**COVID-19 OUTDOOR VISITATION: FAQ**

***Updated: June 18, 2020***

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

Outdoor visitation is [now being permitted](https://www.health.state.mn.us/diseases/coronavirus/hcp/ltcoutdoor.pdf), if certain setting and community conditions exist and as weather permits. Visitation of residents inside our building is still prohibited for now per guidance from the Minnesota Department of Health. We also continue to allow window visits and visits that take place using alternative methods of communication, such as the telephone and Zoom/Skype/Facetime.

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

Yes, but the setting will set those hours and the schedule can change. For example, if the setting determines that weather is unsuitable or if the setting, resident or visitor cannot comply with MDH guidance requirements, visitation may be canceled or unavailable.

**Will there ever be a circumstance where an outdoor visit is denied?**  
Long-term care providers retain the right to deny outdoor visits based on a resident or visitor not complying with infection control guidance or if the resident or visitor is at risk of abuse/harm.

**How do I schedule a visit?**  
To schedule a visit, please contact Name, Number, Email or Scheduling Request email. Please let us know that date and time you will be visiting and the names of everyone who will join you for that visit. We ask that you review the [MDH Outdoor Visitation Guidance](https://www.health.state.mn.us/diseases/coronavirus/hcp/ltcoutdoor.pdf) and our [Outdoor Visitation Restriction and Instructions](http://www.leadingagemn.org/assets/docs/COVID-OutdoorVisits-RiskAcknowledgement-061820b.docx) in advance on your visits, and do not come for a visit it you feel ill, are demonstrating symptoms related to COVID-19 or have tested positive for COVID-19.

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

You will be screened for symptoms per our screening protocols that are used for all staff and essential heath care personnel and asked to use alcohol-rub sanitizer before your visit. You will be asked to review the restrictions and instructions for the outdoor visit, which include use of facemasks, social distancing and limiting your movement within our setting. You will be asked to [sign a form](http://www.leadingagemn.org/assets/docs/COVID-OutdoorVisits-RiskAcknowledgement-061820b.docx) acknowledging the requirements and your agreement to comply with them.

**Must I wear a mask for these visits, even though they are outdoors with social distancing?**

Yes, a face mask or other facial covering must be worn during the entire visitation unless it is not medically possible.

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

Yes. Visitors under the age of 12 must be in the control of adults who bring them and must also comply with social distancing requirements.

**Are pets allowed?**

Yes. Pets must be under the control of the visitor bringing them in.

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

Yes, window visits and visits through alternative modes of communication are allowed. Visitation of residents inside our building is still prohibited per MDH. There is an exception for essential health care personnel and compassionate care situations, such as end of life. These exceptions are made case by case. More details on family visitation for end-of-life situations can be found [here](https://www.leadingagemn.org/assets/docs/COVID19-Guidance-CompassionateCarel.pdf).

**What if I am wrongly denied visitation with my loved one?**

If you believe you have been wrongly denied visitation, or you have questions that aren’t answered by these FAQs or the guidance, you may contact the Ombudsman for Long-Term Care at 651-431-2555 or 1-800-657-3591.