

Frequently Asked Questions (FAQ)

Coronavirus (COVID-19)

Updated: August 18, 2020



Is my family member/friend safe at Altercare?

The safety and wellbeing of our patients, residents, and employees remain our top priority during this time. We are taking every precaution to safeguard those entrusted to our care as well as their families. We have implemented a variety of preventive and precautionary measures within all Altercare centers, as recommended by the U.S. Center for Disease Control (CDC) and Centers for Medicare and Medicaid Services (CMS), as well as local and state departments of health. Additional guidance is provided by the Ohio Medical Directors Association (OMDA) and advisory board, utilization of these resources are implemented in daily Altercare management meetings.

How can I stay up to date on the steps Altercare has taken to protect my family member?

As always, contact the Executive Director or clinical team at your Altercare center with any concerns or questions. You may also visit the Altercare website at altercareonline.com/coronavirus-news to view the latest updates to residents and family.

Are you accepting new admissions?

Yes. Please call the Admissions Coordinator at a center near you if you need assistance or have questions. Interested in setting up a virtual tour? Visit our website at www.altercareonline.com/schedule-a-tour

Will my loved one receive their scheduled medical visits from their providers?

Regular provider visits will continue to be conducted as usual.

Will my loved one still go to their outside medical appointments?

If the appointment is deemed essential, and it has not been canceled, the resident will leave the center with a face mask. Residents and/or patients regularly leaving the facility for medical appointments will also be asked to wear the mask inside of the facility in communal settings. Our clinical team has reviewed all scheduled appointments and if the appointment was deemed not medically necessary, it has already been canceled and will be rescheduled once the greatest risk in our community has passed.

Are you allowing visitors?

Effective March 11, all individuals other than essential health care staff and visitors are prohibited from entering skilled nursing facilities (SNFs) until further notice.

Outdoor visitations has been implemented at all Altercare facilities located in Ohio, in accordance with state guidance. Based on recommendations provided by the Ohio Governor's office, we have developed a policy that takes the following into consideration: case status in surrounding community and within nursing home, staffing levels, access to adequate testing, and local hospital capacity.

For more information on our visitation policy and procedure, please contact the Executive Director at your Altercare center.

What does screening involve?

If prior approval to visit with loved one is cleared by the Executive Director, our staff will conduct a assessment with each individual to include a temperature screen, questionnaire, and education on protocols prior to entering the center. Visitors will be required to wear a mask in the facility.

Are you screening staff?

Staff are required to self-screen twice daily and report to their supervisor weekly of their ongoing temperature log. Staff will also be temperature screened prior to beginning their scheduled shift. In addition to this, any vendor or ancillary service will follow these same screening protocols prior to entering the facility.

How are you addressing residents' social and emotional needs?

It is our top priority to keep our residents/patients safe, comfortable and engaged during this unprecedented time. Residents who are not in isolation for observation, suspected or confirmed COVID-19 status and residents who have fully recovered from COVID-19 will be permitted to participate in socially distant communal activities. Our staff is dedicated to creative thinking and alternative approaches that will keep our residents well connected during this time. Innovation in this way has already taken place; from doorway bingo to dance parties in the hall, we continue to work together to provide the best atmosphere for our communities.

Additionally, we take very seriously the need for our residents and family members to stay connected. We encourage phone calls, video chat and alternative methods to make contact with residents/patients. Check with the Activities Department at your Altercare center for more information.

Can I drop off a package for a resident?

In an abundance of caution, we ask that you limit deliveries to residents at this time as it is possible for the virus to live on surfaces. If the package is deemed necessary for the resident, please contact front desk reception for screening requirements. Any delivery brought into the facility for a resident will sit in a designated waiting area for 72 hours prior to delivery.

Is the Beauty Shop open?

Yes. Residents who are not in isolation for observation, suspected or confirmed COVID-19 status and residents who have fully recovered from COVID-19 will be permitted to receive hair salon services. Our facilities are following local and state guidance and will follow these protocols with all services offered.

Are the residents allowed to eat in the dining room?

Community dining is not permitted at this time.

What if I prefer to do my loved ones laundry?

As a preventative measure, the facility is providing all laundry services at this time; outside laundry is not permitted until further notice.

Can my loved one go outside for fresh air?

Weather permitting, we encourage residents to go outside with the help of a caregiver to ensure social distancing and safety protocols are in place. One resident is permitted to go outside at a time with one caregiver.