

September 10, 2020

COVID-19 Facility Update:

We appreciate everyone's support and understanding as we continue to slowly transition through our re-opening phases, and are making our best effort to safely continue to move forward as time allows. Please keep in mind updates and changes will be made as necessary, and per CDC and DHS guidelines.

Our goal is to keep all of our residents and staff safe. If at any time a resident does not follow the guidelines set up by the public health department, CDC and the facility, they may be quarantined to their room for up to 14 days for the safety of themselves and others.

In effort to continue to provide the safest environment for our residents, we will remain in Phase 2 until further notice.

Phase 2 includes:

- Allowing home health, hospice, social workers & chaplains into the facilities
- Open salon & foot care/podiatry services to those designated to work within the facility only
- Return to normal dining arrangements and resident activities, with social distancing in mind
- Anyone entering the facility must sign in, wash their hands with soap and water, wear mask, log temperature and complete symptom questionnaire
- Able to attend doctor appointments when medically necessary. TeleMed will still be preferred appointment choice.
- Residents are strongly encouraged to wear mask when not in the facility
- 14-day quarantine is no longer required upon return to the facility, unless there is a known positive exposure
- **Allow Limited Outside Family Visits**
 - Family must wear and provide their own mask
 - Must remain 6 feet apart from resident
 - Each resident is allowed to have 4 visitors at a time
 - Visits must take place in designated areas *only*
 - Must call the facility Monday-Friday between 8:00 a.m. - 4:00 p.m. to schedule visit time
- **Allow limited family visits in family room, only if resident is physically unable to visit outside, which will be approved by the director**
 - Anyone entering the facility must sign in, wash their hands with soap and water, wear mask, log temperature and complete symptom questionnaire
 - Must remain 6 feet apart from resident
 - Each resident is allowed to have up to 2 visitors at one time
 - Maximum visit time of 45 minutes
 - Must call the facility Monday-Friday between 8:00 a.m. - 4:00 p.m. to schedule visit time in order to regulate the number of people at the facility at one time.
 - Staff to assist resident with washing hands after visit
- Families may take resident out of the facility for a car ride, including church or to dine out.
 - We are highly encouraging resident to wear a mask when leaving the facility and use proper hand hygiene

- You do not need to schedule an appointment for a car drive, but we ask for you to notify staff in advance so we are aware the resident is leaving
- Though we are unable to control what happens while a resident is out of the facility, we ask for everyone to be mindful of their actions and any places they may stop. Understand the potential risk of exposure associated when in a social setting

VISITING SUGGESTIONS:

- ✓ Call for an appointment to schedule your visit, or to report a pick up time. Must call the facility Monday-Friday between 8:00 a.m. - 4:00 p.m. to schedule visit time
- ✓ Bring your own mask and wear for the entire visit
- ✓ Bring your own chair for outside visits
- ✓ Restrooms will NOT be available to visitors
- ✓ Visitors are NOT ALLOWED to enter the facility, please call when you arrive for your visit
- ✓ Any gifts or packages must be sanitized by staff prior to the resident receiving

Please consider visiting Monday – Friday if you are able to do so, to leave weekend visiting hours available for those with limited schedules.

Feel free to contact the facility with any questions, or to schedule a visit.

Sincerely,

The Staff and Management of Assisted Living By Hillcrest

Allouez Parkside Village #1
920-430-8500

Allouez Parkside Village #2
920-432-3322

Brillion West Haven
920-756-9100

Lakewood Assisted Living
715-276-1680

Caraton Commons De Pere
920-339-0601

Caraton Commons Green
920-465-7600