

County-owned and serving the community
since 1966... "Like Family"

Greetings to All Oakview Residents and Families,

The term "taking one day at a time" quickly took on a new meaning since the start of the COVID-19 crisis. Although it has been a whirlwind in some ways, the Oakview team has remained calm, detailed oriented and professional to ensure proper policies and procedures have been implemented for the well-being of the residents, staff, and our entire community. I remain optimistic and steadfast on how Oakview will continue to face each day and move forward. Stay well and stay strong.

Jannice Lamm, Oakview Administrator

Q. How can I remain informed of all Oakview updates?

A. Our website is a great resource for current information. We have added a COVID-19 tab which addresses the following:

- Daily COVID-19 status updates listing residents & staff exhibiting respiratory symptoms in the last 72 hours, and number of residents & staff tested with a count of positive/negative results. This information is also posted publicly in the facility by the Nurses station.
- Current visitation restrictions.
- Notice of our automated communication system for important notifications.
- How to reach residents by phone or arrange for video chats with your loved one.
- Mitigation efforts the facility has undertaken to prevent or reduce the risk of transmission at Oakview.
- Michigan Long-Term Ombudsman contact information.

This is also where we would post information in the event that normal operations in the facility will be altered, such as the need to implement a COVID-19 Isolation Unit within Oakview.

Q. Does Oakview have the option to transfer a COVID-19 positive resident to a Regional COVID-19 Hub instead of initiating their own isolation wing?

A. We are pleased with the efforts of the State to implement Regional COVID-19 Hubs for the purpose of temporarily caring for positive residents separately from negative residents. This is a new system, and an option we would explore if we have a resident diagnosed as positive for the protection of the other residents in the facility as well as our staff. If a transfer is not possible for any reason, we have developed detailed plans to implement an Isolation Unit on site.

Q. Is it possible my loved one could be transferred to a Regional COVID-19 Hub if tested positive without my prior notification and/or approval?

A. During the COVID-19 outbreak, it is possible that a decision would be made quickly to transfer a resident to a Regional Hub. You would be notified as soon as possible. Please take a moment to read the enclosed letter from Kate Massey, Michigan's Medicaid Director, that we have been asked to distribute prior to moving a resident within or between facilities. The purpose of the letter is to inform you of the Department of Health & Human Service's support of the facility's decision to transfer a resident, advise you of the purpose of such moves, and assure you that the moves are temporary.

Q. Is there a date when the visitation restriction will be lifted?

A. We are following the Executive Order 2020-72 and this instructs Oakview to limit visitors through May 31, 2020. There are no changes at this time but we will continue to follow the recommendations and orders closely.

Coping with COVID-19

A traumatic experience, such as the COVID-19 pandemic, can impact daily functioning with the increased level of stress, possible traumatic exposure, distressing emotional and physical reactions, and disruption to the daily social and support networks and routines. We might experience a roller coaster of feelings that can include:

- **Anxiety or fear** – often brought on by thinking about what will the future hold
- **Guilt** – stemming from the idea that you might have infected someone
- **Anger/rage** – towards those who might have caused this pandemic or with the restrictions in place
- **Survivor guilt** – a sense that more should have been done to prevent this disaster
- **Sadness** – which can lead to a depressed state

We are thinking of you too!

Please know that although our residents are our top priority, we also are mindful and empathetic for all our Oakview families who are separated from their loved ones.

Our hearts go out to each and everyone one of you.

Continue to take care of yourself as we care for your loved one.

Reach out to us with any questions or concerns.



The Power of Resiliency!

Resiliency is the ability to recover from or adjust easily to adversity, misfortune, or change. During this time of many changes, restrictions, unknowns, and stress, it is more important than ever to tap into our inner strengths and coping strategies.

We all are responsible for our thoughts, our current behaviors, and actions that promote our personal well-being and mental health.

It is important that we remind ourselves each and every day that we all have unique characteristics that make us resilient!



The State Long Term Care Ombudsman Program will be holding weekly question and answer sessions on Wednesdays at 6:30 p.m. Included is a flyer with additional information as well as instructions for connecting to these sessions offered by the program. Please feel free to participate if interested.

