

Hotline messages:

Monday, Oct 19th: We wish to inform you that an employee has tested positive for Covid-19. This staff member does not provide direct care to community members and is currently quarantined at home. We are hopeful that diagnosis was early and contained as much as possible. All scheduled, in-person visits will be cancelled at this time. Those individuals approved for compassionate care or hospice visitation will be permitted. We are taking every step as recommended by the Central Racine County Health Department. We currently do not have any community members that are ill, and we are monitoring everyone closely. At this time, we are not asking community members to remain in their rooms but please know that this may change. Non-essential outings continue to be discouraged. Daily screening of all employees remains in place and we will be testing as needed. Be assured that we are taking every precaution to mitigate the spread of this virus and our dedicated team of heroes will continue to provide the exceptional care we are known for. If you have any questions, you may contact myself, Loretta Baxter, Executive Director at 262-321-7131. Thank you and have a safe day.

Friday, Oct 2nd: Hello from St. Monica's. We wish to inform you that we are suspending all in-person visits unless approved under compassionate care, effective immediately. This will remain in place for the next 2 weeks and will reevaluate thereafter. A memory care community member is under investigation for Covid-19. As a precaution, this community member is currently quarantined in one of our new negative pressure isolation rooms. We are hopeful that suspicion was detected early and contained. We are taking every step as recommended by Central Racine County Health Department and awaiting further information from the Wisconsin State Laboratory. We currently do not have any community members that are ill, and we continue to monitor everyone closely. As more information is made known we will communicate as soon as we are able. Thank you for your patience and support as this situation becomes clearer.

September 21st (email message): Fall has arrived and with that season the colder weather is not far behind. We are thankful to continue to report that St. Monica's remains Covid free. The highest priority at St. Monica's continues to be the well-being of our community members and staff. We would like you to know that outdoor scheduled visits will conclude as of October 15th. It has been a nice summer and we have been thankful that our community members could safely visit their friends and family at our outdoor stations. We are making plans to safely continue indoor visitation in our designated indoor space, but we also know that flu season is here as well. As a reminder the process for scheduling your visit can be found on our website under the Coronavirus tab or by [clicking here](#) to read our Visitation Guidelines document. Please know that if we get a single case of Covid-19 in a community member or staff member that we will need to conclude indoor visitation for the safety of everyone living and working at St. Monica's. We thank you for your continued support as we navigate the constant changes of the pandemic.

Wednesday, Aug 8th: Hello from St. Monica's! Please be reminded that we have a NEW visitation appointment phone number for assisted living. To schedule your visit time, call 262-822-8209 again that's 262-822-8209. For memory care visits, call Michelle at 262-631-3020 ext. 254. As a reminder, 30-minute in-person visits are being schedule 7 days a week with limited time slots at an outdoor table and an indoor table. Before visiting you MUST review the "Visitation Guidelines" and "How to Protect Yourself and Others" documents, at www.stmonicasseniorliving.com, under the Coronavirus tab. Some highlights include: Masks are required at all times, only 2 visitors per community member at one time, no children under the age of 12, no eating or drinking, no transfer of items and no touching your loved one. Our new sign-in kiosk is up and running and allowing us increased documentation and safety for

all. Please allow extra time on your first visit to input your information. Community Members will also use this kiosk when leaving the building for essential doctor's visits. Catholic Mass and Non-Denominational services have returned for those living at St. Monica's. At this time, we are not able to welcome outside attendees for these chapel services. Thank you for your understanding and support as we strive to keep everyone safe.

