



Specializing in Senior Services
Assisted Living • Rehab • Skilled Nursing

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Frequently Asked Questions

Will there be scheduled hours for visitation?

One visit per slot. Visits will be 15 minutes long and limited to 2 visits per month per resident. Please coordinate with family when scheduling visits. All visitors will be a breezeway, so please dress accordingly. Visitation will take place at the entrance of our 'new building'.

Wednesdays: 9:30am, 10:00am, & 1:30pm

Saturdays: 9:30am, 10:00am, & 1:30pm

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 include the resident name you would like to visit in the COMMENT box when signing up online.

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?

Yes. No limit on people, but only two visitors in the breezeway at a time.

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.