

COVID-19 VISITATION IN NURSING HOMES: FAQs

Updated: January 14, 2021

Effective January 18th, indoor visits are available in Creekview North Households 1 – 4 and Creekview South Households 7 and 8. Residents who are living in Household 5 and 6 cannot have visitors until they move from that area. Pre-approved visitors will be escorted to and from resident rooms where visitors must sit in a designated spot with a Plexiglas partition between the resident and visitor. Social distancing must be maintained at all times; a minimum of six feet. Due to high risk of exposure, holding hands, hugging, kissing, or other physical contact is not allowed during visits. Window visits and visits that take place using alternative methods of communication, such as the telephone and Zoom/Skype/Facetime are still available.

Visitation guidelines/requirements do not change even if resident and/or visitor been vaccinated for COVID-19

Who can visit?

Residents or Health Care Power of attorneys will select two people as approved visitors; this does not mean two different people every week.

Do not come for a visit if you feel ill, are demonstrating symptoms related to COVID-19 or have tested positive for COVID-19.

Visitors must be 18 years of age or older. No pets are allowed at this time.

Where can I visit?

Visits are available in Creekview North Households 1 – 4 and Creekview South Households 7 and 8. Visits are only allowed in resident rooms; visits may not take place in any other area.

Will there be scheduled hours for visitation?

Yes, visits will be allowed by appointment only in 30 minute increments between 9:00 am and 4:00 pm Monday thru Friday. Please come 10-15 minutes early to complete screening and testing. Appointments must be made 48 hours in advance. If you need to cancel a visit please call and let us know.

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

Evergreen retains the right to deny visits based on a resident or visitor not complying with infection prevention and control guidance. Evergreen may change visits based on COVID status 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 or kkluz@evergreenoshkosh.com.

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 and tested for COVID by a staff member. You must pass screening and test negative before you can visit your loved one. 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.

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. An Evergreen staff member will then escort you to and from the resident room. Visitors must sit in a designated spot with a Plexiglas partition between the resident and visitor and resident room doors must be left open.

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

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.