



September 18, 2020

Dear Resident and Family member:

New York State issued new nursing home guidelines this week, which allow us to provide limited visitation for family and/or responsible parties. We are delighted by the news and look forward to welcoming back our families. The guidelines, however, are specific in nature and stipulate that the following must be adhered to by the resident, visitors, and the facility to maintain compliance:

- Per the NYS Department of Health, any onset of COVID-19 among staff or residents requires a waiting period of no less than fourteen (14) days from the date of a positive test reported prior to allowing visitation to take place. As a result, we can begin visitation on September 23, 2020. Should we experience a positive test among our residents and/or staff members, you will be notified that the visitation start date will be extended another fourteen (14) days to meet the guidelines.
- Residents who are in quarantine or are unable to stay in the designated visitor area will not be allowed visitation at this time. We encourage window visits or facetime visits for those residents.
- Visitation will be by appointment only. Please contact reception starting Tuesday September 22, 2020 at (716) 551-7217 between the hours of 9:00am – 8PM to schedule your visit.
- If your loved one is bedbound you will be able to go directly to the resident's room to visit.
- Visitation will be limited to once a week in order to accommodate all families wishing to visit.
- Visitation will take place in the enclosed courtyard.
- Visitation is weather permitting. In the event of inclement weather, the facility may cancel the visitation.
- Visiting hours will be daily at 10am, 11am, 1:30pm, 2:30pm, 6:30pm, and 7:30pm. Visitation is limited to 30 minutes in order for the staff to sanitize the seating and table areas at the end of the visit.
- No more than 2 visitors per resident are allowed each visit.
- Visitors must be 18 years old or older.
- All visitors will be screened with temperature checks and will be asked to complete a questionnaire regarding health symptoms and travel.
- Visitors will be denied access if they exhibit any symptoms or do not pass the screening questions.
- Visitors will be provided materials outlining visitor expectations including appropriate hand hygiene and face coverings.
- Visitors and residents must maintain social distancing (6 feet) throughout the visit and wear face masks.
- There will be no food or drink allowed during the visit.
- Please arrive approximately 10 minutes early for your visit to complete the screening process to ensure you have the full 30 minute visitation.
- The Department of Health is clear that if a visitor fails to adhere to the protocol, that visitor will be prohibited from visiting during the duration of the COVID-19 State declared public health emergency.
- Additional information will be communicated once we change to indoor visitation.
- Enjoy your upcoming visit with your family member!

Sincerely,

*Deborah Bernier, Operations Manager*