

Assisted Living Visitation FAQ's

What kind of visitation is currently being allowed?

Both indoor and outdoor visitations are now being permitted. While indoor visitation in resident accommodations is allowed, the preferred method is outdoor visits in order to decrease the risk for transmission of COVID-19 entering the building. We also continue to allow window visits and visits that take place using alternative methods of communication, such as the telephone and Zoom/Skype/Facetime.

Visits cannot take place in any area of the campus other than resident rooms and designated outdoor spaces.

Who can visit?

Residents or enacted healthcare power of attorneys will select two people as approved visitors. Visitors must be 18 years of age or older. People selected as approved visitors will be notified by campus health.

- Garden Place and Garden Terrace-1 resident may have visitors at a time
- Garden Heights and ManorView-2 residents may have visitors at a time
- ShareHaven- 2 residents per Household may have visitors at a time

Will there be scheduled hours for visitation?

Yes, visits will be allowed by appointment only in one hour increments between 8:00 am and 5:00 pm.

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

If Evergreen determines that weather is unsuitable for outdoor visits and arrangements cannot be made indoors, visitation may be canceled or unavailable. Evergreen also retains the right to deny visits based on a resident or visitor not complying with Wisconsin DHS infection control guidance.

How do I schedule a visit?

To schedule a visit, please contact Resident & Guest Services for the Garden Building and Manorview 233-2340 (prior to 3:00p.m the day before your visit) or Mary Stelter 237-6230 for Sharehaven. Please let us know that date and time you will be visiting and the names of who will join you for that visit. We ask that you review the Safer Visit in Assisted Living Facilities guidance located on the [DHS COVID-19 Long-Term Care Facilities and Providers webpage](#) in advance of your visits and do not come for a visit if you feel ill, are demonstrating symptoms related to COVID-19 or have tested positive for COVID-19.

What can I expect when I arrive for my visit?

Garden Building and Manorview visitors must first go to door 4 (Creekview Center/Café entrance) where you will be screened for symptoms per our screening protocols that are used for all staff and essential health care personnel and asked to use alcohol-rub hand sanitizer before your visit. Sharehaven visitors may go directly to Sharehaven for screening and sanitizer. Visitors will also be asked to review a restrictions and instructions form prior to the visit which includes use of face masks, social distancing and limiting your movement within our setting. You will be asked to sign a form acknowledging your agreement to comply. When screening is complete, you will receive an approved visitor sticker that you must have on at all times. A new visitor sticker will be provided at each visit.

After screening, visitors will be asked to go to door 3. Garden Place, Garden Terrace and Manorview visitors should then call 237-6241 and Garden Heights visitors should call 237-6244 to be escorted to your visit.

Must I wear a mask for these visits even if the visit is outdoors with social distancing?

Yes, a face mask or other facial covering must be worn during the entire visitation unless it is not medically possible. If this is the case, a face shield may be considered as an alternative. Visitors must provide their own mask.

All residents must wear a mask during visits and social distancing of at least 6 feet is required.