

Hotline messages:

**Thursday, June 23, 2022:** Hello from St. Monica's. Unfortunately, our COVID outbreak status on the Assisted Living side continues. We continue to test all community members and staff weekly. You may visit as you feel appropriate, but we ask that it only be if absolutely necessary. Please continue to screen at the front desk kiosk, practice good hand hygiene, wear your face mask while in the facility, and only visit in your loved one's room. Thank you for your continued support and cooperation.

**Thursday, June 16, 2022:** Hello from St. Monica's. Please be advised that we continue to be in COVID outbreak status on the Assisted Living side until further notice. Testing every 3 to 5 days has continued on all community members and staff, who have not had COVID-19 in the last 90 days, regardless of vaccination status. Per guidelines, those that test positive must stay in quarantine for a minimum of 10 days. With Father's Day on Sunday, visits are acceptable except for those in isolation. We will remain in outbreak status until no new cases are identified. If you choose to visit, please continue to sign in at the front desk kiosk, wear face masks regardless of vaccination status, and only visit in the community member's room. If you have any questions, please contact Stephany Lichter, Administrator at 262-321-7150. Thank you for your continued support. We wish you a wonderful Father's Day weekend. Be safe and God Bless!

**Sunday, June 12, 2022:** Please be advised that St. Monica's Assisted Living is in midst of a Covid-19 outbreak investigation. A few of our community members have tested positive; most likely because of the Memorial Day holiday. We will be testing all community members and staff, that have not had COVID-19 in the last 90 days, regardless of vaccinated status. Testing will continue for 14 days until there are no new cases identified. To help mitigate the spread of this virus, we ask that visitation be limited except for those on Hospice and for "Compassionate Care" reasons. Core principles of infection control – wearing a mask, handwashing, and social distancing, must be followed while on St. Monica's campus. Thank you for your continued support and understanding.

**Thursday, May 26, 2022:** Hello from St. Monica's. Just a brief update to report that COVID testing of all staff and community members in Assisted Living this week did not reveal any new positive cases. We are past our initial exposure date and will not need to test next week. We wish you all a wonderful and safe Memorial Day. [COVID-19: Illness After Vaccination | Wisconsin Department of Health Services](#)

**Thursday, May 19, 2022:** Hello from St. Monica's. We have finished the weekly COVID testing and are relieved that no additional COVID positive staff or community members were identified. We will test again next week and keep you posted. Our last positive COVID case will be out of isolation on May 21, 2022. In the meantime, we will continue to monitor all community members daily for COVID signs and symptoms. Thank you for your continued support during this time.

**Monday, May 16, 2022:** Hello from St. Monica's. Please be advised that we continue to be in COVID outbreak status on the Assisted Living side until further notice. We will be testing all community members and staff this week that have not had COVID-19 in the last 90 days regardless of vaccination status. We have had some concern from families that we are either being too strict or not strict enough on our isolation protocols for individuals that have tested positive or have been in close contact with those with COVID-19. A strong infection prevention program is critical to those that live

and work at St. Monica's and we make our decisions based on the fact that we are caring for individuals with varying degrees of health and risk. Please join us in remaining vigilant and cooperative to prevent the spread of COVID-19 so that we can protect community members from severe infections, hospitalizations, and death. Thank you for your continued support and understanding.

**Friday, May 13, 2022:** Hello from St. Monica's. With this week's COVID testing, additional positive cases were discovered. Per guidelines and in consultation with the local Health Department, those that test positive must stay in quarantine for a minimum of 10 days. Visits are acceptable except for those in isolation. We will remain in outbreak status until no new cases are identified for 28 days which means we need to continue testing weekly until no new cases have been identified for two consecutive weeks. If you choose to visit, please continue to sign in at the front desk kiosk, wear face masks regardless of vaccination status, and only visit in the community member's room. If you have any questions, please contact Stephany Lichter, Administrator at 262-321-7150. Thank you, we appreciate your continued support in these difficult times.

