

Frequently Asked Questions

Below are some questions that families may ask you while making an appointment.

How long can I see my family for? Do I need to come early? How many people can attend?

At this time, we are only allowing up to 2 visitors per resident for a 20 minute visit. This allows more residents the opportunity to have visitors. Please arrive a few minutes before your scheduled time, we have allowed enough time to screen and sanitize in between visits.

I was previously COVID positive and now am negative, or my IGG test says I was positive before, do I still need to wear a mask?

Yes. All visitors must wear a mask, the entire time they are on the property, no exceptions. They must comply with our screening process as well or they will not be permitted to visit.

How often can I schedule an appointment?

Visitors may schedule one visit at a time, to allow for other residents to have visitors. Only one visit is scheduled per resident per day.

Can I come on the weekend? What's the latest time I can visit?

At this time we are only doing visits Monday through Friday. As we progress, we may add more days or time slots in the future.

It is supposed to storm today and my scheduled visit was cancelled, what do I do?

We will work with you to schedule another visit. Virtual visits are available and we will work with you to facilitate another visit.

Why can only 2 visitors come?

Due to state public health guidance, we can only allow 10 people to be grouped at once. We are minimizing the visitors to 1-2 limit to give all residents an opportunity to visit with their family. If this rule is to change we will let you know.

What about a mask? Do I need to bring my own?

Please have each visitor bring a mask.

I want to come early so that you don't take visit time away while screening me.

Please come at the scheduled time, it includes time for screening.

Can I bring any pets?

At this time, no pets are allowed.