



# Frequently Asked Questions

## **1. What are the current Visitor Restrictions for Pinecrest Manor and Pinecrest Terrace?**

Based on the Presidential recommendation to long-term care facilities on 3/11/2020, Visitors *are not* permitted at this time. Pinecrest will continue to follow the recommendations of Centers for Medicare and Medicaid Services (CMS) and the Illinois Department of Public Health (IDPH), the federal and state regulatory agencies that govern Pinecrest, for updated recommendations.

Limited exceptions will be made for Hospice patients, patients who are actively dying and on a case-by-case-basis for psych/social reasons.

## **2. What are the restrictions on residents leaving Pinecrest Manor or Pinecrest Terrace?**

Pinecrest Manor and Terrace residents are not allowed to leave the building unless it is for a medically necessary visit.

## **3. How are resident's care plans being handled?**

Resident Care Plans will take place as scheduled, but POA/family members will not be allowed to attend care plans in person. POA/family can join the care plan by arranging with the social worker to join by conference call.

## **4. I take my resident's laundry home to wash. Can I still do this?**

Yes, families can still take their loved one's laundry home to wash. Please call Pinecrest at 815-734-4103 to arrange a drop-off/pick-up time at the main entrance to the Manor or Terrace.

## **5. Am I able to bring in food or personal care items for my resident?**

Yes, families can still bring in food or personal care items for their loved one. Please call Pinecrest at 815-734-4103 to arrange a drop-off/pick-up time at the main entrance to the Manor or Terrace.

**6. We would like to tour the facility. Are we still able to do this?**

While we would like to share our community with you, at this time we are unable to provide tours to prospective residents or family members.

**7. What are the special circumstances that would permit a visit?**

Residents who are Hospice patients, residents who are at the end-of-life, or residents who need a particular visit for psych/social reasons (on a case-by-case basis approved by nurse management) are exceptions to the no visitor rule.

**8. What are alternate ways I can connect with my loved one?**

Residents can be contacted by calling the main number for Pinecrest (815-734-4103) and asking to visit with a resident. The caller will need to leave their number and a staff member will assist the resident to a phone and will help them return the phone call.

**9. Are you taking new residents/rehab patients?**

Yes, we are continuing to receive referrals and admissions in our standard manner, however, we are requiring that new residents are screened by the hospital prior to admission to Pinecrest.

**10. What are the restrictions for Pinecrest Village Independent Living Apartment Homes?**

Visitors to Pinecrest Village are not restricted at this time; however, all visitors must enter through the main entrance on the east side of the building. All visitors must take their temperature and answer the questions about respiratory health on the visitor log.

**11. What are the restrictions for Pinecrest Grove Community Center?**

There are currently no restrictions at Pinecrest Grove Community Center.

Outpatient rehab patients will be required to take their temperature and complete the respiratory health log prior to being seen.

**12. What are the restrictions for Pinecrest Grove homes?**

There are no restrictions for Pinecrest Grove residents.

**13. Who do I contact if I have questions?**

Please call Ferol Labash, CEO, or Jolene LeClere, Administrator of Health Services, at 815-734-4103.