**Friday, May 6, 2022:** Hello from St. Monica's. Sorry for the late communication; however, we just received the results from the PCR testing completed on staff and community members in assisted living this week. We need to inform you that an additional positive result was identified in a community member. Per guidelines, those that test positive must stay in quarantine for a minimum of 10 days. With Mother's Day on Sunday, visits are acceptable except for those in isolation. We will remain in outbreak status until no new cases are identified for 28 days which means we need to test weekly for 4 more weeks. If you choose to visit, please continue to sign in at the front desk kiosk, wear face masks regardless of vaccination status, and only visit in the community member's room. If you have any questions, please contact Stephany Lichter, Administrator at 262-321-7150. Thank you for your continued support. We wish you a wonderful Mother's Day weekend. More updates to come next week.

**Monday, May 2, 2022:** Hello from St. Monica's. This is for the Assisted Living side only. An additional community member has just been identified as being COVID positive with a rapid antigen COVID test. This person is currently under investigation as we await the required confirmation from PCR testing. At this time the individual is quarantined in their room and additional testing on all staff and community members is in progress. Visitation is restricted until further notice. Only those community members with "compassionate care" reasons or Hospice may be visited. If you have any questions, you may reach Stephany Lichter, Administrator, at 262-321-7150. Thank you for your cooperation in this matter.

**Monday, April 25, 2022:** Hello from St. Monica's. We have a confirmed COVID positive community member who is currently hospitalized. We will be testing everyone in the west wing. Visitors should exercise caution and refrain from visiting at this time (please only visit if absolutely necessary). Thank you for your continued partnership and support. If you have any questions, please contact Stephany Lichter, Administrator at 262-321-7150.

**Friday, Feb. 4, 2022:** Greetings from St. Monica's. The Racine community's COVID positivity rate is currently at 25%. Due to this, we continue to test all staff regardless of vaccination status. This testing has identified positive cases among staff, which puts us in outbreak status. Please remember that one

staff or resident case defines this, and we presently do not have any cases among those that live at St. Monica's. The staff members who do test positive are removed from the facility and isolated at home per CDC guidelines. At this time there are no visitor restrictions in Assisted Living or Memory Care, but we ask that you exercise caution when visiting by wearing your mask the entire length of the visit, performing hand hygiene before and after the visit and refraining from eating and drinking with your loved one while you are in the facility. Also, you may have noticed that there are 3 parking spaces in front of the main entrance specifically designated for community member parking only. Please don't park in these spots as we have several community members that have their own vehicles and would like to park close to the building for safety purposes. Thank you for your continued partnership and support. If you have any questions, please contact Stephany Lichter, Administrator at 262-321-7150.

**Tuesday, Jan. 11<sup>th</sup>**: Hello from St. Monica's. We have identified additional positive cases among a staff member and a memory care community member. With the county positivity rate approaching 30%, the arrival of this virus within our walls was inevitable. We always prepare as best we can and were not caught off guard by its arrival. To mitigate the spread of this virus, those memory care community members, who tested positive, are quarantined in their room. We continue to ask that visits to memory care are limited except for those approved under compassionate care. Weekly testing of all community members and staff, regardless of vaccination status, will remain in place as recommended by the Central Racine County Health Department. Thank you for your continued support and understanding during these difficult times. If you have any questions, you may contact Stephany Lichter, Administrator at 262-321-7150.

**Thursday, Jan. 6<sup>th</sup>**: Hello from St. Monica's. We wish to inform you that we are suspending all in-person visits in the Oak Lane Memory Care 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 their room. We are taking every step as recommended by Central Racine County Health Department, including testing of all community members and staff regardless of vaccination status. We currently do not have any other 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. If you have any questions, you may contact Stephany Lichter, Administrator at 262-321-7150.

