

# Coronavirus Disease 2019 (COVID-19): Supporting Your Loved One in a Long-Term Care Facility

We recognize the hardship that our residents and families are experiencing right now due to COVID-19.

As part of our facility's commitment to protecting residents, families, and staff from serious illness and complications, we are continuing to follow guidance from the Centers for Medicare & Medicaid Services (CMS) and the Centers for Disease Control and Prevention (CDC), and will provide families with regular updates regarding our facility's COVID-19 status and visitation policies via phone and email.

We remain committed to helping residents stay connected with their families and loved ones. We would like to work together with you to make this possible. Below are some ideas on how to keep in touch if you are unable to visit in-person, and ways we are supporting communication between our residents and their families:



**TECHNOLOGY** for more frequent video chats, emails, text messages, and phone calls.

We are teaching residents to use video chat applications (such as Skype and FaceTime) and will help read emails or texts on personal devices if needed.



**VISUALS TO EXPRESS CARE.** For example, ribbons around trees or benches, planting flowers outside, or outdoor posters and banners to show support.

We will work to designate areas to place these visuals and safely take residents outside to show them these symbols of your support.



**CARDS AND LETTERS** with messages of support and updates on family members.

We are supplying paper, pens, envelopes and postage for residents to easily reply. If needed, we will write replies dictated by residents.



**CARE PACKAGES** that could include items such as photographs, cards, drawings, snacks, and entertainment (such as books, magazines, and puzzles).

We will establish a system for care package drop-offs that is safe and does not require entry into the facility.



**RECORDED VIDEO MESSAGES** to share via email or text message, if live-video chatting is not feasible.

We will help record outgoing messages and share incoming messages with residents.



**DEDICATIONS** on the in-house cable channel and intercom system.

We can 'dedicate' songs or share anecdotes via the intercom prior to broadcasting a movie or playing music. If your loved one has a favorite song, poem, movie or television show, please let us know.



**"VISITS"** through a glass window or a parade of cars.

We will make every effort to ensure residents are able to safely participate if scheduled in advance.

We encourage you to share additional ideas and creative ways we can work together to support our residents.

Please contact us with questions or suggestions:



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[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

December 15, 2020

## **COVID-19 UPDATE**

We appreciate everyone's support and understanding during this challenging time. Please keep in mind updates and changes will be made as necessary, and per CDC and DHS guidelines.

*Due to the area's recent increase in positive COVID-19 cases, we are highly encouraging residents to not leave the facility unless medically necessary.*

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.

### **Phase 2 includes:**

#### **Caraton Commons De Pere | Caraton Commons Green Bay | Lakewood Assisted Living**

- 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 alcohol based hand sanitizer, wear a 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
- **Allow limited family visits in family room**
  - 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. Visitors under the age of 12 are not allowed.
  - 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
- We are highly encouraging resident to wear a mask when leaving the facility, if necessary, and use proper hand hygiene
- 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 public setting, and how this exposure can easily lead to affecting others

### **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
  
- ✓ Restrooms will NOT be available to visitors
- ✓ Visitors are NOT ALLOWED to freely enter the facility, please call or ring the door bell when you arrive for your visit
- ✓ Any gifts or packages must be sanitized by staff prior to the resident receiving

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

**Caraton Commons De Pere** 920-339-0601 | **Caraton Commons Green Bay** 920-465-7600  
**Lakewood Assisted Living** 715-276-1680

## COVID-19 UPDATE

### Allouez Parkside Village #1 | Allouez Parkside Village #2

Due to the recent active cases within both Allouez Parkside Village # 1 and #2, both facilities will remain under a full quarantine until further notice. We are strongly discouraging residents from leaving the facility, unless medically necessary.

The residents are being served their meals within their apartments daily. We are continuing to do activities with the resident's in their doorway on each wing, and offer Rosary and exercise daily, plus 1 on 1's throughout the day.

We will continue to provide you with updates along the way. All residents will continue to be monitored for development of potential symptoms three times a day, and we will be in touch with those families directly affected.

We welcome you to contact us with questions, check in or call for updates as you wish.

**Allouez Parkside Village # 1** 920-430-8500 | **Allouez Parkside Village # 2** 920-432-3322

## COVID-19 UPDATE

### Brillion West Haven

As of Monday, December 7, we are welcoming families and friends to SCHEDULE visits with their loved one in our designated meeting room/vending machine room. If you'd like to enjoy an in-person visit, please follow these guidelines:

- Please **call the facility** Monday-Friday between 8:00 a.m. - 4:00 p.m. to schedule a visit time.
- Visits will be allowed only for those with a scheduled time, in effort to regulate the number of people within the facility at a given time.
- Visiting hours are *on the hour* Monday – Friday between 8:00 a.m. – 4:00 p.m.. Visits may be up to 45 minutes long, and will be shortened if visiting family or friends arrive later.
- Anyone entering the facility must sign in, wash their hands with alcohol based hand sanitizer, wear a mask, log temperature and complete symptom questionnaire.



- Upon entering the facility and completing the screening process visitors are to make their way directly to the meeting room/vending machine room. Visitors are not allowed to walk around the facility or enter resident rooms.
- Each resident is allowed to up to 2 visitors at one time. Visitors under the age of 12 are not allowed.
- Please social distance and remain 6 feet apart from the resident
- Staff will assist resident with washing hands after their visit

Visiting exceptions will be made for end of life circumstances per the director, Lisa's, discretion.

Visitors choosing to not comply with the facilities guidelines will be asked to leave.

If you exhibit any symptoms of COVID-19, Influenza or the common cold, or have been exposed, please postpone your visit. In addition, if you develop any symptoms of COVID-19 after you've visited the facility, please call to report this.

The facility is continuing to offer scheduled virtual visits via Skype. Please call and speak with Maranda to arrange a Skype time. Window visits are also welcomed as long as the window remains closed, per State guidelines.

Due to the prevalence of COVID-19 in our area, we are happy to assist with TeleMed doctor appointments as a safer alternative. We are continuing to discourage residents from leaving the facility for any non-medical related appointments.

We are continuing to monitor residents for development of potential COVID-19 symptoms three times a day, and we will be in touch with those families directly affected.

Visiting guidelines and updates will continue to be provided via email, mail and our website. Changes may be made abruptly per the State and CDC, if necessary. Please contact us with questions, to check in or call for updates as you wish.

**Brillion West Haven** 920-756-9100