Wednesday, July 29th: Hello from St. Monica's! Scheduled 30-minute in-person visits continue and we are excited to share that you will be greeted with a new sign-in kiosk. This will allow for better documentation and safety. Please allow extra time on your first visit to input your information and do not forget to sign out when leaving. Community Members will also use this kiosk when leaving the building for essential doctor's visits. To schedule your in-person visit time, please call or text our NEW assisted living appointment line at 262-822-8209 again that's 262-822-8209, or for memory care visits call 262-631-3020 ext. 254. Appointments can be made by leaving a message with your name, phone number, your loved one's name, and your preferred visit date & time. Space is limited. Your appointment will be confirmed within 24 to 48 hours. Before visiting you MUST review the "Visitation Guidelines" and "How to Protect Yourself and Others" documents, at www.stmonicasseniorliving.com, under the Coronavirus tab. Some highlights include: Masks required, only 2 visitors per community member at one time, no children under the age of 12, no eating or drinking, no transfer of items and no touching your loved one.

Wednesday, July 22nd: We continue to be thankful to report that St. Monica's is Covid free. 30-minute in-person visits continue to be scheduled with both outdoor and indoor options available. To schedule your time, please call 262-383-2562, for assisted living, or 262-631-3020 ext. 254, for memory care. Appointments can be made Monday through Friday from 9am to 4pm. Go to the Coronavirus tab on our website before your visit at www.stmonicasseniorliving.com, to review the "Visitation Guidelines" and "How to Protect Yourself and Others" documents.

As of Tuesday, July 21st, Community Members have returned to communal dining with 2 different start times for each meal. Everyone has been so happy to see their friends during meals again.

Lastly, voting for The Best of Racine continues for a few more days ending at midnight on Friday, July 24th. We have been honored to be named the Best Senior Community for the past 4 years and hope that we have earned your support again this year. You can vote by visiting our website www.stmonicasseniorliving.com.

Wednesday, July 15th: Again, we are thankful to report that St. Monica's remains Covid free. Successful outdoor visitation began last week, and it has been thrilling to see our friends and families again. A reminder that 30-minute visits must be scheduled by calling 262-383-2562 (for assisted living) or 262-631-3020 ext. 254 (for memory care). Please call Mon – Friday, 9am to 4pm. Go to the Coronavirus tab on our website before your visit at www.stmonicasseniorliving.com, to review the "Visitation Guidelines" and "How to Protect Yourself and Others" documents.

Catholic communion services have begun for our St. Monica's community members. The schedule varies weekly, but we will be informing all those who are interested in attending. Non-denominational services will be up and running in August. Please note: All details of the St. Monica's reopening are subject to change in accordance with The Wisconsin Department of Health Services and The Central Racine County Health Department.

Lastly, voting for The Best of Racine has begun and runs through Friday, July 24th. We have been honored to be named the Best Senior Community for the past 4 years and we are looking for your

support again this year. You can vote by visiting our website www.stmonicasseniorliving.com or completing your paper ballot in today's paper.

Thursday, July 2nd: We are thankful to report that St. Monica's remains Covid free. We have received many inquiries regarding visitation and are pleased to announce that outdoor visitation will begin on Wednesday, July 8th. Visits must be scheduled and are limited to designated 30-minute time slots. Please look for an email with details or visit the Coronavirus tab on our website: www.stmonicasseniorliving.com

Catholic communion service will be offered beginning July 12th and non-denominational services will resume on July 15th. These services are being offered to St. Monica's community members only. Community Members will return to communal dining on Tuesday, July 21st. An indoor visitation room will be open for scheduled visits beginning Wednesday, July 22nd. Social distancing and safety measures will be put in place. All details of the St. Monica's reopening are subject to change in accordance with The Wisconsin Department of Health Services and The Central Racine County Health Department.

As always, thank you for your continued support and understanding during these difficult times. If you have any questions do not hesitate to call myself, Loretta Baxter, Executive Director at 262-321-7131 or Stephany Lichter, Director of Health and Wellness and Compliance Officer at 262-321-7150.