**Wednesday, Dec. 29<sup>th</sup> 2021**: Hello from St. Monica's. We hope you are having a blessed holiday season and are remaining healthy and well. Some of our Community Members enjoyed time with their families away from St. Monica's for the Christmas holiday. We have since heard reports of possible exposure to Covid. We currently do not have any Community Members that are showing signs of illness, but with the Racine Covid positivity rate being up to 14%, we encourage everyone to be extra cautious. We ask family members to consider not taking your loved one out for New Year's or to family gatherings. Our priority, as always, is to keep all our vulnerable Community Members safe and we are so thankful for your partnership in doing so. We continue to do weekly testing on all staff and Community Members regardless of vaccinated status. Please remember the best practices of washing hands, wearing a mask and maintaining distance from others. Thank you for your continued support and understanding during these difficult times. If you have any questions, you may contact Stephany Lichter, Administrator at 262-321-7150.

**Monday, Dec. 13<sup>th</sup>**: Due to the Racine County Covid-19 positivity rate remaining in high status we continue to test all staff and community members weekly. We are currently in outbreak status due to one or more staff members testing positive for the virus. Currently, there are no active cases amongst those that live at St. Monica's. Please exercise caution when you visit and wear your mask at all times, wash your hands and practice social distancing.

Christmas is just around the corner! If you plan on taking your loved one out, please call 262-639-5050 option 2 and inform one of the nurses. If your loved one will be away during a medication time, informing the nurse will allow medications to be ready so that you can take them with you. Lastly, please ensure that you are signing out using the electronic kiosk at the front desk. If you have any questions, you may contact Stephany Lichter, Administrator at 262-321-7150. We wish you a very Merry Christmas and Happy New Year. Thank you for all of your love and support throughout 2021.

**Thursday, Dec. 2<sup>nd</sup>**: The Covid-19 positivity rate for Racine County is labeled as high. We continue to routinely test all unvaccinated staff weekly. There have been no new positives identified since last month. We continue to screen all staff, contractors, and visitors at our front entrance. Everyone should continue wearing masks properly, social distancing and being vigilant about handwashing. If you have any questions, you may contact Stephany Lichter, Administrator at 262-321-7150.

**Friday, Nov. 19<sup>th</sup>**: This is our update since our Wednesday message sharing that routine Covid testing had produced 2 positive staff members. We have completed testing of all staff and community members regardless of vaccination status. No new positive cases were detected. We also wanted to provide some information about the upcoming Thanksgiving holiday. Our priority is to keep everyone healthy and safe. We welcome you to visit your loved one at St. Monica's but eating or drinking with your loved one on our campus is still restricted, as masks must always remain on. You are welcome to take your loved one out to eat, but we ask that you exercise caution. If your loved one will be away during a medication time, please contact the nurse ahead of time by calling 262-639-5050; Option 2. This will allow medications to be ready so that you can take them with you. Lastly, please ensure that you are signing out using the electronic kiosk at the front desk. If you have any questions, you may contact Stephany Lichter, Administrator at 262-321-7150. We wish you a blessed Thanksgiving.

**Wednesday, Nov. 17<sup>th</sup>**: Our routine staff Covid rapid antigen testing has produced 2 positive staff members. These two employees will need to be confirmed with PCR testing. In the meantime, we are testing all employees and community members at St. Monica's as a precaution. Updates to come.

**Wednesday, Nov. 10<sup>th</sup>**: Hello from St. Monica's. We wish to inform you that an employee working in the Memory Care has tested positive for Covid-19. This staff member is currently quarantined at home. We are taking every step as recommended by Central Racine County Health Department which includes testing of all Memory Care staff and community members regardless of vaccination status. Our first round of testing did not produce any new positive cases. We will be testing again on Friday. Visitation may continue unless additional cases are discovered. We currently do not have any community members that are ill, and we are monitoring everyone closely.

