



Specializing in Senior Services  
Assisted Living • Rehab • Skilled Nursing

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## Frequently Asked Questions for Visitation

### **Will there be scheduled hours for visitation?**

There will be no time restrictions. Visitors need to come to our main entrance at 1235 S. 24th Street. We would prefer visitors to come between the hours of 6:30am – 5pm Monday through Friday and 8am – 4pm on the weekends, but anytime is welcomed. You can visit for as long as you would like.

### **What if the resident is on isolation/quarantined?**

Visitors will not be allowed to visit residents that are on isolation, being quarantined, if the resident has any symptoms, or has been exposed to COVID-19. A robocall will be sent out to the resident's emergency contact. It is their responsibility to notify other family.

### **Is there a limit to number of visitors or family gatherings?**

Social distancing is required as best as possible. We ask that groups stay small and confined to the resident's room. Common areas should not be used for visits.

### **What can I expect when I arrive for my visit?**

You will need to come to our main entrance to be screened in. Visitors who have been exposed to COVID-19 within the last 14 days will not be allowed to visit. Residents and family must wear a face covering at all times, preform proper hand hygiene before and after, social distancing, and only visit with whom you are there to see. If visitors are unable to follow these principles, you will be asked to leave. You will be given a visitor approval sticker to wear while in the facility.

### **Must I wear a mask for these visits, even with social distancing?**

Yes. Face masks must be worn at all times for both families and residents, even with social distancing.

### **Is the visitation open for all ages?**

Yes.

### **Are pets allowed?**

Yes.

### **What does this mean for Indoor Visits and Video chatting?**

Indoor visits and video chatting will end. You will be contacted personally if you have any scheduled.

### **Is family now responsible for resident laundry?**

We will continue to resident laundry until March 31<sup>st</sup>. After that we are asking family to take back over doing laundry services for those that want to.

### **Can we still do drop-offs?**

Yes. Drop-offs can still be left at our main entrance.

### **Will there ever be a circumstance where a visit is denied?**

Yes. If you do not follow our listed principles, you will be asked to leave or is the resident is on isolation.

### **What if I am wrongly denied visitation with my loved one?**

If you believe you have been wrongly denied visitation, or you have questions that are not answered by these FAQs or the guidance, you may contact the Ombudsman for Long-Term Care at 608-246-7001 or 1-800-815-0015.