

Skilled Nursing Visitation FAQ's

What kind of visitation is currently being allowed?

Outdoor visits are now being permitted in the Creekview courtyards for long-term care residents if certain setting and community conditions exist and as weather permits. The courtyards are located between Households 1&2, 3&4, and 7&8. We also continue to allow and encourage window visits and visits that take place using alternative methods of communication, such as the telephone and Zoom, Skype, or Facetime. Visits cannot take place in any other areas of the campus.

Residents who are new admissions and are living in Household 5 and 6 cannot have visitors until they are moved from that area, at least 14 days.

Who can visit?

Residents or the designated Health Care Power of Attorney will select two people as approved visitors. Visitors must be 18 years of age or older. Individuals selected as approved visitors will be notified by Evergreen staff.

While Evergreen loves pet visits, we are not ready to accept them at this time. Please leave your pet at home and enjoy the visit with your loved one.

Will there be scheduled hours for visitation?

Yes, visits will be allowed by appointment only in 30 minute increments between 9:00 am and 5:00 pm Monday thru Friday. Please make your appointment by 3:00 pm the day before. If you need to cancel a visit, please call and let us know.

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

If Evergreen determines that weather is unsuitable for outdoor visits, visitation may be canceled.

Evergreen also retains the right to deny visits based on a resident or visitor not complying with infection control guidance or there is a positive case of COVID-19 within the building. Visits may also be cancelled if resident health status warrants.

How do I schedule a visit?

To schedule a visit, please contact Kristin Kluz at 237-6214, kkluz@EvergreenOshkosh.com or Chris Wenzel at 237-6245, cwenzel@EvergreenOshkosh.com. Please let us know the date and time you would like to visit.

We ask that you review the Outdoor Visitation Guidance for Nursing Homes 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?

All 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. You will be asked to review the restrictions and instructions for the visit, which include use of facemasks, social distancing and limiting your movement on our campus. You will be asked to sign a form acknowledging the requirements and your agreement to comply with them. 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.

Once you are screened you will go back outside and enter the courtyard gate for the appropriate Household. Staff will bring the resident outside to meet with you, all residents must wear masks.

All visits will be monitored by an Evergreen staff member; we will be sitting a short distance away to respect your privacy. You will also be asked to sanitize your hands with alcohol-rub hand sanitizer after your visit.

Please do not bring snacks or food to share during visits. You can continue to drop items off at Door 4 for your loved one to enjoy as you have been.

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 masks or face shields.

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