If you have any questions, you may contact Stephany Lichter, Administrator at 262-321-7150

**Friday, October 15<sup>th</sup>**: Hello from St. Monica's. Per Department of Health Services testing guidance, we are conducting twice weekly, routine testing on all unvaccinated staff based on the county positivity level currently being in 'red' status. HomeTown Pharmacy will be here on Wednesday, November 3<sup>rd</sup> to provide our community with Covid booster vaccination. They will offer both Pfizer and Moderna options to stay consistent with the manufacturer used during one's initial inoculation. We will be

reaching out for consents of those who would like to take advantage of this offering. If you have any questions, you may contact Stephany Lichter, Administrator at 262-321-7150, or Kamia Beasley, Director of Nursing at 262-321-7176

**Wednesday, Sept. 1<sup>st</sup>:** St. Monica's Senior Living continues to work towards having a fully vaccinated workforce, subject to applicable laws and our policies. For information on the COVID vaccine, visit: [Vaccines for COVID-19 | CDC](#) Our team members continue to wear masks and visitors are required to wear masks for the entirety of their visit, regardless of vaccination status.

Hometown Pharmacy will be at St. Monica's for our Annual Flu Vaccine Clinic on September 22<sup>nd</sup>. We will be reaching out as we work on consent paperwork for the vaccination. If you have any questions, you may contact Stephany Lichter, Administrator, at 262-321-7150.

**Friday, June 4<sup>th</sup>:** Hello from St. Monica's. We are again, pleased to announce that, after testing assisted living staff and community members, no cases of Covid-19 have been found. We love seeing visitors and guests, but please be reminded that preferred visiting hours are from 9:00 a.m. to 5:00 p.m. If you plan to visit outside of this time window, please call ahead. For assisted living dial 262-639-5050 option 2. For Memory Care dial extension 254. Visits should be limited to one hour in length and take place in the community member's room or outdoors. Please review details in the "Guidelines for Visitation" document on our website under the Covid-19 tab at [stmonicasseniorliving.com](http://stmonicasseniorliving.com).

If you have any questions, you may contact, Loretta Baxter, Executive Director at 262-321-7131, or Stephany Lichter, Director of Nursing and Compliance Officer at 262-321-7150

**Friday, May 21<sup>st</sup>:** Hello from St. Monica's. We are pleased to announce that, after testing assisted living staff and community members, no new cases of Covid-19 have been found. The staff member who tested positive continues to be quarantined at home. Guidance from the Central Racine County Health Department calls for weekly testing over the next 2 weeks. Visitation to St. Monica's will as normal but please be reminded to always wear your mask, social distance, practice hand hygiene and stay away from common areas such as our dining room, living rooms and laundry rooms.

If you have any questions, you may contact myself, Loretta Baxter, Executive Director at 262-321-7131, or Stephany Lichter, Director of Nursing and Compliance Officer at 262-321-7150

**Wednesday, May 19<sup>th</sup>:** Hello from St. Monica's. We wish to inform you that an employee has tested positive for Covid-19. This staff member 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 Central Racine County Health Department which includes testing of all staff and community members regardless of vaccination status. We currently do not have any community members that are ill, and we are monitoring everyone closely. Visitation may continue unless additional cases are discovered. Further messaging will follow as we learn more.

If you have any questions, you may contact myself, Loretta Baxter, Executive Director at 262-321-7131, or Stephany Lichter, Director of Nursing and Compliance Officer at 262-321-7150

**Thursday, May 6<sup>th</sup>:** Hello from St. Monica's! Today is Thursday, May 6<sup>th</sup>. Mother's Day 2021 has arrived! We welcome family and friends to visit your loved one here, at St. Monica's. Please be reminded of our procedure: Upon entry, all visitors must screen-in and sign the visitation agreement. We ask that there be no more than 3 adult visitors at once. Kids of all ages are welcome but must be accompanied by an adult and wear a mask if over the age of 2. All Memory Care visits must be scheduled in advance by calling Michelle at 262-639-5050 extension 254. Preferred visiting hours will be from 9:00 a.m. to 5:00 p.m. 7 days a week. If you plan to visit outside of those times, please call

ahead. For assisted living dial 262-639-5050 option 2. Visits should be limited to one hour in length and take place in the community member's room or outdoors. For further details, please review the updated Guidelines for Visitation document on our website under the Covid-19 tab at [stmonicasseniorliving.com](http://stmonicasseniorliving.com).

