

Assisted Living FAQ - COVID-19

Updated: June 5, 2020



Visitor Guidance

What is taking place?

On June 8, 2020, Altercare will begin to allow outdoor visitations for residents that are **NOT** in isolation and reside in an Assisted Living community. If it is deemed necessary by the facility to cancel outside visits due to severe weather conditions, the resident's outdoor visit will be rescheduled at the next available time slot.

Are there limitations to when a visit can be scheduled?

Onsite visitations will be available Monday through Sunday from 9:30am to 11:30am and 1pm to 4pm. Visit requests outside of the designated hours will require prior approval from the Executive Director and are not guaranteed.

Can residents have frequent visitors?

Residents are permitted to have at least one visit per week to allow for maximum visitations for all residents at our center. Additional visits may be scheduled by request.

How long can I visit with my family member?

Visitation will be scheduled in 30 minute increments to allow for maximum visitation opportunity for all residents.

Do I need to reserve visitation time in advance?

Pre-scheduling is required to ensure appropriate social distancing and avoid overlap of other requested visitations. Please submit requests at least 24 hours in advance.

Do I need to do anything special prior to my visit with my family member?

Visitors are required to be screened prior to visitation for signs and symptoms of respiratory illness. Visitors displaying signs and symptoms will not be permitted to visit.

Am I required to wear a mask?

All visitors are required to wear a facial covering that covers the nose and mouth during each visit.

Are there specific restrictions during visitation?

Family members or residents are not permitted to breach designated barriers of the visitation areas. It is also prohibited to exchange food, gifts or any items with the resident during the visit.