



VISITOR GUIDELINES

For the safety of our residents and team members, visitation limitations are currently in place.

Outdoor visitation is allowed **by appointment only!**

- 10am to 1pm & 3pm to 5pm, Monday – Friday
- Visits will be limited to a 30-minute time frame.
- 2 designated visitors are permitted to visit a resident, separately during the scheduled appointment time.
- Visitors are not allowed indoors past the concierge's desk.
- Visitors must be **18 or older**.
- **Visitors Can not have COVID-19 symptoms. Symptoms include; fever, cough, shortness of breath, dizziness, diarrhea, nausea and vomiting.**
- **NO PETS, EATING, or DRINKING ALLOWED** during visits with residents.
- Visitors will be screened during each visit, which consist of being asked a series of questions and having their temperature checked (Anyone with a temperature of 100°F or more will not be permitted).
- Visitors will also need to provide their contact information in the event that tracing becomes necessary.
- MASK must be worn at **ALL** times!
- Visitors will be expected to practice social distancing (Maintain a 6ft distance). Floor markings will display the appropriate distance.
- Visitors must perform hand hygiene before visiting a patient. Sanitizing foam or gel will be available.
- A designated staff will be present during all visit.
- Limited visitation may change at any time at the discretion of the NYSDOH or the facility



- If staff or resident's test positive for COVID-19; in-person visitation will be suspended for 28 days from the date the positive test was reported on the DOH HERDS survey
- If you are visiting from one of the 36 States on New York States traveler quarantine list within the last 14 days you will not be allowed to visit.
- Visitation is limited to the designated outdoor area only, weather permitting. In case of inclement weather visit will be rescheduled.
- Appointments must be made with the Concierge three days' in advance. Appointments should be emailed to the following email address Knolls.Concierge@bethelwell.org
If you email a request on a Monday, then your visit will be on that Thursday assuming there is room. Appointments made on Fridays will be scheduled for Wednesday in the following week. Appointments cannot be made on Saturdays or Sundays. The Concierge will respond with a email confirmation within a 24-hour window.
- If a resident is in a 14-day quarantine or observation period, visitation is not permitted.

PLEASE NOTE

Failure to adhere to the visitor & covid-19 guidelines, will result in you being asked to leave the premises & you will forfeit your visiting privileges.