If you have any questions do not hesitate to call, Loretta Baxter, Executive Director, at 262-321-7131 or Stephany Lichter, Director of Nursing and Compliance Officer at 262-321-7150.

**Thursday, April 8<sup>th</sup>:** Hello from St. Monica's! Today is Thursday, April 8<sup>th</sup>. We are excited to welcome visitors back into St. Monica's. Upon entry, all visitors must screen-in and sign the visitation agreement. We ask that there be no more than 3 adult visitors at once. At this time, children are not permitted to visit in the Memory Care. All Memory Care visits must be scheduled in advance by calling Michelle at 262-639-5050 extension 254. Preferred visiting hours will be from 9:00 a.m. to 5:00 p.m. 7 days a week. If you plan to visit outside of those times, please call ahead. For assisted living dial 262-639-5050 option 2. All visits should be limited to one hour in length and take place in the community member's room, outdoors or in the Assisted Living's Connection Café. Children under the age of 12 must be accompanied by an adult. Everyone over the age of 2 must wear a face mask for the duration of your visit. For further details, please review the updated Guidelines for Visitation document on our website under the Covid-19 tab at [stmonicasseniorliving.com](http://stmonicasseniorliving.com).

We can't wait to see you again and are so thankful for your support over the past year. If you have any questions do not hesitate to call, Loretta Baxter, Executive Director, at 262-321-7131 or Stephany Lichter, Director of Nursing and Compliance Officer at 262-321-7150.

**Thursday, Mar. 18<sup>th</sup>:** Hello from St. Monica's! Today is Thursday, March 18<sup>th</sup>. We are excited to share that many of our community members and staff are now fully vaccinated for Covid-19. With the Covid case positivity rate at a low in the Racine community, we are thrilled to announce that we will be allowing less restrictive visitation beginning tomorrow, Friday, March 19<sup>th</sup>. Emergency contacts of community members living at St. Monica's will now be permitted to visit in their loved one's room. Visitors not listed as emergency contacts and children under the age of 12 will only be permitted to visit within our Connection Café and must be scheduled in advance. To schedule your 30-minute visit in Assisted Living, call or text 262-822-8209. For memory care visits, call Michelle at 262-631-3020 ext. 254. Visiting hours will be from 9:00 a.m. to 5:00 p.m. 7 days a week. Upon entry, all visitors must screen-in and read and sign our guidelines document. Please review the updated Guidelines for Visitation document on our website under the Covid-19 tab at [stmonicasseniorliving.com](http://stmonicasseniorliving.com).

We can't wait to see you again and are so thankful for your support over the past year. If you have any questions do not hesitate to call, Loretta Baxter, Executive Director, at 262-321-7131 or Stephany Lichter, Director of Nursing and Compliance Officer at 262-321-7150.

**Thursday, Feb. 11<sup>th</sup>:** Hello from St. Monica's! Today is Thursday, February 11<sup>th</sup>. As Valentine's Day approaches, we are so thankful for the love you show us every day and want you to remember that "You are the heart of our home". Our Community Members and families have been enjoying in-person visits in our Connection Café. To schedule your 30-minute visit in Assisted Living, call or text 262-822-8209. For memory care visits, call Michelle at 262-631-3020 ext. 254. Please be reminded to review the "Visitation Guidelines" and "How to Protect Yourself and Others" documents on our website [www.stmonicasseniorliving.com](http://www.stmonicasseniorliving.com), under the "Covid-19" tab. Some highlights include: Masks 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 next two Covid-19 Immunization clinics will be February 22<sup>nd</sup> and March 22<sup>nd</sup>. Regularly scheduled Covid testing of community members and staff will take place every 2 weeks with next testing date of Feb. 23<sup>rd</sup>.

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

**Monday, Jan. 25<sup>th</sup>:** Hello from St. Monica's! Today is Monday, January 25<sup>th</sup>. We are celebrating a successful first Covid-19 Vaccination clinic Today! Our next two clinics will be February 22<sup>nd</sup> and March 22<sup>nd</sup>. Community members living in St. Monica's must have a Vaccine Administration Record signed in order to receive the 2-dose vaccination. We are so thankful for our shot of hope!