Monday, June 15th: We are happy to report that St. Monica's is Covid free. At this time, visitation is still restricted. Community members may leave their rooms if they wear a mask and stay 6 feet away from those around them. If they are not able to do so, they will be asked to return to their rooms for their safety. We know you are eager to visit your loved one and we look forward to welcoming family and friends back into St. Monica's when we can do so without jeopardizing the safety of anyone living or working in our facility. Our future plan includes starting with a visitation station located outdoors, 30-minute scheduled time slots, sanitation in between guests and infection control education for visitors. We are also making plans for community members to return to meals in the dining room. There will be 2 meal service times for each meal in order to properly space dining room seating.

Father's Day will be here soon! Gift deliveries can be left at the screening desk and our staff will be sure your dad receives his gift. Schedule a video call before Friday, June 19th, with Shannon at 262-321-7135.

As always, thank you for your continued support and understanding during these difficult times. If you have any questions do not hesitate to call myself, Loretta Baxter, Executive Director at 262-321-7131 or Stephany Lichter, Director of Health and Wellness and Compliance Officer at 262-321-7150.

Monday, June 8th, 2020: We are working on a procedure that combines the recommendations for infection control measures and manages safer visits at St. Monica's. Our plan includes visitation stations located both indoors and outdoors, 30-minute scheduled time slots, and infection control education for visitors. Ultimately, we await further clearance and direction from The Wisconsin Department of Health Services.

We are dedicated to keeping everyone safe and assure you we continue to provide the exceptional care we are known for. We look forward to welcoming family and friends back into St. Monica's when we can do so without jeopardizing the safety of anyone living and working in our community.

Father's Day is fast approaching! We love all our dads here at St. Monica's and our Life Engagement team plans to make June 21st a special day for them. Gift deliveries can be left at the screening desk

and our staff will be sure your special dad receives his gift. Video calls can be schedule with Shannon at 262-321-7135.

We cannot thank you enough for your continued support and understanding during these difficult times. If you have any questions do not hesitate to call myself, Loretta Baxter, Executive Director at 262-321-7131 or Stephany Lichter, Director of Health and Wellness and Compliance Officer at 262-321-7150.

Thursday, May 28, 2020: Community members are able to come out of rooms with staff permission if they are wearing their provided face mask. Maintaining 6 feet social distance from other community members is required. Common living room areas are closed at this time. Many are enjoying outdoor time one-on-one with Life Engagement staff.

We are working on a procedure that combines the recommendations for infection control measures and manages safer visits at St. Monica's. The Department of Health services will be releasing their recommendations to long term care facilities soon. This guideline will be in line with the Badger Bounce Back plan. It is not likely there will be visitation prior to July 1st.

We realize the strain this puts on you and truly do empathize with this situation. We also want to stress our dedication in providing exceptional care and keeping everyone safe. We look forward to welcoming family and friends back into St. Monica's when we can do so without jeopardizing the safety of anyone living and working in our community.

On behalf of our staff, we want to thank you for your continued support and understanding during these difficult times. If you have any questions do not hesitate to call myself, Loretta Baxter, Executive Director at 262-321-7131 or Stephany Lichter, Director of Health and Wellness and Compliance Officer at 262-321-7150.

Wednesday, May 20, 2020: We thank you for your patience and continued support as we have been working hard to care for our valued community members. The health and well-being of everyone living and working at St. Monica's is, as always, our greatest priority. We have successfully tested all community members and staff for Covid-19. We did everything we could to keep this virus out of our home, but with it being so prevalent in Racine County we knew we needed to be prepared. We are taking every step recommended by the Department of Health Services Division of Quality Assurance in collaboration with the Central Racine County Health Department to contain the spread. The test results have allowed us to identify those asymptomatic employees who are now in quarantine at home and those community members who need dedicated staff caring for their daily needs. This new information is allowing us to battle this virus from a position of knowledge. Since May 8th, all community members have been asked to remain in their rooms for their protection and safety. In room meals and one-on-one activities have been very successful.

