



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, only 2 visitors, and limited to 1 visit per month per resident.

Wednesdays

9:30am-9:45am (2 visits)

10:00am-10:15am (2 visits)

1:00pm-1:15pm (1 visit)

1:30pm-1:45pm (1 visit)

Fridays

9:30am-9:45am (2 visits)

10:00am-10:15am (2 visits)

Sundays

9:30am-9:45am (1 visit)

10:00am-10:15am (1 visit)

Why are residents only allowed 1 visit per month?

To allow as many residents as possible to receive visitors, initially residents will only be allowed one visit per month due to limited time slots and staffing. Families need to coordinate with one another to determine which two family members will visit each month.

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.

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 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. We ask that visitors be at least 12 years old.

Are pets allowed?

No.

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.