

Visitation Guidance – Frequently Asked Questions

Long-Term Care Facilities

Where can I find if my county meets the criteria to implement the visitation guidance?

The Department of Health Coronavirus Website: <https://cv.nmhealth.org/long-term-care-visitation-guidelines/>
Eligible counties are listed and will be updated monthly, please check the website at the end of every month.

Where can I find Phase 1 of the Visitation Guidance?

The Long-Term Care Visitation Plan can be viewed through the Department of Health Coronavirus Website: <https://cv.nmhealth.org/long-term-care-visitation-guidelines/> click on the “[Click here](#)” to view the complete Long-term Care Facility Visitation Plan.

Are families allowed to bring in food, flowers, or other items for their loved one?

No. At this time, there should still be restrictions on these types of items coming into the facility.

Can more than one family member attend the visit as long as they group remains under 5 people, socially distancing with masks?

No. The Long-Term Care Visitation Plan will be phased in slowly to ensure that the state and facilities are monitoring the rate of spread as well as positivity rates.

If our facility is able to support additional visits for a resident during the month can we do that?

No, currently the guidance remains at one visitor per month per resident.

What about group activities such as an outdoor activities or safe distanced communal dining?

No. Phase 1 of the Visitation Guidance only allows for open window visits or outdoor visitation station visits.

Can we still have closed window visits and are those limited as well?

Yes, closed window visits are allowed and encouraged. These should continue and are not limited based on an outdoor visit.

If a couple lives in the facility together can they see one visitor at the same time?

If a couple living together in the same facility and are not in quarantine or isolated from the other person, it would be permissible for the couple to visit with one visitor; that would be considered the monthly visit for both residents.

Can we use a screen door for the “open window visit”?

This type of visit is not be considered permissible at this time, the types of visits allowable under phase 1 are open window visits conducted with the resident in their room and the visitor on the other side of the window outside or outdoor visitation station visits using the following criteria: per plan, “The facility must provide a 3-sided barrier between the resident and the visitor. One side must be a clear solid surface (e.g., Plexiglas, plastic). The other two sides can be a wall, railing, or something similar that creates a barrier. The outdoor visitation area must be accessible from the outdoors.”

Can we do “drive-up” visits where family members remain in the car, the resident sits 6 feet away and everyone wears masks?

At this time, facilities are encouraged to conduct only open window visits, visitation station visits, telephonic, virtual and closed-window visits. We are looking at adding additional options for residents and their families.

If we had staff who were positive for COVID at one time, are we still able to implement Phase 1?

Facilities must not have a new positive case (staff or resident) or have an outbreak, a facility has to complete a two-week testing cycle with no new positives identified for a facility to be considered COVID-negative.

How long do the visits need to be?

Facilities should create policies and procedures in order to outline what is feasible for the facility.