With the end of May in sight, we know that many of you are looking forward to getting some of your "life as it was" back. St. Monica's is a home to those most vulnerable to the Covid-19 virus. As a long term care community we have to keep with the guidance issued by The Division of Quality Assurance that states: "In order to minimize spread, we ask that long-term care settings remain vigilant about minimizing the numbers of people entering their buildings from the community. The Department of Health Services continues to support the following guidance regarding visitation of residents by family members. This information is consistent with guidance published by the federal Centers for Medicare & Medicaid Services (CMS) and published on the DHS COVID-19 webpage." This guidance further states "Facilities should restrict all visitors and nonessential health care personnel, except for certain compassionate care situations, such as an end-of-life scenario."

At the same time, we do know that in person contact with your loved one is important for the mental health of all parties. We are discussing alternative options for visiting and will open our doors as soon as it is deemed safe to do so. Please remember that video calls are available. Contact Shannon to schedule a time at 262-321-7135.

We know this is a challenging time for everyone and we thank you for your continued understanding as our priority remains the safety of your loved one. The support and love we have seen from our St. Monica's families has been overwhelming. We are so thankful for you. In closing I leave you with a quote from author, Joseph Campbell, "*Opportunities to find deeper powers within ourselves come when life seems most challenging.*" Stay healthy everyone.

Tuesday, May 12, 2020: We hope everyone had a wonderful Mother's Day weekend. Many gifts were brought to our front door and then hand delivered by staff to your loved ones. We were happy to be able to provide this service for this special weekend. At this time, we ask that deliveries be limited to essential items only. We want to keep everyone safe and allow our staff to focus on the care of your loved one.

Thank you for the overwhelming response to our call for folding tables which will help community members eat meals more comfortably in their rooms. At this time, we will not need any more donations. We are so thankful for the love and support you have shown us during this challenging time.

Please remember we are trying our best to schedule your video calls as timely as possible. Our Life Engagement team is working hard to keep community members busy in their rooms by spending time with them one-on-one. To request a call time with your loved one, please contact Shannon at 262-321-7135 or email info@stmonicasseniorliving.com

In an effort to be cautious and provide peace of mind, tomorrow we will be doing on-site testing of all St. Monica's staff and community members for Covid-19. Please know that the team at St. Monica's is working hard and making every effort to protect our precious community members. Thank you for your prayers and continued support as we walk through this challenging time together.

Friday, May 8, 2020: "We are requesting all community members remain in their rooms beginning 4pm on Friday, May 8th through Wednesday, May 20th, due to a positive Covid-19 case diagnosed in a community member. This community member is in stable condition in the hospital. All meals will be delivered to rooms and one-on-one activities will be provided. Video calls will continue. We will be closely monitoring all community members and employees for Covid-19 symptoms. For questions contact Loretta Baxter, Executive Director, at 262-321-7131.

Wednesday, May 6, 2020: "We wish to inform you that an employee has tested positive for Covid-19. This staff member does not provide direct care to community members and is currently quarantined at home. We are hopeful that diagnosis was early and contained as much as possible. We are taking every step as recommended by the Central Racine County Health Department and the Centers for Disease Control & Prevention. We currently do not have any community members that are ill, and we are monitoring everyone closely. We continue to screen all employees and will be testing as recommended. Be assured that we are taking every precaution to mitigate the spread of this virus and our dedicated team of heroes will continue to provide the exceptional care we are known for. If you have any questions, you may contact Loretta Baxter, Executive Director at 262-321-7131."

Thursday, April 30th, 2020: “Hello from St. Monica’s. There are no COVID-19 cases at St. Monica’s among the community members or the staff. All of us appreciate your prayers and support. If you would like to schedule a Skype session with your loved one on Mother’s Day, please schedule by end of day Friday May 8th. Call Shannon in Life Engagement at 262-321-7135. Have a good weekend and be safe.”

Tuesday, April 28, 2020: “Hello from St. Monica’s. There are no COVID-19 cases at St. Monica’s among the community members or the staff. All of us appreciate your prayers and support. Tomorrow Wednesday April 29th, our Community Members are having Infusino’s lasagna for lunch. Life Engagement continues to schedule Skype conversations and give rides on our bus and golf cart using social distancing guidelines. Have a good weekend and be safe.”

