

COVID-19 OUTDOOR VISITATION: FAQ

Effective September 17, 2020

What kind of visitation is currently being allowed?

Outdoor visitation is now being permitted, if certain setting and community conditions exist and as weather permits. Visitation of residents inside our building is still prohibited for now per guidance from the Minnesota Department of Health (MDH). We also continue to allow window visits and visits that take place using alternative methods of communication, such as the telephone and Zoom/Skype/Facetime.

Will there be scheduled hours for the outdoor visitation?

Yes, but the setting will set those hours and the schedule can change. For example, if the setting determines that weather is unsuitable or if the setting, resident, or visitor cannot comply with MDH guidance requirements, the visitation may be canceled or unavailable.

Will there ever be a circumstance where an outdoor visit is denied?

Long-term care providers retain the right to deny outdoor visits based on a resident or visitor not complying with infection control guidance or if the resident or visitor is at risk of abuse/harm.

How do I schedule a visit?

To schedule a visit, 651-698-0793, Monday through Friday between 8:30 a.m. and 4:00 p.m., beginning September 17, 2020. 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 MDH Outdoor Visitation Guidance and our Outdoor Visitation Restriction and Instructions in advance of your visits, and do not come for a visit if you feel ill, are demonstrating symptoms related to COVID-19, or have tested positive for COVID-19.

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 health 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 within our setting. You will be asked to sign a form 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 facemask or other facial covering must be worn during the entire visitation, unless it is not medically possible.

Is outdoor visitation open for all ages?

Visitors must be 12 years old or over to visit Highland Chateau at this time.

Is there any other type of visitation allowed now?

Yes, window visits and visits through alternative modes of communication are allowed. Visitation of residents inside our building is still prohibited per MDH. There is an exception for essential health care personnel and compassionate care situations, such as end of life. These exceptions are made case by case.

What if I have questions regarding visitation?

If you have questions that aren't answered by these FAQs or the guidance, you may contact the Highland Chateau Executive Director. If you have questions regarding a denied visitation, you may call Highland Chateau's management company, Health Dimensions Group's Quality Compliance Hotline at 1-877-HDG-6311.