

FREQUENTLY ASKED QUESTIONS:

What kind of visitation is currently being allowed?

Limited outdoor visitation is now being permitted if certain facility conditions exist and as weather permits. Indoor facility visitation of residents is still prohibited for now except for compassionate care situations, such as end-of-life circumstances, or in situations where visitation is important for a resident's mental health but that resident is unable to safely go outdoors.

What types of facilities are covered by the outdoor visitation guidance?

The guidance pertains to all long-term care facilities, assisted living facilities, and similar settings who previously prohibited visitation as a result of the Governor's Executive Order 2020-04. This includes facilities who are licensed by CMS— nursing homes, residential care facilities, and licensed assisted living.

Will there be scheduled hours for outdoor visitation?

Yes, the facility will set those hours and the schedule may change. For example, if the facility determines that weather is unsuitable, a resident cannot be safely moved outdoors, or if the facility cannot comply with NH DPHS guidance requirements, visitation may be canceled or unavailable. The guidance also makes clear that facilities may establish additional guidelines as needed to ensure the safety of visitations and their facility's operations.

Do I need to wear a mask for outdoor visits even with social distancing?

Yes, a face covering or mask must be worn during the entire visitation. The guidance discusses other visitor requirements, and the facility may require other reasonable precautions to protect the residents.

Is the visitation open for all ages?

Visitation is generally restricted to adults and children who are 12 years of age or older. If a facility determines that special circumstances justify relaxing this requirement, it may allow younger visitors on a case-by-case basis.

Can I bring food?

Yes, you can bring food for someone, but you cannot share food with the resident (e.g., you cannot both eat from the same bag of chips). Also, if the resident has a dietary restriction (e.g., can only have soft foods or cannot eat certain types of food) then the food must meet these restrictions. If you are unsure if your loved one has food restrictions contact the facility ahead of time to learn what is allowed.

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, you may contact the Office of the Long Term Ombudsman at (603) 271-4375 or toll free (in state) at (800) 442-5640.

Full DHHS document including these FAQ's can be found at:

<https://www.dhhs.nh.gov/dphs/cdcs/covid19/documents/ltof-visitacion-06132020.pdf>