

St. Luke Health Services – Scheduled Window Visitation Guidelines
Updated – 9/23/20

1. Visits will occur between 1:30 p.m. and 3:00 p.m.
2. Each unit has a designated day for visitation. The days are:
 - a. Awing – Monday
 - b. B wing – Tuesday
 - c. 4th and 5th floors – Wednesday
 - d. 2nd and 3rd floors – Thursday
 - e. 6th and 7th floors – Friday
3. Visits will be held in the Riverview Room.
4. There will be 4 visiting stations set up at least six feet apart.
5. Visits will be **15 minutes** and only **4 visitors per resident** will be permitted per visit. Any visitors under the age of 18 must be accompanied by someone over the age of 18.
6. Visitors will need to wear a mask until they get to the designated visiting location and must stay within the area during the entire visit
7. If your loved one does not have his/her own cell phone then communication will occur via phone and/or tablet using the following apps:
 - a. Face Time for people with I phones
 - b. Google Duo for people with Android phones
 - c. Zoom Meeting
 - d. Skype
8. Please make sure you have the app already downloaded on your phone prior to the visit.
9. Request for visits should be made at least 3 days prior to day of visit.

10. You will be contacted by St. Luke staff no later than 2 days before the visit.
11. When requesting a visit we will need to know which of the above applications you will be using and the correct number, email, etc. to use to make contact.
12. In order to accommodate all the residents and families St. Luke serves, recurring visits will not be scheduled at the present time.
13. Visitors will need to wear a mask until they get to the designated visiting location and must stay within the area during the entire visit.
14. Visitors should arrive on time. If visitors arrive early please stay in your car until right before your visit is scheduled to start. Please park in the lot at the front entrance. Window visits will be held in the same area that outside visits were held.
15. If visitors arrive late the visit will end as initially scheduled.
16. The suspension of visits due to weather, the resident not feeling well etc. will be at the facilities discretion. If you have a question on whether or not the visits will occur please call 315-342-3166 in advance.