

Together we are  
**MIRAMIDA**  
*strong*

September 1, 2020

Residents, loved ones and team,

**Families and friends of residents – you are missed.**

**There is no replacing you.**

**You are imprinted on their heart.**

**Your history is unmatched.**

**Your connection is built on memories.**

**Your love is unrivaled by any other.**

**Your visits are missed.**

**We want to graciously thank you for sharing your loved one with us.**

**It is our honor to care for them.**

**And although we can't possibly replace you, we love them too.**

**We love visiting with them three times a day with a delicious meal prepared to their liking.  
We love playing bingo and helping them plant flowers. We love bantering with them over a game  
of rummy or cribbage. We love praying alongside them and listening to stories about you.**

**And we love that you have chosen to share them with us.**

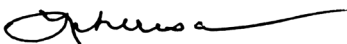
Of the many challenges we are experiencing, one of the greatest is the “no visitation” policy. Days, weeks and now, months have passed since the last hug was shared between our residents and loved ones. The policy, mandated by the Wisconsin Department of Health Services, is intended to keep our residents and staff safe.

With each passing day we hear more and more about how our residents miss their loved ones. We also hear from exasperated family members who have said to us, “enough is enough.” We see your heartbreak and rising frustration. It may be helpful to take action. If inclined to do so, you might write a letter or send an email to the Department of Health Human Services and state legislators recommending how you would like to see the current mandate changed. Address and email addresses are provided on back of this letter.

Finally, over the past week, there has been an average of 729 new cases across the State of Wisconsin per day. In Winnebago County, there are 1,512 cases, Fond du Lac 1,093 cases and Outagamie 1,845 cases. Activity levels in all 3 counties continue to be assessed as high. Since the last update, we have received test results for residents and staff living and working at Bethel Home and Eden Meadows. All results have been negative.

We pray you and yours are healthy and stay safe.

**Lord God, loving Creator, you fashioned us from clay and breathed life into us. We are made and loved by you. Your spirit fills us with hope and lights the path to fullness of life. Grant us the strength and courage to move forward during these difficult times. We ask this in your name. Amen.**



Theresa M. Bertram  
Chief Executive Officer

# Wisconsin Department of Health Services

## Vision, Mission, and Values

### OUR VISION

Everyone living their best life.

### OUR MISSION

To protect and promote the health and safety of the people of Wisconsin.

### OUR VALUES

- Focus on the needs of the people we serve.
- Foster independence.
- Address health disparities.
- Value our colleagues and recognize excellence.
- Encourage innovation and critical thinking.
- Collaborate with our partners.
- Manage public resources responsibly.

### MAILING ADDRESS

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Your State Legislators (Representative and Senator): <http://maps.legis.wisconsin.gov/>