

Frequently Asked Questions (FAQ)

Coronavirus (COVID-19)

Updated: June 8, 2021



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.

The CDC has stated that fully vaccinated people can resume activities without wearing a mask. Why do you require it?

While the Centers for Disease Control & Prevention (CDC) has recommended that masks and social distancing are no longer required indoors for fully vaccinated people, please note this guidance does not apply to our care setting. Nursing homes and assisted living facilities will continue to follow federal and state guidance to ensure the health and safety of our patients/residents as well as our staff.

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.

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 be screened daily prior to the start of their 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 if in person visitation is not available. Check with the Activities Department at your Altercare center for more information.

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.