Our Communication Café is up and running. 30-minute scheduled visitation sessions are available Monday through Friday. Time slots are limited, beginning at 9 a.m. with the last session at 3:15 p.m. To schedule your visit in Assisted Living, call 262-822-8209, again that's 262-822-8209. For memory care visits, call Michelle at 262-631-3020 ext. 254. Please be reminded to review the "Visitation Guidelines" and "How to Protect Yourself and Others" documents on our website [www.stmonicasseniorliving.com](http://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.

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. Thank you and be safe.

**Thursday, Jan. 14<sup>th</sup>:** Happy New Year from St. Monica's! We are excited to announce our clinic dates for the Moderna Covid-19 Vaccination. Walgreens will come to administer vaccination on February 5<sup>th</sup>, March 5<sup>th</sup>, and April 2<sup>nd</sup>. Community members living in St. Monica's must have a Vaccine Administration Record signed in order to receive the 2-dose vaccination.

We are also thrilled to announce the opening of our Communication Café. 30-minute scheduled visitation sessions will begin on Friday, January 15<sup>th</sup>, and continue to be available Monday through Friday. Time slots are limited, beginning at 9 a.m. with the last session at 3:15 p.m. To schedule your visit in Assisted Living, call 262-822-8209. For memory care visits, call Michelle at 262-631-3020 ext. 254. Before visiting you MUST review the "Visitation Guidelines" and "How to Protect Yourself and Others" documents, at [www.stmonicasseniorliving.com](http://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.

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.

**Wednesday, Dec. 23<sup>rd</sup> 2020:** Merry Christmas and Happy New Year from St. Monica's. We are excited to announce that we will be offering a non-denominational service on Christmas Eve at 10:30 a.m., and Mass on Christmas Day at 9:30 a.m., only for those living at St. Monica's to attend. Socially distanced seating will be arranged. We are also excited to open our Assisted Living dining room for mid-day meal service beginning on Christmas Day, Dec. 25<sup>th</sup>. We plan to test all staff and community members for Covid-19 on Monday, Dec. 28<sup>th</sup>. If no positive cases are discovered, Assisted Living community

members will return to all 3 meals in the dining room. St. Monica's remains in Covid-19 "Outbreak Status" and therefore must remain closed to visitors unless approved for compassionate care or hospice visits. Video calls continue to be encouraged. Please contact Shannon to set up your call at 262-321-7135 or email [sperez@stmonicasseniorliving.com](mailto:sperez@stmonicasseniorliving.com) Preparations continue for the Covid-19 vaccine. Consent forms are being collected and we hope to have a specific date for vaccination soon. As always, thank you for your continued support and understanding throughout this challenging year. 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. Thank you and be safe.

**Thursday, Dec. 10<sup>th</sup>**: Hello from St. Monica's. At this time, Assisted Living community members are encouraged to remain in their rooms but can come out when accompanied by a staff member if they are wearing a face mask over their mouth and nose. According to the Health Department the St. Monica's Campus is still within a 28 day "Outbreak Status" window and therefore must remain closed to visitors unless approved for compassionate care or hospice visits.

We are preparing for the approval of the Covid-19 vaccination. Community members, who are their own decision maker, will be asked if they would like to receive the vaccine when it becomes available. A Vaccine Administration Record must be signed, and insurance will be billed. We will also be reaching out to Community Members' representatives for their decision regarding the vaccination.

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 community. We are excited to roll out our new Connection Café as soon as we are able. One-on-one activities have been going very well and video calls continue to be encouraged. Please contact Shannon to set up your call at 262-321-7135 or email [sperez@stmonicasseniorliving.com](mailto:sperez@stmonicasseniorliving.com) 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.

