

Linden Oaks Visitor Information

Visitor hours by unit

UNIT	VISITOR AGE	DAY	TIME	UNIT PHONE
Adult Unit	18+	Thursday	7 - 8 pm	630-646-7401
Adult Intensive Unit	18+	Thursday	7 - 8 pm	630-305-5081
Special Intensity Unit	18+	Thursday	7 - 8 pm	630-305-5062
Adolescent Unit	18+ and out of high school	Tuesday, Friday	6:30 -7:30 pm	630-305-5059
Eating Disorder Unit	18+ and out of high school	Wednesday	6:30 -7:30 pm	630-305-5832
Chemical Dependency Unit (CDU)	18+	Wednesday	6:30 -7:30 pm	630-305-5075
Generations Unit	18+	By Appointment		630-305-5162

Please ensure as a visitor, you have the appropriate patient code prior to the visit.

Visitor screening process

Masking and Sanitizing:

Per the CDC and IDPH guidelines for healthcare facilities everyone must be masked.

- ▶ We ask that once you are in our main lobby, you sanitize your hands, remove your personal mask and put on a hospital provided medical grade mask.
- ▶ While visiting your loved one please always remain masked.

Visitor Screening:

To provide a safer environment for our patients, visitors and staff Linden Oaks is implementing a metal detection system as part of our visitor screening process.

Prior to entering Linden Oaks, we ask all visitors to:

- ▶ **Leave personal items at home.**
If you do bring any personal items, you will be asked to store them in the lockers in the main lobby. Linden Oaks is not responsible for lost or stolen items.

Personal items NOT allowed to be brought into the hospital, include:

- Coats/Jackets
Hoodies, suitcoats, light windbreakers, or sweatshirts are allowed but it must be kept on during your visit and you need to empty your pockets.
- Handbags or Purses
Keep all strings and cords attached.
- Food or Beverages
Coffee from the lobby is allowed
- Backpacks
- Pillows or Blankets
- Games or Puzzles
- Cell phones
- Laptops
- Gaming devices
- Lighters or matches
- Toys
- Weapons
- Sharp objects
- Drugs, medication
- Alcohol

- ▶ **Remove metal items on you and/or in your pockets.**
Once all personal items are secured, a public safety officer will walk you through the metal detection screening. When you have been screened and cleared, you will be escorted back to our loved one's unit.

The goal of Linden Oaks is to **provide safe, seamless, and personal care** to our patients and their families. We ask for your patience as we implement this next layer of safety.

(over)

Important things to know:

- ▶ Many medical implants are made of titanium and should not set off the metal detector.
- ▶ Keys, mobile devices, and smart watches will set off the metal detection system. They must be secured in the lockers provided and are not allowed on the inpatient units.
- ▶ To ensure timely screening, please arrive fifteen minutes early.
- ▶ Staff will pick up visitors every fifteen minutes. Arriving late will result in having to wait until the next pick-up time.
- ▶ Patients are allowed one visitor per visiting hour. Visitors will not be switched out.
- ▶ Due to limited space in the lobby, we are unable to allow other persons, including children, to wait in the lobby during visiting times.
- ▶ To be able to maintain social distancing and avoid a rush at the RN station at the close of visiting, please see the RN with any questions prior to the end of visiting.
- ▶ Visitors must be at least 18yrs old to visit and must be able to provide proof of age with a state issued license or ID.

**18yr old visitors to the adolescent unit must be out of high school.*

We thank you in advance for your patience and understanding as we strive to provide the safest environment for all.

OUR PROMISE

to our patients and their families

- ▶ To keep you safe by adhering to guidelines regarding infections control, security, clinical best practices
- ▶ To provide clear, concise, and consistent communication
- ▶ To care for everyone with compassion and empathy
- ▶ To treat everyone with courtesy, respect, and provide individualized care
- ▶ To invite and empower Care Partners to be active participants on the patient's care team
- ▶ To promote a healing and caring environment

OUR EXPECTATIONS

of our patients and their families

- ▶ Adhere to the visitor and Care Partner guidelines
- ▶ Support a healing environment and interact with employees, physicians and staff with courtesy and respect
- ▶ The following behaviors will not be tolerated:
 - Foul language
 - Yelling
 - Unwanted contact of any kind