



Closed Window Visit FAQs for Nursing Home and Assisted Living Facilities

Q: What is a closed window visit?

A: A closed window visit consists of a nursing home or assisted living facility resident remaining inside of their facility and communicating through the facility's closed window with a visitor outdoors on the opposite side of the window. The visit is limited to this setting with both parties separated by a window that is closed at all times during the visit.

Q: Are closed window visits allowed at nursing homes and assisted living facilities?

A: While the [Governor's Executive Order that directs DHEC to restrict visitation](#) at these facilities is still in effect, visitors are allowed to communicate with their loved ones through closed windows. Facilities are encouraged to work with both residents and their visitors to schedule closed windows visits and ensure continued compliance with visitation restrictions.

Q: How can visitors arrange closed window visits with facility residents?

A: Visitors who would like to arrange a closed window visit should do the following:

- **Contact the facility to find out if they allow closed window visits.** Though DHEC allows facilities to schedule closed window visits, we cannot mandate them. The choice to permit these closed window visits is up to each respective facility.
- **Decide whether a closed window visit is appropriate for the resident.** Consider your loved one's conditions and overall well-being, and whether the visit could lead them to experience agitation or confusion. A closed window visit should have the best interest of the resident in mind.
- **Work with the facility and resident to determine a time and place for the visit.** Arrangements for closed window visits should be made with the facility and resident well in advance. Visitors should confer with the facility on a designated time so that the visit does not interfere with any scheduled activities or medical checks. The facility should help determine where visitors will be positioned outside of the window. Moreover, if the resident does not live on the ground floor, then the visitor will need to work with the facility to see if an alternate window for the visit can be arranged. It is entirely up to the individual facility to determine whether they will allow for and how they will arrange these accommodations.

Q: Where are visitors allowed to go at the nursing home or assisted living facility?

A: All visitors are restricted at nursing homes and assisted living facilities except for end-of-life situations, but visitors may conduct closed window visits with residents if permitted by the individual facility. Visitors should go directly to and from their vehicle or other transportation to the designated spot outside facing the facility's designated window at the designated time. Visitors should adhere to the Centers for Disease Control and Prevention's (CDC) [COVID-19 guidance](#) for infection control and prevention measures, including practicing social distancing and wearing a face mask or covering.