

## Sacred Heart Visitation Facts

March 19, 2021

### **What kind of visitation is currently being allowed?**

Indoor and outdoor visits are permitted if the facility and community COVID case rates and conditions allow and as weather permits. We also continue to allow and encourage visits that take place using alternative methods of communication, such as the telephone and Zoom/Skype/Facetime.

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

Yes, visiting hours are 10 a.m.-4 p.m. Visits outside those times are arranged as needed.

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

Sacred Heart has the right to deny visits based on a sister or visitor not complying with infection control guidance or if the sister or visitor is at risk of abuse/harm. If there is an outbreak of COVID or Acute Respiratory Illness within the facility, visitation will be suspended. Visits to sisters who are COVID positive are arranged as needed for compassionate care accommodations.

### **How do I arrange a visit?**

To arrange a visit, please contact the RN Case manager or Nurse Advocate. The Community Care RN case manager can be reached at: 414-385-6600. The SSSF Nurse Advocate can be reached at 414-336-4326. Please let us know the date and time you would like to visit and the names of those who will visit. We will then confirm the date and time of the visit with you. We want to make sure that there are no conflicts with medical appointments or care. When the visit is scheduled, we will review the guidelines for the visit with you. 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?**

You will be screened for symptoms per our screening protocols that are used for all staff and essential health care personnel. Your temperature will be taken and you will be required to wash your hands 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 to the areas designated for the visit. You will be asked to sign a form acknowledging the requirements and your agreement to comply with them.

### **Must I wear a mask for these visits, even if the visit is outdoors with social distancing and even if I have been fully vaccinated?**

Yes, a well-fitting (must cover the nose and mouth consistently) medical face mask must be worn during the entire visitation unless it is not medically possible. Additionally, a gown, face shield and gloves may also be required based on individual safety. Hand hygiene before and after the visit are required.

### **Is there a limit to the number of visitors that can come at one time?**

Yes, there is a limit to two visitors per sister. Additional visitors must be preapproved.

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

Yes, young visitors must be able to be in the control of adults who bring them and must also comply with social distancing, facemask, and additional Personal Protective Equipment requirements.

### **What if I have questions or concerns about how the visit went with my loved one, who do I contact?**

If you have questions that are not answered by these FAQs or the guidance, you may contact the Community Care Social Worker 414-365-6600 or Sr. Barb Forster, USP Liaison at 414-585-8533.

## Maria Linden Visitation Facts

March 22, 2021

### **What kind of visitation is currently being allowed?**

Indoor and outdoor visits are permitted. It is important that each tenant understands the risks associated with indoor visitation. As the weather gets warmer, the CDC recommends spending as much time outdoors for visits to further reduce risk.

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

Visitors must wear a mask during the entire visit. Visitors must sign in, answer screening questions and record their temperature on the sign-in sheet by the entrance. Visitors must maintain safe distancing of 6 feet. Visitors and tenants must wash and sanitize their hands before and after the visit. Anyone with COVID symptoms will not be allowed to visit.

### **Is there a limit to the number of visitors that can come at one time?**

Yes, there is a limit of 4 visitors per tenant.

### **Are the common areas open?**

Yes, the common areas are open to tenants only. Masks and social distancing are required in all common spaces and hallways. Guests will not be allowed to visit in the common areas, and we ask that visitors do not go to the Café.

### **Is Visitation open for all ages?**

Yes. Young children are permitted to visit. Children 3 years and older are required to wear a mask, practice social distancing and are to remain in the company of their parent/responsible adult during the visit.

### **If I have questions or concerns about how the visit went with my loved one, who do I contact?**

If you have questions that are not answered by these FAQs or the guidance, you may contact Jackie Mann, Property Manager of Maria Linden at 414-384-3800 or [marialinden@oakbrookcorp.com](mailto:marialinden@oakbrookcorp.com)