

## Visitation-Scheduling and Guidelines

The below information will instruct you on how to schedule an appointment, the available times, and what to expect during visits.

### Appointments/Scheduling

To make sure we are being as fair as possible for scheduling the first few weeks of visits we will be doing a random lottery. All resident names will be drawn to comprise a randomized list. Members of the TNDC team will then call down this list to ask if the resident representative or family member would like to schedule an appointment. After every resident/their family has had a chance to set up an initial visit all future visits will be scheduled on a first come first serve basis. All appointments must be scheduled a minimum of 24 hours in advance and must be confirmed by one of the three Social Services staff members. If you leave a voicemail on their phone they will call you back to schedule the appointment. Leaving a message does not guarantee an appointment time. At this time we are only able to schedule one visit at a time, you can schedule your next visit after the completion of your first visit.

To schedule visits please contact Social Services:

**Tracy Fischer: 715-231-4572    Brenda Ausman: 715-231-4608    Laura Briesemeister: 715-231-4629**

\*Please call during regular business hours: Monday-Friday 8:00am-4:30pm

**The available times are listed below:**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
9:15	9:15	9:15	9:15	9:15	9:15
10:00	10:00	10:00	10:00	10:00	10:00
10:45	10:45	10:45	10:45	10:45	10:45
11:30	11:30	11:30	11:30	11:30	11:30
1:00	1:00	1:00	1:00	1:00	1:00
1:45	1:45	1:45	1:45	1:45	1:45
2:30	2:30	2:30	2:30	2:30	2:30
3:15	3:15	3:15	3:15	3:15	3:15
4:00	4:00	4:00	4:00	4:00	4:00
		5:30		5:30	
		6:15		6:15	
		7:00		7:00	

### **What to Expect:**

- Please arrive at the garage areas for the East and West Neighborhoods or the main entrance for the Central Neighborhood. Please stay in your car until your scheduled appointment time. Call activities at 715-556-0988 to let them know you are here.
- At your scheduled appointment time you will be greeted by a TNDC staff member

- The staff member will screen you for any symptoms (including taking your temperature) or any exposure to COVID-19. If any symptoms are present or the visitor has been exposed the visit will be canceled.
- At this time visits are limited to 2 visitors at a time (This includes minors)
  - All minors and animals must follow the same guidelines and restrictions, and must be accompanied by an adult
- The staff member will go over the guidelines for visitation including physical distancing, mask wearing, and hand hygiene
- You will be asked to sign in
- All visitors will be required to wear a mask, we ask that you bring your own if you have one
- You will be asked to perform hand hygiene with provided alcohol based hand sanitizer
- You will be directed as to where to sit to maintain proper social distancing
- All visitors MUST maintain 6 foot social distancing at all times
- There will be no hugging, kissing, hand holding, or any other physical touching allowed during visits
- A TNDC staff member will be monitoring the visits at all times to make sure all safety practices are being followed, and will intervene if needed
- No gifts, food, drinks, or other items shall be given to the residents by the visitors
- Visits will be 30 minutes, all visits MUST end on time to give time for cleaning and transportation of residents between visiting times
- At the end of the visit a TNDC staff will give you information regarding symptom monitoring and notification

\*Staff monitoring the visitations will intervene if any of the above guidelines are not followed. If you are unable to follow the guidelines this may impact both your ability to visit again and the ability of the facility to offer outdoor visits. Please adhere to the guidelines so we are able to continue outdoor visits and protect the health of all residents, visitors and staff at TNDC.