

# **VISITOR**

# **GUIDELINES**

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

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

**Outdoor visitation is preferred and visits will occur outdoors; weather permitting**

**Indoor visitation will be allowed for all residents (regardless of vaccination status) except for a few circumstances when visitation should be limited due to high risk of COVID-19 transmission).**  
**Exception: Compassionate Care visits should be permitted at all times.**

*CMS and the NYS DOH recommends responsible indoor visitation regardless of vaccination status of the resident, or visitor, unless certain scenarios arise which include:*

1. If the county positivity rate is greater than 10% **AND** less than 70% of residents in the facility are fully vaccinated. Note for county positivity rates go to: (NH only) <https://data.com.gov/stories/s/COVID-19-Nursing-Home-Data/bkwz-xpvg>
2. Residents with confirmed Covid-19 infection whether vaccinated or unvaccinated until they meet criteria to discontinue transmission based precautions.
3. Residents in quarantine, whether vaccinated or unvaccinated, until they have met the criteria to release from quarantine.

***NYSDOH/ CMS guidance allows outdoor visitation, even during an outbreak; or if county positivity rate is above 10%. (NH only)***

***The facility has designated visiting areas both for indoor and outdoor visitation to provide a visitation space that provides a safe and comfortable environment for all residents, staff and visitors.***

The appointment times are as follows;

- 10am to 12pm & 2pm to 5pm, Sunday – Saturday.
- Visits will be limited to one hour.

- **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 (**regardless of vaccination status**) 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).
- Visitors must perform hand hygiene before visiting a patient. Sanitizing foam or gel will be available.

- If a resident is FULLY VACCINATED they may choose to have close contact (including touch) with their visitor while wearing a well-fitting mask and [both] performing hand hygiene before and after. Regardless, visitors should physical distance from other residents and staff in the facility.
- Although visitors are not REQUIRED be tested or vaccinated in order to visit: we strongly encourage visitors to test in the 72 hours prior to visiting. We also strongly encourage visitors to be vaccinated; doing both these things will better protect their loved ones
- Limited visitation may change at any time at the discretion of the NYSDOH or the facility.
- If staff or residents test positive for COVID-19; indoor visitation will be suspended for 14 days from the date the positive test was reported on the DOH HERDS survey. Outdoor visitation may continue however appointments will still need to be made and these visits will be based on weather permitting such visits.

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.**