

Guidance for Window Visits at Long-Term Care Facilities

Visiting with residents through their windows at assisted living and other long-term care facilities is a way to keep them safe while still keeping them connected. Restrictions on visiting indoors are still in place.

Keeping residents healthy and happy is part of the job for health care workers and staff at assisted living and other long-term care facilities. Seeing and talking to loved ones through their windows may make residents happy. Facilities must work with residents and their visitors to allow window visits and to make sure they are safe and that rules are followed.

Step 1: Decide whether a window visit is right for your loved one

- Residents with dementia may not understand the rules of the visit or may forget. This type of visit may confuse or frustrate them.
- Residents may get scared if people walk up to their window. Be sure to tell facility staff you are planning a window visit.

Step 2: Contact the long-term care facility

- Tell facility staff before the planned visit so they can have your loved one dressed, ready, and at the window at the time of your visit.
- Make sure a phone is available if one is needed for the resident to speak to you from a safe distance.

Step 3: Set a time and place

- Choose a time for your visit that works for both you and your loved one. Make sure therapy or other activities are not scheduled for the same time.

- Residents living on floors above ground level will need to use an alternate window. Contact the provider to determine where that will be possible.
- For residents who live on the ground floor, it is still best to set up visits in advance.

Step 4: Implement safety measures

- If a resident's window will be open during the visit, the resident should stay 3 feet back from the window, and should wear a cloth mask. The family member visiting the resident should sit 3 feet back from the window outside the building. The family member should also be wearing a cloth mask.
- Staff can be creative about how they mark out the place families can sit outside the window.
- All window visits must comply with social distancing requirements. Visitors must keep at least 6 feet away from people visiting other residents.

Residents and their loved ones should work with providers to set up window visits. Residents and their loved ones may also contact the Office of Ombudsman for Long-Term Care at 651-431-2555 or 1-800-657-3591 to request advocacy services.



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Contact health.communications@state.mn.us to request an alternate format.

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