



## Visitation Frequently Asked Questions

### **How does a facility determine if outdoor visitation will be done instead of indoor visitation?**

The facility follows current guidance to make this determination. The determination is made by based off the County Positivity Rates for COVID-19. The facility pulls this data every other Monday and bases their visitation based off the data. If the County Positivity Rate is greater than 10% then the facility will do outdoor visitation. If the County Positivity Rate is below 10% then indoor visitation will occur.

### **How long will my visit last?**

Currently, all visits will be limited to one (1) hour.

### **How many visitors can each resident have per visitation?**

This is dependent on the type of visitation occurring and is as follows:

- Indoor Visitation – 2 visitors per scheduled visitation
- Outdoor Visitation – 4 visitors per scheduled visitation

### **How often can I visit?**

Our current policy only allows for residents to have one visit per week to allow all residents the opportunity to have a visit. We understand that not all residents will have visitors and there may be additional open hours on the scheduling platform. We currently don't prohibit people from signing up for more than one visitation a week but we will review this and if other residents are not able to have visits due to multiple reservations for 1 resident in a week the facility will reach out to you to discuss this and reschedule your additional visits.

### **Do I have to stay in the designated area during my visit?**

Yes, you will have to stay in the designated visitation area.

### **If I am 6 feet away from the resident do I have to wear a face mask?**

Yes, the visitor and residents are required to wear a face covering at all times during the visit.

### **Are pets allowed?**

Pets are allowed for outdoor visits only and the pet must be under the control of the visitor bringing them.

### **Can I use the facility restroom during the outdoor visit?**

No, we will not allow any visitors into the facility under any circumstance.

### **Can I hug the resident?**

No, the visitor must remain 6 feet from the resident. Due to the risk of exposure, holding hands, hugging, kissing, or other physical contact is not allowed during indoor or outdoor visitation.



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### **Under what circumstances would the facility need to suspend indoor or outdoor visitation?**

If the facility, thru weekly testing, identifies that any residents and/or staff are confirmed positive for COVID-19, the facility will return to an ESSENTIAL CAREGIVER ONLY policy for 14 days. If the facility must return to ESSENTIAL CAREGIVER ONLY; and after 14 days have passed with no additional residents or staff testing positive for COVID-19, the facility has demonstrated the ability to mitigate the spread of COVID-19 and may return to indoor or outdoor visits if the county positivity rate is still within acceptable parameters.

### **If the facility has to suspend visitation, how much notice will I be given?**

Due to the testing frequency of the facility the notification may be the same day as your scheduled visit.

### **If there is inclement weather in the area and I have an outdoor visit scheduled, will it be moved indoors?**

No, if there is inclement weather the outdoor visitation will be cancelled. Every effort to reschedule the visit as soon as possible will be made.

### **I live in Houston and often have a cough due to allergies. Will this prevent me from completing the outdoor or indoor visit?**

Yes. Currently, we screen all visitors for signs and symptoms of COVID-19 and if any are present the visit would be restricted.