

St. Luke Health Services - Inside In-Person Visitation Fact Sheet

1. Scheduled In-Person visits will be held Monday – Friday between 1:30 pm and 3:00 pm.
2. Designated Visitation Days for each unit are:
 - a. A-wing – Monday
 - b. B-wing – Tuesday
 - c. Floors 4 and 5 – Wednesday
 - d. Floors 2 and 3 – Thursday
 - e. Floors 6 and 7 – Friday
3. Visits will be 15 minutes in duration, with 15 minutes between visits for cleaning and sanitation. Only two visitors per resident will be permitted per visit. Switching visitors halfway between visits cannot be accommodated. Any visitors under the age of 18 must be accompanied by someone over the age of 18.
4. If visitors arrive late, they will still need to be screened and the visit will end as initially scheduled.
5. Reservations for these visits are required. Please call 315-342-3166 at least 2 days in advance to schedule a visit.
6. Those requesting visits will be contacted by staff during evening and weekend hours at least 2 days prior to the designated visiting day.
7. In order to accommodate all the residents and families St. Luke serves, recurring visits will not be scheduled.
8. Window visits will continue to occur during these times. However, a resident cannot have both an in-person visit and a window visit in one day.
9. Visitors should arrive no more than 15 minutes early, park in the parking lot near the front entrance and walk to the south patio entrance, where outside and window visits occur, to be screened.
10. Visitors will maintain social distancing and wear their masks while awaiting to be screened
11. All visitors will undergo the following health screening:
 - a. Visitors' temperature will be taken and must be less than 100 degrees (<100)
 - b. Sign an attestation that they:
 - i. Are not experiencing two or more of these symptoms: Fever, chills, repeated shaking with chills, muscle or body aches, headache, sore throat or new loss of

taste or smell, fatigue, sore throat, congestion or runny nose, nausea or vomiting or diarrhea.

ii. Are not experiencing or have signs or symptoms of a respiratory infection such as shortness of breath, difficulty breathing or new or change in cough.

iii. Have not travelled internationally in the past 14 days nor have I travelled to other states designated under the NYS Commissioner of Health's travel advisory.

12. All visitors **must** present a verified negative COVID-19 test result dated within seven (7) days of their scheduled visit.

13. Visitors are to wear masks at all times.

14. Visitors will sanitize hands before the visit.

15. A staff member will be monitoring all visits to maintain the health and safety of the individual resident and our resident population in general.

16. No food or drinks are allowed in the visiting area.

17. Any belongings brought for residents will be left at the screening table.

18. Visitors will remain at least 6 feet away from the resident at all times. There is to be no physical contact or passing of items.

19. Visitors will not be able to use the restrooms, go to the business office or other areas of the building before or after their visit.

20. Visitors will be seated first, then residents will be brought into the visitation area.

21. At the end of the visit, visitors are to remain seated as the residents are escorted out of the visitation area.

22. The suspension of visits due to the resident not feeling well 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.

23. As per New York State Department of Health directive, any visitor that fails to adhere to the protocols will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency

24. This visitation safety plan is on file with New York State, as per the Department of Health. The continued ability to have inside, in-person visits is predicated on the continued absence of COVID-19 diagnoses reported in any of our staff or residents for at least the previous fourteen (14) days.

25. This Visitation Safety Plan is subject to change. This updated plan supersedes previous plans released 7/15/20, revised 10/14/20 and 10/27/20.

St. Luke Health Services – Scheduled Window Visitation Guidelines
Updated – 10/27/20

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. A wing – 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 3 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. Communications will be by phone. Please make sure that you give the cell phone # you will be using when scheduling visit.
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 2 days prior to day of visit.
10. You will be contacted by St. Luke staff no later than 2 days before the visit.
11. In order to accommodate all the residents and families St. Luke serves, recurring visits will not be scheduled at the present time.

12. 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.
13. Visitors should arrive on time. Please park in the lot at the front entrance.
14. If visitors arrive early please stay in your car until **5 minutes** before your visit is scheduled to start. Please do not gather and wait on the patio.
15. Window visits will be held in the same area that outside visits were held.
16. If visitors arrive late the visit will end as initially scheduled.
17. 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.