

3/12/2021



Residents and families,

The safety and well-being of the residents at Hilltop Assisted Living continues to be our top priority and especially in light of the changing times as it relates to the COVID-19 – a serious viral infection. First and foremost, we highly commend the vigilance each and every one of you abided by for the past 12 months. This included wearing masks, good handwashing, 6 feet social distancing and abiding by visitor restrictions. Almost everyone in our assisted living facilities chose to receive two vaccines recommended by Wisconsin Department of Health.

As we continue to mitigate the risks of exposure to COVID-19, we also recognize the importance of the significant effect it has had on our residents' social and emotional health. We have developed a plan to provide a balance of a relaxed visitation plan with continued safety measures in mind provided by the Centers for Disease Control and Prevention along with our state and local health departments.

With this plan we need *everyone's* participation and diligence to follow the relaxed guidelines.

Safe Visit Guidelines:

INDOOR VISITS:

- Up to 2-3 immediate family members may visit a resident in their room. Family members must call Hilltop staff to set up a date and time to visit, so the resident will be in their own room, ready to receive the visitor.
- Visits can occur from 10:00 a.m. – 6:00 p.m. (Please avoid meal time hours.)
- Because of the number of residents at Hilltop of Pepper and no office staff available on weekends, we ask that you limit weekend visits at least until you, our residents and staff are comfortable with the new protocol.
- Upon entry into the building, you must wear a mask and have your nose and mouth covered. Please complete the prescreening paper work located at the front entrance, use alcohol-based sanitizer and go directly to the resident's room.
- Please do not stop to greet or talk to others, including staff. If necessary, please call staff after your visit with questions.
- Limit your visit to 30 minutes.
- And remember, both visitors and residents should wear masks and keep 6 feet of social distancing when possible during the visit.

OUTDOOR VISITS:

- Residents may go outside the facility, limit their visit to small groups wearing masks and keep the recommended social distance.
- Upon leaving the facility, the resident or family member needs to sign out at the front entrance and sign back in when returning.

PLEASE HELP KEEP OUR FACILITY SAFE. THANK YOU!