

Frequently Asked Questions: *Visiting on the St. Luke healthcare campus during the COVID-19 Health Crisis*

Q: How and when can I visit a loved one at St. Luke, Bishop's Commons or St. Francis Commons?

A: At St. Luke Health Services: Scheduled "Window Visits" are taking place Monday through Friday between 1:30 p.m. and 3:00 p.m.

Scheduled In-Person inside Visitation can begin Monday, 11/2/20* and can be scheduled by contacting the St. Luke Social Services Department at (315) 342-3166.

Please review the ***St. Luke Health Services Visitation Safety Plan*** for all details and before visiting.

At Bishop's Commons: Scheduled "Window Visits" are taking place Mondays through Thursdays between 1:00 p.m. and 3:00 p.m.

Scheduled, inside, in-person visitation can begin on Tuesday, 11/3/20* and take place on Tuesdays through Thursdays, and can be scheduled by contacting Bishop's Commons at (315) 349-0799.

Please review the ***Bishop's Commons Visitation Safety Plan*** for all details and before visiting.

At St. Francis Commons: Scheduled In-Person Outside visits are taking place Tuesday through Thursday between 1:00 p.m. and 3:00 p.m.

Scheduled, inside, in-person visitation can begin on Tuesday, 11/3/20* and take place on Tuesdays through Thursday, and can be scheduled by contacting St. Francis Commons at (315) 326-0870.

Please review the ***St. Francis Commons Visitation Safety Plan*** for all details and before visiting.

** New York State Department of Health guidelines allow for limited in-person visits for nursing home and assisted living/adult home residents where there has been at least 14 days from the last resident or staff testing positive for COVID-19.*

Q: How will I know when we can have in-person visits?

A: In-person visits will start after 14 days have passed from the last positive case of COVID-19 identified in staff and residents at the facility. This date will be posted on the website and will be updated accordingly.

Q: How do I schedule a visit with my loved one?

A: All visits must be scheduled in advance and arrangements are made by contacting each facility directly.

Q: If I am able to visit my loved one in person at **St. Luke Health Services**, where can I get the required COVID-19 test?

A: There are a number of community resources available and who are administering COVID-19 tests, to find a location please use this resource: my.castlighthouse.com/corona-virus-testing-sites/

Please note, COVID-19 tests are only required for nursing home facility visitors (St. Luke Health Services). Assisted living/Enriched Housing facility visitors are not required to have a COVID-19 test for visiting.

Q: Can more than 2 people visit at one time?

A: No. Per the visitation guidance from the state government, only 2 people are allowed to visit at one time.

Q: What are the age restrictions for visitation?

A: Visitors under the age of 18 must be accompanied by an adult 18 years of age or older.

Q: Will there be a time limit and specified hours for the visit?

A: Yes, this will be communicated when you schedule your visit.

Q: Does the visitation guidance apply to residents who are at the end of life?

A: No. For families of residents at the end of life, we will allow more frequent visits and will allow these visits to occur in the resident's room.

Q: Do I have to wear personal protective equipment (PPE) during the visit?

A: Yes, per the visitation guidance from New York State, a face mask will be required to be worn through the duration of the visit. We will make masks available for any visitor who needs one, or visitors are welcome to use their own. Also, hand sanitizer will be readily available and use will be expected.

Q: Are there social distancing requirements for visits?

A: Yes, visitors must maintain social distancing (a minimum of six feet) with residents and other visitors.

Q: What if I am unable to attend a previously scheduled visit with my loved one?

A: Please let us know as soon as possible so we can re-schedule your appointment for another time.

Q: Can I visit my loved one more than once per week?

A: At this time, we are planning on weekly resident visits. In the intervening times, we continue to encourage families to use other ways to stay in touch with their loved one such as arranging *Face Time*, *Skype* or other video chat resources. We can help facilitate a visit with your loved one, please contact us.

Q: Where can I find the latest status and information about visiting at each facility?

A: Please refer to the St. Luke website at www.stlukehs.com for the latest information on our ability to host scheduled family visits.