

Hotline messages:

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 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."