guest visiting campus, you will be required to provide you own mask. Social distancing and hand-washing guidelines still apply.

For more information and to view the full resident memo distributed on April 8th, [click here](#).

April 2, 2020

As our efforts to keep residents, staff and our community as safe as possible continue, we ask that you do not invite guests and family to Evergreen at this time. We also ask that residents stay on campus and limit exposure to the greater community as much as possible.

We're also asking that families only deliver essential items like groceries. Due to the uncertainty of how long COVID-19 stays on surfaces, bringing non-essential items into resident areas such as flowers and care packages unnecessarily puts people at risk. Items can be dropped off at Resident & Guest Services during regular business hours (Mon.-Fri. 8:00 am – 4:30 pm or Sat. & Sun 9:00 am – 4:00 pm). Staff will deliver items to residents.

We continue to be grateful for your patience and understanding. Stay well!

March 26, 2020

For our Independent Living Residents and their Families:

In response to Gov. Evers and ongoing efforts to keep residents, staff and our community as safe as possible, we ask that you no longer invite guests and family to Evergreen at this time. We also ask that residents stay on campus and limit exposure to the greater community as much as possible.

Evergreen's preference is that those needing to drop off items do so at Resident & Guest Services during regular business hours (Mon.-Fri. 8:00 am – 4:30 pm or Sat. & Sun 9:00 am – 4:00 pm). Staff will deliver items to residents.

If you must have a visitor, please abide by the following:

- Please limit visiting times to between 9:00 am – 4:30pm.
- Assign **ONE** family or designee to visit Evergreen per day.
- Guests must self-screen prior to entering Evergreen
 - Temperature should be lower than 99 degrees
 - No symptoms including fever, cough, shortness of breath or sore throat are present.
- Guests **MUST** sign-in using the provided log book.
- Limit interactions and practice social distancing, e.g. no hugs, handshakes.
- Limit touching of surfaces when coming to the campus and practice good hand hygiene.

Dining Update:

- Dining in The GardenSide & Pub 67 has been restricted to residents only. No outside guests, including family, are permitted until further notice.
- Takeout or meal pick-up is available for all residents. We are also offering meal delivery to resident accommodations for no charge until further notice.
 - Call (920) 303-8406 to place your order.

<https://www.cdc.gov/coronavirus/index.html>

<https://www.dhs.wisconsin.gov/disease/covid-19.htm>

March 23, 2020

A memo from the Department of Health Services & the Board on Aging and Long-Term Care (BOALTC) - <http://longtermcare.wi.gov/docview.asp?docid=28877&locid=123>

March 20, 2020

Independent living visitor reminder:

If you answer Yes to any of the following please do not visit Evergreen.

- You have been diagnosed with, or exposed to anyone diagnosed with, COVID-19

- You have reason to believe that you, someone in your household, or someone who you are in close contact with, has been exposed to COVID-19
- You or anyone in your household has traveled abroad or regions of the United States known to have widespread community transitions in the last 14 days
- You currently have any of the following symptoms: temperature above 99 degrees, change in cough, fatigue, runny nose, congestion, sore throat and/or shortness of breath

If you must visit, you and your family can help us help protect residents and others through the following steps:

- Assign one family or designee member to bring necessary supplies.
- Self-screen prior to entering Evergreen
 - Your temperature should be lower than 99 degrees
 - You have no symptoms including fever, cough, shortness of breath or sore throat.
- Sign-in using provided log book
- Limit interactions and practice social distancing, e.g. no hugs, handshakes
- Limit touching of surfaces when coming to the campus
- Practice good hand hygiene.

If you have symptoms of respiratory infection within 14 days of visiting campus, immediately notify Evergreen of the date you were here, where you were on campus and individuals visited.

March 18, 2020

Effective as of today Wednesday, March 18th dining in The GardenSide & Pub 67 has been restricted to residents only. **NO** outside guests including family are permitted until further notice.

As a reminder to protect our residents, we strongly encourage everyone, to avoid visiting the Evergreen campus. We understand that connecting with family members and friends is incredibly important, and we recommend residents connect virtually (through Skype, social media, text, and telephone).

Evergreen DOES NOT have any confirmed cases of Coronavirus and our leadership is continuing to monitor the spread of COVID-19 (the novel coronavirus) and how it may impact everyone at Evergreen. Our highest priority is to provide the safest environment for residents and team members.

We are grateful for your understanding and we appreciate your cooperation. Please continue to check back for the most up-to-date information.

March 16, 2020

For family and friends with questions, please visit our contact us page by using the contact us tab or clicking the following link: www.EvergreenOshkosh.com/contact-us/ . Fill out the form, submit your question and someone will be in touch as soon as they are able.

Reminder: Based on guidance from the Centers for Disease Control and Prevention (CDC), the Centers for Medicare and Medicaid (CMS), and the Wisconsin Department of Health Services, Evergreen continues to restrict visitors in the health center (Creekview North and South) and assisted living (Garden Building and ShareHaven). Visitors will only be allowed in the health center and assisted living for urgent medical reasons.

Wondering if you can drop off care packages for your family or friends at Evergreen? You can! Items may be dropped off at Resident & Guest Services (door 1) during regular business hours for independent and assisted living residents and Creekview Center (door4) for residents living in the health center.