

March 26, 2021

Greetings Residents & Families,

We are eager to share, through the recent updates made by the Department of Health Services, our facilities are able to allow scheduled, in room visits with the residents!

Effective immediately, family and friends are welcome to visit in resident apartments, in our visitation room or for outdoor patio visits, 7 days a week from 8 a.m. – 8 p.m..

GUIDELINES FOR VISITATION:

- Each visitor is to screen themselves upon entry to the facility. This screening process includes:
  - sign in
  - log own temperature with provided thermometer
  - complete symptom questionnaire
  - wear a mask
  - wash hands with alcohol-based hand sanitizer.

*The facility will have a screening table just inside the entrance where you will find instructions and material needed to check in appropriately*
- Once the screening process is completed, we ask that visitors go directly to the room of whom you are visiting
- Please maintain physical distancing with other residents and staff when in hallways, and while visiting in the room.
- If needing to speak to a staff member please call the facility, or use the residents call pendant, to have a staff member come to the residents' room.
- **Please do not walk about the facility, focus on going only to and from the resident's room only.**
- We are allowing each resident to have up to 2 visitors at a given time, in effort to accommodate all residents to accept visitors
- Children are welcome to visit as long as they are able to wear a properly fitting face mask.
- Visiting exceptions will be made for end-of-life circumstances per the Director's discretion.
- If you exhibit 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, have been exposed or test positive within 14 days after you've visited the facility, please call to report this.

As the weather gets nicer out, you are welcome to enjoy an unscheduled, outdoor patio or front porch visit at your leisure.

Attending in person doctor appointments is permitted, and our facilities are happy to continue with Telemed visits as well.

Residents may leave the facility for an outing with family or friends if they wish. We ask to be notified in advance so we can prepare medications for the resident to take with them, notify the kitchen if resident will not be present for meals, and to have an estimated time of return.

When out with family and friends, we strongly encourage residents to wear a face mask, social distance of 6 feet, avoid crowds and use proper hand hygiene. Though we are unable to control where a resident chooses to go, we ask for everyone to be mindful of their actions, places they may visit and consider the potential risk of exposure.

For those residents choosing to leave the facility, we will monitor them for any development of illness.

At this time, we are unable to accommodate visitors to dine or attend activities with residents while in the facility.

Worship and church personnel are able to visit their members, while following our visitation guidelines.

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

If you have comments or questions please contact the facility, we are here to help.

We look forward to seeing you all again!

Sincerely,

The Management & Staff of Assisted Living By Hillcrest

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

Lakewood Assisted Living (715) 276-1680 | Brillion West Haven (920) 756-9100

Caraton Commons De Pere (920) 339-0601 | Caraton Commons Green Bay (920) 465-7600

Tender Hearts Assisted Living (920) 857-9881