



435 W. Starin Road,
Whitewater, WI 53190
Phone (262) 473-2140
Fax (262) 473-5468
www.fairhaven.org

PURPOSE: We recognize the importance of interaction with family and friends and want to support our residents by keeping them safe and supported during these times.

WINDOW VISIT PROCEDURES:

1. To accommodate safe window visits wood decking has been added to the left of Fairhaven's Main Entrance for the safety and comfort of families. **Visitors, please maintain social distancing and wear masks to your assigned area. Shade umbrellas are provided. Visitors, keep in mind this is outside.**
2. Window visits will be conducted Monday through Friday during the hours of 9:00 am to 12:00 pm and 1:00 pm to 4:00 pm. Visits are limited to ½ hour increments, with 15 minutes in between to allow for sanitary cleaning by housekeeping or supportive staff. **Visits must be scheduled through the Fairhaven receptionist, Unit Clerks and Director at Hearthstone. Please be mindful of the time schedule. Times will not be extended, to ensure all residents and their families have an opportunity for window visits. Only 2 family members are allowed at a time to maintain social distancing.**
3. Each floor will have a set time for scheduled visits with possibility of adding more if needed:
 - a. **Skilled Nursing - 2nd floor** –Monday AM, Tuesday PM, Thursday AM
 - b. **Skilled Nursing - 3rd floor** –Tuesday AM, Friday PM
 - c. **Assisted living 4th floor**—Wednesday PM, Friday AM
 - d. **Apartments** -- Monday PM, Wednesday AM, Thursday PM
 - e. **Hearthstone-** Monday-Friday (mornings and afternoons)
Contact Stephanie Zwitter; Director; at **262-473-8052**
4. 2nd Floor Unit Clerks will schedule for 2nd, 3rd, and 4th floors.
5. Front Desk receptionist will schedule for apartments. Call **262-473-2140**.
6. Residents will find comfortable space on our main floor Piano Lounge for window visits. Spots will be clearly numbered on the inside and outside so you will know which space to go to. The number will be given to you when you reserve a time for your window visit.
7. This area is separated from hallways to keep residents apart from other floors and care levels.
8. Masks must be used by all residents and staff while in all community and visiting areas.
9. Fairhaven will arrange for communication devices -- if needed.
10. Apartment residents may do window visits, in a safe manner, from their apartments with **WINDOWS CLOSED**, speaking on a phone or talking through **CLOSED WINDOWS**.

IF THERE ARE ANY VIOLATIONS TO POLICY, PHYSICAL CONTACT OR A WINDOW BARRIER IS COMPROMISED, A 14-DAY QUARANTINE WILL BE INITIATED TO KEEP ALL RESIDENTS SAFE. Thank you for keeping your neighbors and staff safe.