*[Note: What follows are selected Q&A relating to visitation. Not all will apply to every setting. Please customize to fit your organization’s plans, policies and procedures.]*

**COVID-19: VISITATION UPDATE – SAMPLE FREQUENTLY ASKED QUESTIONS**

***Updated: March 17, 2021***

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

The Centers for Medicare & Medicaid Services (CMS), the Centers for Disease Control and Prevention (CDC) and the Minnesota Department of Health (MDH) have issued guidance on how we can allow less restrictive visitation and continue to protect the health of our residents and staff. As a result, we can safely expand visitation in our community which appropriate infection control and prevention measures. Additionally, those residents who are fully vaccinated will be able to come and go without the need to quarantine upon return.

**When will the new visitation requirements take effect?**

We are working swiftly to interpret and confirm details, revise policies, educate staff, and prepare to welcome loved ones with fewer restrictions in place. We are carefully developing a safe and comprehensive plan. Visits can begin immediately, but we ask for patience as we develop our policies and protocols.

**Do residents need to quarantine after leaving the building?**

If a resident is fully vaccinated, they can leave the building and return without having to quarantine. If a resident is not fully vaccinated, continue to follow the current [guidance on non-medically necessary outings](https://www.health.state.mn.us/diseases/coronavirus/hcp/ltceoguide.html).

**Do staff need to monitor resident visitation?**

No, there is no requirement at this time to monitor visitation within the organization. However, we must screen visitors upon entry into our setting. Visitors will also be required to practice hand hygiene and to wear a mask. We will continue to educate all visitors who enter our settings about safe and effective infection control practices.

**Will visits be socially distanced?**

As long as the visitor is masked, close physical contact between a fully vaccinated resident and his or her loved one is no longer restricted. We will ask that a visitor remain socially distanced from other residents and staff at this time.

**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 [describe parameters such as times, length of visit, numbers of visitors for each resident, and total number of visitors in the building]. Visitation may change based on the status of COVID-19 in the community. Consistent with state and federal guidance, we regularly monitor the level of COVID-19 transmission in our broader community, and changes in the transmission rate may also lead to necessary changes 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. However, we retain the right to deny visits based on the status of COVID-19 in the building, the risk of virus transmission in our community, signs or symptoms of or exposures to COVID-19 from those who wish to visit, failure to follow our infection control requirements, or if the resident or visitor is at risk of abuse/harm.

**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 heath care personnel. You will be asked to 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, hand hygiene and limiting your movement within our building.

**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, Skype or FaceTime) are also available. We also continue to support compassionate care visits and designated individuals as essential caregivers as appropriate.

**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.