



Visitation Policy

Outdoor Family Visits Now Open: Coronavirus Procedures

Because of continued growth of positive cases in Steuben County & the continued risk of resident exposure to COVID-19. The following outdoor visitation guidelines have been established.

- 1) We will schedule 1 visit a week for resident.
- 2) Two family members can visit at the same time
- 3) Visits will be for 20 minutes
- 4) Visits are scheduled from 9:30 a.m. – 4:00 p.m. Monday – Friday, Saturday 8:30 a.m. – 11:30 a.m., Sunday 9:00 a.m. – 12 Noon.
- 5) You must sanitize your hands prior to visit and after visit. Utilizing hand sanitizer provided by the facility.
- 6) You must answer the prescreening questions honestly at each visit and have your temperature obtained.
- 7) You must stay 6 foot apart during your entire visit with resident
- 8) You must keep your facemask on during the entire visit. If it is difficult for resident to hear you, we will provide either walkie talkies or dry erase board.
- 9) You can utilize your own facemask if you prefer or the facility will provide one with each visit.
- 10) You cannot hold hands, hug, or have any physical contact with resident during your visit.
- 11) You cannot bring any items in from the outside and give to the resident, this includes coffee, candy, donut, snacks of any kind.
- 12) Visits are scheduled Monday – Friday only from 9:00 a.m. – 4:30 p.m.
- 13) You must call the day before to schedule a visit, we cannot take reservations the day of, we spend a great deal of time assigning staff to cover these visits, so we must know the day before.
- 14) If your plan is to visit on Monday, you must call on Friday to make your reservation.
- 15) A staff member is assigned to sit outside during your visit, if any of the visitation guidelines are not followed, we will not be able to continue the visit.
- 16) No one under the age of 18 is permitted to visit.
- 17) If the weather is stormy or cooler, we will not have visitations. At this time, we do not permit any indoor visitations
- 18) Residents with confusion, Alzheimer's/Dementia can receive visitors only if they are able

Dee Smallman, HFA, Administrator

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