



Visitors Expectations Fact Sheet

- Our suggested visitation hours will be from 10:00 am – 8:00 pm and it is highly suggested that you make an appointment prior to your arrival.
- Visitors will be issued visitors passes that must be worn and visible throughout their entire visit.
- Visitors must limit their movement throughout the facility and must be conducted only in authorized areas of the facility. Authorized areas include the main dining room, the patio, or the resident room of the resident which you are visiting. The preferred area for visitation is outside on the patio because the risk of transmission is greatly decreased outdoors.
- Visitors will not be permitted in other areas of the facility (hallways, day rooms, other resident rooms, therapy rooms, kitchen, etc.) under any circumstances and those who violate these infection control standards will be asked to leave the facility.
- Visitors must wear a face mask or face covering which covers both the nose and mouth at all times when on the premises of the nursing home.

The ONLY exception to this circumstance is that if the visitor is alone in the visitation area with the resident and BOTH the resident and the visitor are vaccinated, they may elect to have close contact including touch without a mask on as long as hand hygiene is performed before and after. If the Resident is vaccinated and the visitor is not vaccinated, they may elect close contact, including touch with the use of hand hygiene as indicated above as well as the use of a close fitting mask by BOTH the resident and the visitor. However, there is not a stipulation where a non-vaccinated resident can elect to have close contact at this time per the guidelines.
- Visitors are continued to be screened for signs and symptoms of Covid-19 prior to resident access and visitation will be refused if the individual(s) exhibits any COVID-19

symptoms, do not pass the screening questions or those who are unable to adhere to the core principles for COVID-19 infection prevention.

- Documentation must include the following for each visitor to the nursing home: first and last name of the visitor; physical (street) address of the visitor; daytime and evening telephone number; date and time of visit; and email address, if available.
- All visitors will be offered testing upon entry to the facility. The facility will inquire about vaccination status in order to educate the visitor regarding what level of close contact is permissible during the visit. However, vaccination, testing, the consenting of such, or providing documentation of such is not, nor will be a condition of the visitation.
- Visitors under the age of 18 must be accompanied by an adult.
- Visitors must maintain social distancing, except when assisting with wheelchair mobility.
- Facilities will provide alcohol-based hand rub, consisting of at least 60 percent (60%) alcohol, to residents, visitors and representatives of the long-term care ombudsman prior to visiting the residents. Rub hands together using friction.
- Consistent with NYSDOH Policy, if a visitor tests positive for COVID-19 the facility needs to be notified to assess for potential visit related exposure and initiate interventions based on the NYSDOH guidance.
- Residents on transmission-based precautions or quarantine should only receive visits that are virtual, through closed windows, or in person for compassionate care situations only, with adherence to transmission-based precautions in place as outlined by NYSDOH Guidance.
- Visitors will be asked to remain socially distanced from staff, other visitors, and other residents.