**Friday, Nov. 27<sup>th</sup>**: Hello from St. Monica's. Today is Friday, November 27<sup>th</sup>. Due to a positive Covid-19 case diagnosed in an Assisted Living community member, we are requesting all Assisted Living community members remain in their rooms beginning at 6pm on Friday, November 27<sup>th</sup>. We feel this was caught early and remain hopeful. 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. Testing of all community members and staff will take place as soon as supplies arrive. For questions contact Loretta Baxter, Executive Director, at 262-321-7131. Visitation remains closed unless approved for compassionate care or hospice/end of life situations. If you have been approved for compassionate care visitation please call Stephany Lichter, Director of Nursing Services at 262-321-7150, prior to your desired visit. Thank you and be safe.

**Wednesday, Nov. 25<sup>th</sup>**: We thank you for your 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 remains our greatest priority. Due to a positive Covid-19 case in a Memory Care staff member, we have tested all Memory Care community members and staff. We did everything we could to keep this virus out of our home, but with it being so prevalent in Racine County we knew there was a strong possibility that Covid-19 would return. We are taking every step recommended by the Central Racine County Health Department to contain the spread. The test results have allowed us to identify



asymptomatic employees who are now in quarantine at home and those community members who need dedicated staff caring for their needs. Daily screening of all employees remains in place and we will continue testing for Covid-19 as needed. Be assured that we are taking every precaution to mitigate the spread of this virus and our dedicated team 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 or lbaxter@stmonicasseniorliving.com.

At this time, St. Monica's remains closed to visitors unless approved for compassionate care or hospice/end-of-life scenarios. With the holiday season upon us, we would like to remind everyone that non-essential outings continue to be discouraged. Our Life Engagement team continues to offer virtual visits, even on holidays. Please know that your loved one will be enjoying festive holiday meals and celebrating safely inside our St. Monica's home. We are working on the creation of a new visitation station and hope to share the details of that exciting space as soon as we are able. 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. During this Thanksgiving season we are especially thankful for YOU. Thank you and be safe.

Here is a helpful article regarding Thanksgiving Guidance from Centers for Medicare & Medicaid Services: <https://www.mcknights.com/news/cms-to-issue-formal-alert-on-how-nursing-homes-should-manage-thanksgiving-visits/>

**Monday, Oct 19<sup>th</sup>**: 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 2<sup>nd</sup>**: 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 21<sup>st</sup> (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 15<sup>th</sup>. 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 8<sup>th</sup>**: 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](http://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 29<sup>th</sup>**: 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](http://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 22<sup>nd</sup>**: 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](http://www.stmonicasseniorliving.com), to review the "Visitation Guidelines" and "How to Protect Yourself and Others" documents.

As of Tuesday, July 21<sup>st</sup>, 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 24<sup>th</sup>. 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](http://www.stmonicasseniorliving.com).

**Wednesday, July 15<sup>th</sup>:** 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](http://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 24<sup>th</sup>. 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](http://www.stmonicasseniorliving.com) or completing your paper ballot in today's paper.

**Thursday, July 2<sup>nd</sup>:** 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 8<sup>th</sup>. 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](http://www.stmonicasseniorliving.com)

Catholic communion service will be offered beginning July 12<sup>th</sup> and non-denominational services will resume on July 15<sup>th</sup>. These services are being offered to St. Monica's community members only. Community Members will return to communal dining on Tuesday, July 21<sup>st</sup>. An indoor visitation room will be open for scheduled visits beginning Wednesday, July 22<sup>nd</sup>. 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 15<sup>th</sup>:** 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 19<sup>th</sup>, 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 21<sup>st</sup> 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 1<sup>st</sup>.

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 8<sup>th</sup>, 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](mailto: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 20<sup>th</sup>, 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 30<sup>th</sup>, 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 8<sup>th</sup>. 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 29<sup>th</sup>, 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 15<sup>th</sup>, 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 7<sup>th</sup>, 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 27<sup>th</sup>, 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](http://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](mailto:covidupdates@stmonicasseniorliving.com), find useful information on our website at [stmonicasseniorliving.com](http://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](http://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](mailto: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."