

Dear Three Pillars Resident, Family, and Friends,

**I am happy to write to you to share some good news.**

We know this pandemic has been hard, but thanks to newly updated guidance from the Centers for Medicare and Medicaid Services (CMS) and CDC which provide guidance for RSL, we are able to expand our scheduled indoor and outdoor visitation.

With the weather starting to get nicer, outdoor visits are still encouraged and preferred to help minimize the possible transmission of COVID-19.

At this time, all visits, outdoor or indoor, require signing up ahead of time so we can assist residents and monitor the amount of people in the facility at one time.

Below you will find the specific details you need to schedule your visits. We need your help and support to make these visits successful.

As you can appreciate, we have a number of families we work with, and we want to make sure we allow everyone the opportunity to schedule a time that works for them, while keeping the visits safe for residents, families, and staff.

**UPDATED INDOOR & OUTDOOR VISITATION DETAILS**

- Scheduled indoor visit opportunities began the week of March 1, 2021 – our updated, expanded Visitation policy as outlined in this communication begins Thursday, March 25, 2021
- Sign up for an indoor or outdoor visit at <https://bit.ly/3PVisits>
- Visitation days are now Sunday through Saturday
- Please view the Sign Up Genius to select a day and time, and indicate whether your visit will be indoors or outdoors. If you need an alternative option, please contact Rachel Fielkow at 262.965.7300
- Indoor visit locations may be the resident room or front entry foyer, for those who prefer not to visit in resident rooms
- For outdoor visits, visitor may walk with resident or push them in their wheelchair on the walking path. Visitors can visit at benches and picnic tables located along the walking paths or other designated visitation areas. Staff will direct you to available areas.
- Maximum of two visitors at a time
- Kids age 5 and up are allowed to visit and are also encouraged to test
- Please, no pets at this time
- Visitor and resident will remain masked during entire visit, for both indoor or outdoor visits
- Learn more at [www.threepillars.org/COVID-19.htm](http://www.threepillars.org/COVID-19.htm) and read our full policy on visitation

**BEFORE YOUR INDOOR OR OUTDOOR VISIT**

Please take the time to review the policies on our website as they're updated frequently to stay compliant with new information shared by CMS. [www.threepillars.org/COVID-19.htm](http://www.threepillars.org/COVID-19.htm)

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All visitors are encouraged to test on Mondays or Fridays before they visit.

Testing procedures are as follows:

- Testing for visitors is open:
  - Mondays and Fridays, **5:30 AM – 11:30 AM** and **1:30 AM – 5:00 PM**
  - Wellness Connection Testing Clinic - 400 N. Main Street, Dousman
- If you will visit on a Monday or Friday and wish to get tested, please ensure you come for your rapid test during our COVID-19 Testing Clinic hours. Allow at least 20 minutes to allow for any wait times and complete testing before your visit so it doesn't cut into your visit time. You can wait for your result before your visit.
- If you are visiting on a day our testing clinic is not open but wish to get tested before your visit, we strongly encourage you make arrangements to stop in for a test on a day prior to your visit during the open clinic hours.
- If you choose not to test before your visit, please arrive only 5 minutes before your scheduled visit. If you choose to arrive at the start of your visit time it will cut into your overall visit.
  - *For example: If you sign up for a 10:00 AM visit on a testing day, please arrive at 9:40 AM to test or 9:55 AM if you are choosing not to test.*
- If our testing times do not work for you and you would like to test, please indicate that when you sign up and we will make arrangements to do so.

## STAFF CONTACT FOR QUESTIONS

Please remember, in addition to onsite indoor and outdoor visits, we also have other options for ongoing visitation opportunities, including video calls, window visits, compassionate care visits.

Please contact Rachel to inquire about other types of visits:

Rachel Fielkow, LPN  
*Riverside Lodge Manager*  
rfielkow@threepillars.org  
262.965.7300

If you have any questions or concerns, please let me know. Please pass this information along to any other family members interested in scheduling indoor and/or outdoor visits.

Respectfully,



Cayla Piehl, NHA  
*Health Services Administrator*  
cpiehl@threepillars.org | 262.965.7212

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