



## COVID-19 VISITATION MODIFICATIONS – FAQ FOR FAMILIES AND FRIENDS

*Updated: September 16, 2020*

### **What kind of visitation is currently being allowed?**

The Minnesota Department of Health issued guidance that modifies visitation options in our setting. The guidance allows for visits with residents in their rooms and/or a designated space in building. There are specific criteria and recommendations provided by the Minnesota Department of Health, which are in alignment with recommendations from the Centers for Disease Control & Prevention and the Centers for Medicare & Medicaid Service, that we must meet in order to safely offer visitation with your loved one in our building. This includes but is not limited to current status of COVID-19 in our building and broader community as well as COVID-19 testing, maintaining appropriate and adequate personal protective equipment and staffing in our setting. Please know that outdoor visitation and Essential Caregiver, if applicable is currently taking place. We also continue to support window visits and visits that take place using the technology like Zoom/Facetime.

### **When will in-person visits start?**

In-person visits will begin this week. See attached information about our policy and protocols for visitation. Please know that the COVID-19 virus is still being contagiously transmitted throughout our state. While we welcome the visitation modifications guidance from the Minnesota Department of Health, we are proceeding with caution as the ongoing pandemic may cause us to make changes to visitation if we identify a high risk to our residents and staff. We appreciate your continued patience and understanding as we implement this next phase in our visitation policy and adapt to the changing situation that we all find ourselves in during COVID-19.

### **Will there be scheduled hours for the visitation?**

Yes. We will have some limits in place on visitation to ensure the continued safety and health of our residents and staff. This includes:

- Length of visit (1 hour) – Essential Caregivers have a max of 3 hours per visit.
- Number of visitors for each resident (3)
- Total number of visitors in our building at one time

Visitation may change based on the status of COVID-19 in our setting and the broader community. For example: if a resident or staff is diagnosed with COVID-19, visitation may be restricted until our setting has been COVID-19 free for 28 days. High risk of virus transmission in the broader community may also lead to a change in our visitation policy.

### **Will there ever be a circumstance where a visit is denied?**

It is our goal and intention to meet all requests for visitation. We retain the right to deny visits based on the status of COVID-19 in the building, the risk of virus transmission, current staffing level and levels of personal protective equipment, whether a resident or visitor is not complying with our infection control requirements, or if the resident or visitor is at risk of abuse/harm.

**How do I schedule a visit?**

To schedule a visit, contact RN Case Managers.

- Leah at Sursum Corda 952-443-6108
- Melanie at Gladys Place 952-443-6106.

Please let us know the date and time you would like to visit and the names of anyone who will join you for that visit. Please do not come for a visit if you feel ill, are demonstrating symptoms related to COVID-19, have been in contact with someone who is COVID-19 positive in past 14 days or have tested positive for COVID-19.

**What can I expect when I arrive for my visit?**

You will be screened for COVID-19 symptoms upon arrival, using the same procedure we require for all staff and essential health care personnel. You will be asked to:

- Complete screening including taking temperature, screening questions
- Use alcohol-rub sanitizer before your visit as you enter the building.
- You will be asked to review our visitation policies and protocols, which includes use of facemasks, social distancing of 6 feet, and limiting your movement within our building.
- You will be asked to sign a form acknowledging these requirements and instructions and indicating your agreement to comply with them.

**Where will my visit take place?**

The visits will take place either in the individual resident's room or the designated location.

- Sursum Corda that will be in the lower level of the home
- Gladys Place entry way foyer

**Must I wear a mask for these visits?**

Yes, a face mask or other facial covering must be worn during the entire visit unless it is not medically possible. We would appreciate it if you could supply your own cloth mask or facial covering to help us preserve our face mask supply for staff and residents. If you are unable to supply your own cloth mask or facial covering, we will provide one to you.

**Is the visitation open for all ages?**

Yes. Please know all visitors will be asked to comply with our visitation protocols, which includes wearing face masks, abiding by social distancing requirements, limiting physical contact, and limiting movement within our building outside of the designated visitation area.

**Are there any other type of visitation allowed now?**

Yes, outdoor visits, window visits and visits through alternative modes of communication (such as Zoom, or FaceTime) are also available. We also continue to support compassionate care visits and designated individuals as essential caregivers when appropriate.