Oakview Contact Information

Main Phone #: 231-845-5185

Website: Oakviewmcf.com

Oakview MCF Facebook Page

Director of Social Services – Mary Jo Claire
MClaire@oakviewmcf.com, phone ext. #261

Director of Activities – Mandy Ohman
MOhman@oakviewmcf.com, phone ext. #259

Nurses Station: phone ext. #235

Resident Cordless Phones: 231-843-1496, 231-233-4720

Sutter Living Center Nurses Station: phone ext. #256
Resident Cordless Phone: 231-843-7172



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

GRETCHEN WHITMER
GOVERNOR

ROBERT GORDON
DIRECTOR

May 6, 2020

Dear Resident, Family Member or Responsible Party,

In this letter we want to tell you about what may happen in the coming days or weeks. We know this is a stressful time. Many things have changed because of the novel coronavirus (COVID-19) outbreak. Friends and family can no longer visit you and daily routines may be different. This social distancing is an attempt to slow and reduce the spread of the virus. Please know that these changes have been made to keep you safe while making sure you get the care you need.

COVID-19 is a respiratory disease that is easily spread between people and has serious health risks for you. It is critical to do everything we can to prevent the spread of COVID-19. This includes separating residents believed to have COVID-19 from those not suspected of having the virus.

To keep you as safe and healthy as possible, you may need to move to a new room or even to a new facility. This separation is important so residents who may have COVID-19 receive the care they need and residents without COVID-19 don't get the virus. **These moves will be temporary.** You will return to your room or facility as soon as it is safe.

To make sure those with COVID-19 can get the care they need, we will select some nursing homes to be COVID-19 Regional Hubs. These Hubs will provide specialized services to people who have or are suspected to have COVID-19. The Hubs can offer more services to treat residents with additional needs. All other nursing homes, foster care homes, homes for the aged, and assisted living facilities will continue providing the services and care they have been during this emergency. This may include the care of COVID-19 positive residents who do not require the additional care from a hospital or Hub, provided appropriate isolation strategies are possible.

During the COVID-19 outbreak, decisions to move residents must be made quickly and **you may have little time to prepare.** If you move, your

essential belongings will be sent with you and other belongings will be stored safely. Your caregivers will make sure your medical records and medications go with you too. Your family will be notified as soon as possible so they always know where you are.

Please remember in times like these, it is normal to have questions, feel uneasy or even scared. Reach out to someone and talk about how you are feeling. You should start with the staff at your residence, and your friends and family.

The Long Term Care Ombudsman is available by calling toll-free 1-866-485-9393. The Ombudsman can answer questions about your rights as a resident and other issues.

If you have questions about the COVID-19 outbreak, you may call the COVID-19 Hotline toll-free at 1-888-535-6136.

We need to do things differently right now but will continue to offer support so that we can get through this together and return to normal as soon as possible.

Sincerely,



Kate Massey, Medicaid Director



MICHIGAN LONG TERM CARE
OMBUDSMAN PROGRAM

Join us every Wednesday as we answer questions about COVID-19 in long term care facilities

As the coronavirus (COVID-19) pandemic outbreak continues to evolve, it is important for the long term care ombudsman program to continue to advocate for residents in licensed nursing homes, adult foster care, and homes for the aged more than ever. We recognize the importance of keeping family and friends informed of ever-changing guidelines. We have created weekly question and answer sessions. These sessions are designed to respond to questions being raised over the course of the week, allowing us to research and respond accordingly.

Sessions are one hour and take place every **Wednesday at 6:30 pm**. We encourage families and friends of residents to join the calls. If you have a specific question you would like answered, please contact us at 517-827-8010 and leave a message or send us a detailed email at MLTCOP@meji.org. We look forward to hearing from you!

Please be sure to visit our website at MLTCOP.org for more details about the call and for information about COVID-19 and the ombudsman program.

How to Join the Weekly COVID-19 Calls

To join by Zoom over the **computer**
please click [here](#) (Ctrl+Click to follow link)

To join by **phone**
Call 1-929-205-6099
Meeting ID: 829 7146 7655#
Participant ID # Password: 838159