Thursday, April 16th, 2020: “Hello from St. Monica’s. There are no COVID-19 cases at St. Monica’s among the community members or the staff. All of us appreciate your prayers and support. Keep in mind that life engagement is willing to help you set up a time with your community member to Skype, Zoom or Facetime or just talk on the phone. Contact Life Engagement at 262-321-7138. Have a good day and be safe!”

Wednesday, April 15th, 2020: Hello from St. Monica’s. There are no COVID-19 cases at St. Monica’s among the community members or the staff. All of us appreciate your prayers and support. St. Monica’s is allowing window meetings between families and community members. We know our families are appropriate and do not misuse the process by over doing it or opening the window and talking through the screen thus possibly exposing their loved one to the virus. If you use this method make sure to use a phone. Keep in mind that life engagement is willing to help you set up a time with your community member to Skype, Zoom or Facetime or just talk on the phone. Contact Life Engagement at 262-321-7138. Have a good day and be safe!”

Tuesday, April 7th, 2020: Hello from St. Monica’s. We do not have any COVID-19 cases in our community members or our staff. In order to keep your loved one safe, we are restricting packages of food, items or flowers. COVID-19 can remain on services and although the risk is low there is the possibility it could be transferred to your loved one. St. Monica’s is trying to be cautious and maintain the safety of our community members. Although not mandated, we will provide a mask to those community members who want them. Thank you for your understanding and supportive encouragement as we continue to fight to keep your loved one healthy.

Monday, April 6, 2020: “Hello from St. Monica’s. We do not have any COVID-19 cases in our community members or our staff. In a continued effort to keep your loved one safe we are scheduling several different bingo and exercise offerings so that we can keep community members positioned 6 feet apart. Although not mandated, we will provide a mask to those community members who want them. Thank you for your understanding and supportive encouragement as we continue to fight to keep your loved one healthy.”

Friday, April 3, 2020: “Hello from St. Monica’s. We do not have any Coronavirus cases in our community members or our staff. In a continued effort to keep your loved one safe we are implementing a change to reduce communal dining. During meals there will be staggered times for seating, and we are offering another seating in our party room. Those that reside in the lower level will eat in the party room and those that live on the main floor will continue to eat in the main dining room. Breakfast will be from 6:30 – 8:30 am, lunch will be from 11:00 – 1:00 pm and dinner will be

from 4:30 to 6:00 pm. Those that need assistance during meals will continue to eat in the main dining room. We are also offering an option to have meals served in your room free of charge during the Coronavirus pandemic. Staggered service times and the second service location will allow for proper social distancing as suggested by the Wisconsin Department of Health Services. Although not mandated, we will provide a mask to those community members who want them. Thank you for your understanding and supportive encouragement as we continue to fight to keep your loved one healthy.”

March 27, 2020 UPDATE: "Thank you for calling St. Monica’s Coronavirus Hotline. As of today, March 27th, there are no positive cases of Covid-19 on our St. Monica’s campus. This includes among community members and staff and remains our highest priority. All visitor restrictions remain in place. Please visit our website stmonicasseniorliving.com. To families doing laundry: For infection control purposes, St. Monica's will temporarily take over laundry services for your loved one. The cost will be \$15/load and we are requesting that you drop off labeled laundry soap at our front entrance. We apologize for the temporary inconvenience and thank you for your understanding. Our life engagement team is working hard to keep your loved one active and engaged. We encourage families to call 262-321-7138, to schedule a time for staff to help your loved one with FaceTime or Skype communication. At St. Monica’s, our number one priority is always the health and safety of our community members, staff and essential providers. Dealing with the Covid-19 virus is a constantly evolving process, we will continue to monitor the situation very closely and we thank you for your responsive encouragement. You can subscribe to receive email updates by sending the word “subscribe” to covidupdates@stmonicasseniorliving.com , find useful information on our website at stmonicasseniorliving.com, and follow us on Facebook @stmonicasseniorliving or continue checking back with this hotline for recorded messages. Thank you and STAY HEALTHY!"

