



Reopening Visitation FAQ Skilled Nursing, Personal Care and Memory Support

Q. When will I be able to start visiting?

A. Visitation will open to the general public on August 17. Immediate family members of a Personal Care or Skilled Nursing resident that live on the QPRC campus will be permitted to visit beginning August 10.

Q. How should I schedule visitation?

A. We will be utilizing Sign Up Genius to allow families to see all available visitation time slots and register without needing to call the facility. If you still wish to call the facility, please ask for the Activities Department. There will be a link on the COVID-19 page of the QPRC website that will take you directly to the visitation signup.

Q. How many people will be allowed to visit?

A. For visitation that occurs outside, 4 total visitors will be permitted. Two total visitors will be permitted if visitation is indoors. Any exceptions to this must have prior approval from the Administrator of Healthcare Services.

Q. Where will visitation occur?

A. Outdoor visitation will take place in front of the Long Building in designated “cubicles”. When weather does not allow for outdoor visitation to occur, indoor visitation will occur in the Thompson Building Meeting Room. You can find directions to this on “Directions for Indoor Visitation” map.

Q. Am I allowed to bring anything to give to the resident?

A. You are more than welcome to bring any food or objects for the resident, but it should be given to the visitation monitor or another QPRC team member instead of directly to the resident.

Q. What do I do when I come to visit?

A. For outdoor visitation, visitors can park in the main entrance parking lot but then must check in under the white tent in front of the long building. You will have your temperature checked and answer questions about signs or symptoms or exposure to COVID-19. (Note: Anyone with a temperature of 100 or greater or is experiencing signs or symptoms will not be allowed to visit). After checking in, there will be a visitation monitor that will direct you to which cubicle to go to for your visit.

For indoor visitation, please follow the map to the rear of the Thompson Building. You will enter through the back entrance and go through the same screening process outside of the Thompson meeting room. From there, you will be given direction on where to go.

Q. What is the purpose of the Visitation Monitor?

A. The visitation monitor will supervise all visitation to ensure everyone remains physically distant and are following all the appropriate safety measures throughout the visit. They will also assist in directing the families on where to go and answer any questions they may have.

Q. What safety measures will be in place?

A. All visitors are required to have their temperature taken and fill out the questionnaire prior to visiting. Visitors must wear a mask and use hand sanitizer as well. There will be plexiglass separating the resident from their visitors in order to ensure the safety of the residents. Visitors must remain on the opposite side of the plexiglass at all times.

Q. How many times a week may I visit?

A. Out of respect for all our residents to ensure everyone has an equal opportunity to receive visitors, we are encouraging families to sign up for 1 time slot per week. There may be circumstances which call for multiple visits a week which we will monitor. QPRC will do its part to ensure there are enough visitation time slots for all residents to receive visitors, but reserve the right to limit family visitation to a maximum of 1 per week should it become necessary.

Q. What are the visitation times?

A. Visitation days and times will be on a rotating schedule to best accommodate family schedules and ensure everyone has the opportunity to visit. QPRC will continually monitor the schedule and adjust as needed to facilitate a better visitation process for families and loved ones.

Q. What if my family member is unable to leave their room?

A. If a resident has been deemed by the nursing staff to be unable to leave their room, the Administrator of Healthcare services will make exceptions and allow up to two family members to visit with the resident in their room using all appropriate PPE.

Q. What does visitation look like for a resident in the “yellow zone” or under precautionary quarantine?

A. If a resident is currently in the yellow zone or isolated, in person visitation is not permitted. Other options are Face Time, Skype and Zoom.

Q. I am currently visiting a loved one in the facility because they are on hospice. Will this change once we reopen?

A. Yes. Unless the resident is unable to leave their room, visitation will now occur in the designated indoor or outdoor visitation areas.