**COVID-19 OUTDOOR VISITATION: FAQ**

***Effective July 20, 2020***

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

Effective July 20, 2020, outdoor visitation is [**now being permitted**](https://coronavirus.ohio.gov/static/publicorders/Fourth-Amended-Directors-Order-Nursing-Homes.pdf)**.** Visitation of residents inside our building is still prohibited for now per guidance from the Ohio Department of Health (ODH). We also continue to allow and encourage visits that take place using alternative methods of communication, such as the telephone and Zoom/Skype/Facetime.

Residents and their visitors are encouraged to have a contact free visit. If contact does occur, the resident shall wash hands thoroughly upon returning indoors and, if possible, change clothes upon returning indoors. Items such as wheelchairs or other touched items shall be cleaned and disinfected.

**How many visitors is a resident permitted to have at one time and for how long?**

No more than three visitors shall be permitted per resident per visit. To allow all residents the opportunity to visit with family and friends, at this time, visits shall not exceed one hour in length.

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

Yes, the Ohio Department of Health requires all visits to be scheduled. The organization will set the hours based on staff availability and the schedule may change accordingly.

**Will there ever be a circumstance where an outdoor visit is denied?**  
Homes retain the right to deny outdoor visits based on a resident or visitor not complying with infection control guidance or if certain setting and community conditions exist as outlined below.

* Case status in surrounding community;
* Case status in the nursing home;
* Staffing levels;
* Access to adequate testing for residents and staff;
* Personal protective equipment supplies;
* Local hospital capacity;
* Implications for resident physical and mental well-being
* Weather

**How do I schedule a visit?**  
To schedule a visit, please contact Name, Number, Email or Scheduling Request email. Please let us know the 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 [**ODH Outdoor Visitation Guidance**](https://coronavirus.ohio.gov/static/publicorders/Fourth-Amended-Directors-Order-Nursing-Homes.pdf) and our [**Outdoor Visitation Restriction and Instructions**](https://associationdatabase.com/aws/LAO/asset_manager/get_file/473078?ver=1) in advance of your visits, and do not come for a visit it you feel ill, are demonstrating symptoms related to COVID-19, have tested positive for COVID-19, or been exposed to someone who has tested positive

**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 during your visit. Each visitor will sign a log containing name, telephone number and address. That will be maintained for at least six months. You will be asked to [**sign a form**](http://www.leadingageohio.org/aws/LAO/asset_manager/get_file/471402)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. If visitor is not medically able to wear a mask or tolerate it for the duration of the visit, the visit will be cancelled.

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

All visitors shall be an age of such maturity to be able to comply with screening and social distancing requirements and so as not to be a distraction to other residents, visitors or staff. Due to CDC guidance discouraging use of masks on children under the age of two, all visitors shall be over the age of two.

**Are pets allowed?**

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

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

Yes, closed window visits and visits through alternative modes of communication are allowed. Visitation of residents inside our building is still prohibited per ODH. There is an exception for 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://associationdatabase.com/aws/LAO/asset_manager/get_file/473069?ver=1)

**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, we would welcome the opportunity to discuss this further and ask that you call the Director of Nursing at (insert phone number). You may also contact Ohio’s Long-Term Care Ombudsman at [OhioOmbudsman@age.ohio.gov](mailto:OhioOmbudsman@age.ohio.gov) or 1-800-282-1206.