



## COVID-19 UPDATES

Over these long weeks, visitor restrictions, vigorous screening, enhanced infection control and widespread testing have played key roles in helping to mitigate the spread of the COVID-19 virus. The numbers now show that the virus seems to be waning in long-term care and assisted living communities. While weekly cases decline, The Minnesota Department of Health has issued new guidelines allowing communities to permit window visits.

This change reflects a growing recognition that while the COVID-19 outbreak is not completely over, residents in senior living communities cannot be cut off from their families and their support groups indefinitely. While this is not a perfect solution, we are thrilled at this news and we want to share with you the guidelines and we ask you to respect them.

### **Guidance for Window Visits**

Visiting with residents through their windows in assisted living and other long-term care facilities is a way to ensure their safety while also keeping them connected. Restrictions on visiting indoors are still in place. Please work with us to make sure you follow the guidelines in efforts to keep our residents safe.

#### **Step 1: Decide whether a window visit is right for your loved one**

- Residents with dementia may not understand the rules of the visit or may forget. This type of visit may confuse or frustrate them.
- Residents may get scared if people walk up to their window. Be sure to tell facility staff if you are planning a window visit.

#### **Step 2: Contact your community**

- Let us know when you plan to visit, so we can have your loved one dressed, ready, and at the window at the time of your visit.
- Residents who live on floors above ground level will need to use an alternate window. We will let you know what we have set up here at our community.
- For residents who live on the ground floor, it is still best to set up visits in advance.
- Make sure a phone is available if one is needed for your loved one to speak to you from a safe distance.

**Step 3: Set a time and place**

- Choose a time for your visit that works for both you and your loved one. Make sure therapy or other activities are not scheduled for the same time.

**Step 4: Implement safety measures**

- If the window is open during the visit, the resident should stay 3 feet back from the window as well as wearing a cloth mask. The family member visiting the resident should also sit 3 feet back from the window outside of the building and wear a cloth mask.
- Our building staff will mark out the place where families can sit outside the window.
- All window visits must comply with social distancing requirements. Visitors must keep at least 6 feet away from people visiting other residents.

Contact your community to set up a window visit and the onsite care team can help to facilitate the visit.