March 25, 2020: “Thank you for calling St. Monica’s Coronavirus Hotline. As of March 25th, there are no positive cases of Covid-19 on our St. Monica’s campus. This includes among community members and staff and remains our highest priority. All visitor restrictions remain in place. Please visit our website stmonicasseniorliving.com. Our life engagement team is working hard to keep your loved one engaged and active. We encourage families to call 262-321-7138 to schedule a time for staff to help your loved one with FaceTime or Skype communication. At St. Monica’s our number one priority is always the health and safety of our community members, staff and providers in the community. Dealing with the Covid-19 virus is constantly evolving, we will continue to monitor the situation very closely and we thank you for your responsive encouragement. You can subscribe to receive email updates by sending the word “subscribe” to covidupdates@stmonicasseniorliving.com , find useful information on our website, and follow us on Facebook at [stmonicasseniorliving](https://www.facebook.com/stmonicasseniorliving) or continue checking back with this hotline for recorded messages. Thank you and STAY HEALTHY!"

March 24, 2020: “There are now 5 cases of coronavirus in Racine County. Governor Evers has issued “Safer at Home” order which amounts to only essential businesses are open. St. Monica’s is continuing our restricted visitor policy. Visiting is not allowed unless your loved one is on Hospice. There are no Coronavirus cases at St. Monica’s. St. Monica’s Life Engagement will continue to assist in using Skype and Facetime to stay in touch with your loved one. Thank you for the cooperation of all our families. It is greatly appreciated."

March 23, 2020: "There are now 4 cases of coronavirus in Racine County. St. Monica’s is continuing our restricted visitor policy. Visiting is not allowed unless your loved one is on Hospice. There are no

Coronavirus cases at St. Monica's. Thank you for the cooperation of all our families. It is greatly appreciated."

March 20, 2020: "Thank you for the cooperation of all our families. It is greatly appreciated. Reminders to all families doing laundry for their community member. Call 262-639-5050 opt 2. Coordinate with the nurses to bring laundry from your loved one's room to the front door to switch out. Please drop the laundry off at the front door. There is a receptionist right inside the front door. You will not be allowed to enter the facility. Public Health Reminders from the Wisconsin Department of Health: Link –<https://www.dhs.wisconsin.gov/outbreaks/index.htm>"

March 18, 2020: "Reminder to all families doing laundry for their community member. Please drop the laundry off at the front door. There is a receptionist right inside the front door. You will not be allowed to enter the facility. Coordinate with the nurses to bring laundry from your loved one's room to the front door to switch out. Call 262-639-5050 opt 2. Public Health Reminders from the Wisconsin Department of Health: 1. Delay all elective ambulatory provider visits 2. Reschedule elective and non-urgent admissions 3. Delay inpatient and outpatient elective surgical and procedural cases 4. Postpone routine dental and eyecare visits. Link –<https://www.dhs.wisconsin.gov/outbreaks/index.htm>"

March 17, 2020: "St. Monica's is probably looking at 8 weeks of isolation. Please utilize phone-calls, Skype, Zoom and other communication modalities to communicate with your loved one. Let them know they are missed and loved. To set this up, contact life engagement at 262-321-7138. Many of you have asked how you can help. We are requesting hand sanitizer for our 106 community members in the assisted living and memory care. Donations can be dropped off at the front door. We have a receptionist right inside the front door who can accept your donation."

March 16, 2020: "All doors will be locked except for the main entrance. Entrance to the building is only through the main entrance. All employees, those visiting for end of life care or approved for emotional support will also be screened for symptoms of fever, fatigue, cough, runny nose, congestion or sore throat. Contractors for essential business functions will also be screened for any symptoms. No children under the age 18 are allowed."