

## Lutheran Living Window Visiting Program Details

*Updated as of August 6, 2020 at 12:15 p.m. CDT*

Dear Residents, Families, Staff, and Friends of Lutheran Living,

Thank you for your ongoing patience and support as we continue managing the risks of COVID-19 within our beloved community. We are delighted to share good news regarding our phased reopening plan: our Window Visiting Program is available for our residents' family members.

### Window Visit Requirements

Lutheran Living welcomes residents' friends and loved ones to enjoy face-to-face time with our residents by scheduling Window Visits. [Per state and federal guidelines](#), window visitors must:

- Complete a COVID-19 screening (negative) upon arrival at our front desk.
- Maintain distance of six (6) feet from open window to meet social distancing guidelines.
- Wear a mask at all times throughout each visit.
  - Please bring a mask from home or we will provide one.

In the event that social distancing guidelines are not met and/or visitors are not wearing a mask, Lutheran Living's windows must remain closed.

### Window Visit Reservations

Lutheran Living is committed to ensuring our visitors have a positive, welcoming experience when joining us for Window Visits. We will do our very best to accommodate visitors' schedules.

- Visits may occur Monday through Friday, 8:00 a.m. – 4:00 p.m.
- Please kindly schedule visits at least 24-hours in advance of desired date and time.
- Visits are scheduled on a first-come, first-serve basis.
- Each visit will be 30 minutes in duration.
- Two (2) visitors per resident are permitted per visit.

To schedule a Window Visit, please call our front desk: (563) 263-1241.

We have truly enjoyed seeing our friends and families on our grounds, enjoying window visits with our residents. We are excited to continue working towards additional visit options in the weeks and months ahead. [Please note: indoor visit restrictions continue at this time.](#)

### Disclosure

In the event a resident or staff member tests positive for COVID-19 following this update, Lutheran Living reserves the right to change or limit our Window Visiting program as needed to safeguard everyone's health and safety. All Lutheran Living residents, family and staff will be informed as soon as possible following any adjustment to this program.