

COVID Policy - FAQs

Frequently Asked Questions Regarding COVID at CMRL

UPDATED 4/6/23

WHERE CAN I GET THE LATEST COVID UPDATES FOR CMRL?

Looking for the latest messaging regarding COVID? View the “visiting” page on our website and click on the Residential Living link for the most up to date information. There is an information board in the lobby where you can find the latest updates on case numbers. If you have a specific question, please call or email us!

ARE TOURS CURRENTLY BEING OFFERED?

YES! We are happy to offer in-person tours. Our regular office hours are 8 am to 5 pm, Monday through Friday. However, we will make every effort to accommodate those whose schedules may not fit within these parameters. To arrange for a guided tour, contact our Residency Advisor or Director of Residential Living at (715) 726-2123. You can also set up a tour by selecting the Independent Living or Assisted Living tabs from our website homepage – then selecting – “schedule a tour.” Virtual floorplans of our apartment layouts are available on our website as well.

WHAT IS THE FACE MASKING POLICY?

Wearing face masks is required for all residents, staff members and visitors in all common areas and when entering and exiting Residential Living. Visitors and residents may use their own discretion regarding masking when visiting privately in their own apartments.

WHAT IS THE VISITATION GUIDANCE?

Under conditions without specific quarantine or other public health alerts, visitors are welcome to come and go as they please at Residential Living. If a change in protocol is necessary, the “Visiting” link of our website will have the latest information.

WHAT ARE THE SCREENING POLICIES FOR VISITORS?

Following the continuing guidance of our health care community, employees, residents and visitors to our facilities are screened at their initial point of entry - each day they visit. Entry will be refused to anyone experiencing a fever, respiratory symptoms, and with any possible exposure to COVID-19.

ARE RESIDENTS ABLE TO DINE TOGETHER?

Yes. Community dining will be available for all residents and clients at Residential Living in our Dining Room. Those who wish to continue to dine in their apartments may certainly do so. Our goal is to provide environments that accommodate the comfort and engagement needs of all those we serve – whether it’s eating together with neighbors and friends, or in the serenity of their unique apartment setting. If any changes in protocols are necessary, the “visiting” link of our website will be updated with the latest information.

WHAT ARE THE SOCIAL DISTANCING, CLEANING AND DISINFECTION POLICIES?

Maintaining clean and safe environments for all is our priority. Our housekeeping staff follow a rigorous routine of cleaning and disinfection of frequently touched objects and shared surfaces. We ask that you limit two persons (or one family unit) to any elevator ride. While we won’t be strictly enforcing specific social distancing policies, we ask that all use good judgement and carefully consider others when on our campus. It’s a good practice to get into the habit of washing your hands before and after meeting with guests or visiting with others. This is one of the most simple – but important ways we can help stop infections of any kind from spreading in our community.

HOW WILL FAMILY MEMBERS BE NOTIFIED IF THERE IS A CONFIRMED CASE OF COVID-19?

If any staff member or resident tests positive for COVID-19 at CMRL, information will be shared on the “visiting” page of our website. Emergency contacts will be notified directly by our staff only in the event that their loved one has tested positive.

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WHAT OFFICIAL RESOURCES DO YOU RECOMMEND REGARDING COVID-19 INFORMATION?

During the COVID-19 pandemic, Chippewa Manor has diligently collaborated with the Wisconsin Department of Health Services and Leading Age, a national association devoted to issues of aging, and following the national guidelines set by the following agencies:

- Centers for Disease Control and Prevention (CDC)
- Centers for Medicare and Medicaid Services (CMS)
- Public Health Chippewa Falls & Chippewa County

HOW CAN I BE HELPFUL?

If you are sick or have symptoms of any kind – please avoid visiting in person until you are well. We can help provide technology to our residents and clients that will allow them to visit by video chat.

If you have any questions, please contact us at (715) 723-4437.