

GREAT NEWS

Thanks to you, our staff and the community, we are managing the risks of COVID-19 well at Lakeview Health Center and Assisted Living. As a result, effective August 28, 2020, we will be adding **OUTDOOR VISITS** in our assisted living. We have implemented some simple, common sense safety guidelines below:

Outdoor Visits

- Visits must be prescheduled with the Household Coordinator.
- Visits will last a maximum of 30 minutes.

Locations:

Regent and Monarch Manor: Front porch or inside the garage.

Maplewood and Neshonoc Manor: Front Porch

What to expect:

- Upon arrival at each location, you will need to check-in at the front door with the staff.
- You will need to complete a **COVID-19 Screen/Attestation for Visitors** this includes temperature monitoring and **Post Visitation Self Screen** to take with.
- During the visits; visitors and residents need to wear masks and stay 6 feet apart. Use hand sanitizer before and after visits.
- To continue protecting everyone from potential virus transmission, we ask that you avoid hugs, handshakes, and other physical contact.
- During your visit, we will ask you to read a description of the visit requirements, agree to follow those instructions, and accept that there is some COVID-19 risk even in these protected situations.

CONTACT INFORMATION

Community Supervisor

Jessica Gjertsen

JGjertsen@lacrossecounty.org

Office: 608.612.0664

Maplewood 608.612.0666

Household Coordinator

Tracy Johnson

trjohnson@lacrossecounty.org

Regent Manor 608.612.0670

Monarch Manor 608.612.0669

Household Coordinator Nancy Smith

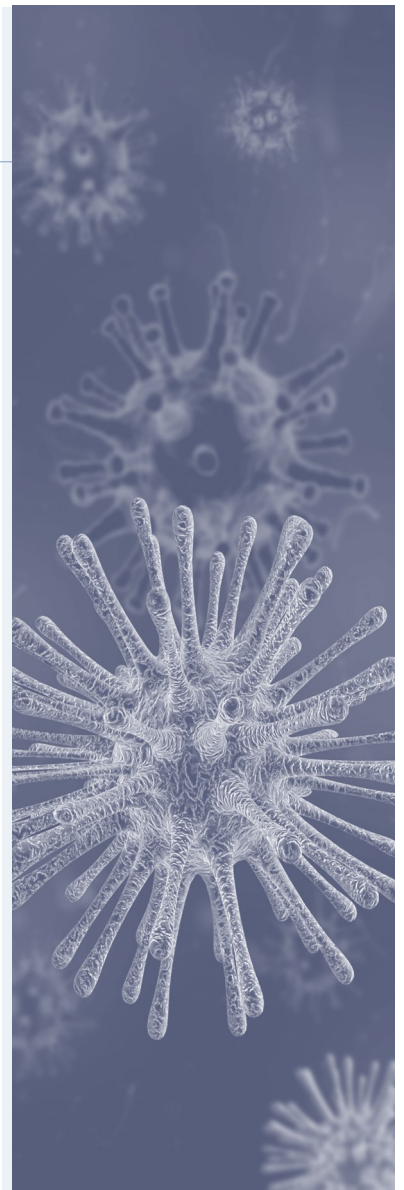
nsmith@lacrossecounty.org

Neshonoc Manor 608.612.0661

Household Coordinator

Amanda Maier

amaier@lacrossecounty.org



**Where can I get
Lakeview
COVID-19 up-
dates?**

608.786.1400

Option 4

Wanda Plachecki,
Executive Director of
Long Term Care &
Residential Services
will be updating the

OTHER WAYS TO STAY CONNECTED

Virtual visits

We have iPad's available in all of the living areas. Please feel free to contact the Household Coordinator to set up a time and method of contact (Zoom, Facetime, Skype, etc.) Please remember this is a shared account.

Monarch/Regent Residents
monarchregent@icloud.com

Neshonoc/Maplewood Residents
neshonocmaplewood@icloud.com

Window Visits

We will continue to offer window visits; please continue to schedule with the Household Coordinator.

- * **Neshonoc/Maplewood**—Residents will be located in the conference room and use the conference room phone. The visitor may sit outside the conference room window and talk to the resident using their personal cell phone.
- * **Regent Manor**— Residents will be located in the house and will use the house phone. The visitor may sit outside on the patio and talk to the resident using their personal cell phone.
- * **Monarch Manor**— Residents will be located in the house and will use the house phone. The visitor may sit outside on the patio and talk to the resident using their personal cell phone.

Lakeview Health Center & Assisted Living continues to maintain the health and safety of both residents and staff as it's highest priority. We continue to follow Federal guidelines concerning COVID-19.

WHAT ARE WE DOING FOR RESIDENT & STAFF SAFETY?

- All visitors continue to be restricted.
- Resident temperature and respiratory status continues to be closely monitored
- Staff are screened for symptoms of respiratory illness before entering the facility.
- Staff continue to follow the CDC recommendations for use of Personal Protective Equipment when providing care for residents.

We understand how difficult this has been for you and your family. We were all asked to prioritize safety during these past few months and the lack of social contact with families was painful.

Thank you for being partners with us in fighting the COVID-19 virus. Your messages of support and patience will not be forgotten. There may be more challenges ahead, and we may need to adjust as we roll-out our new Visiting program. If you have ideas to make it better, please do not hesitate to reach out to Jessica Gjertsen at 608-612-0664 or JGjertsen@lacrossecounty.org.

FACE COVERINGS

- Each **resident** will be given a face covering and encouraged to wear it when they are outside of their room and during cares.
- Each **staff** member will be given a mask that must be worn when in the presence of residents and others both on and off the living areas.