



Specializing in Senior Services
Assisted Living • Rehab • Skilled Nursing

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Frequently Asked Questions

What kind of visitation is currently being allowed?

Outdoor visits are now being permitted, if certain setting and community conditions exist and as weather permits. We also continue to allow window visits and visits that take place using alternative methods of communication, such as the telephone and Facetime.

Will there be scheduled hours for visitation?

Two visits per time slot are available. Visits will be 30 minutes long and limited to 2 visits per month per resident. Please coordinate with family when scheduling visits. If weather is unsuitable for outdoor visits or if the setting, resident, or visitor cannot comply with Wisconsin DHS guidance requirements, visitation may be canceled or unavailable.

Thursday: 9:30am-10:30am, 1:30pm-2:00pm, 2:30pm-3:00pm, 3:30pm-4:00pm, 6:00pm-6:30pm

Friday: 1:30pm-2:00pm, 2:30pm-3:00pm

Saturday & Sunday: 9:30am-10:30am, 1:30pm-2:00pm, 2:30pm-3:00pm

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

Long-term care providers retain the right to deny visits based on a resident or visitor not complying with infection control guidance or if the resident or visitor is at risk of abuse/harm. You will not be allowed to visit if you have any symptoms of COVID-19.

How do I schedule a visit?

To schedule a visit, <http://www.shadylaneinc.com/covid-19/>. You will need to know the names of the 2 guests who will join for that visit and you must include the resident name you would like to visit in the COMMENT box when signing up online. 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 and our Visitor Screening and Attestation Form 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?

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 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.

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. You must provide your own mask or face shield.

Is the visitation open for all ages?

No. Visitors must be at least age 12. And no pets will be allowed.

What if I am wrongly denied visitation with my loved one?

If you believe you have been wrongly denied visitation, or you have questions that are not answered by these FAQs or the guidance, you may contact the Ombudsman for Long-Term Care at 608-246-7001 or 1-800-815-0015.