



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

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AL TSA: AFH #2020-023
AL TSA: ESF #2020-020
AL TSA: NH #2020-035
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RECOMMENDATIONS FOR RESIDENT WINDOW VISITS DURING COVID-19 OUTBREAK

Dear Provider / Administrator / Superintendent:

On March 16, 2020 the governor issued [Proclamation 20-16](#), which amended [Proclamation 20-06](#) to prohibit owners, administrators, operators, staff, contractors, and volunteers of a facility, including friends or family to visit a resident. The prohibition on visitation does not apply to the following:

- End of life situations, including, but not limited to, families and hospice staff
- Visits by attorneys, administrative law judges, advocates or similar persons who represent a resident
- Vendors or volunteers who supply or work in a facility
- Health care teams such as doctors, behavioral health providers, and home health nurses so that care and service needs of residents are met
- Department of Social and Health Services staff, including staff from the Developmental Disabilities Administration and Aging and Long-Term Support Administration

These proclamations are still active and all facilities are expected to follow the governor's proclamations.

Governor proclamations and CMS certification waivers do not restrict or prohibit window visits. Facilities may find resident window visits to be helpful to the resident as well as to the resident's family or representative.

If the facility allows closed window visits, the facility may need to:

- Provide a first level room with a window with clear visibility to the resident's visitor
- Ensure the grounds outside the first level windowed room are clear of hazards
- Provide a means of communication to the client, e.g., phone
- Schedule visitors
- Monitor visits
- Interact with visitors to assure that windows are not opened

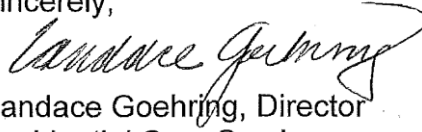
Situations where the facility may choose to limit the number or frequency of visits, or not allow window visits could include:

- Resident's roommates have a privacy concern of others peering through the window
- Resident of interest declines window visit
- Impact on special populations e.g. memory care or behavioral health residents
- Capacity of facility to provide needed assistance and oversight
- Facility is unable to provide the visitor hazard free grounds

For additional information on reducing risk of COVID-19 infection in residents and staff, follow this [Department of Health](#) link.

Thank you for your continued commitment to resident health and safety. If you have any questions, please contact your local RCS Field Manager.

Sincerely,



Candace Goehring, Director
Residential Care Services

DSHS: "Transforming Lives"