



Family Q&A Regarding Visitation For Adult Care and Skilled Nursing Facilities

Q. What happens if a new positive case is identified once visitation starts?

A. This is still an active pandemic, and if we have even **one** active case with a resident or employee, we will be **required** to close that facility immediately, and wait another 28 days for the facility to be Covid-free.

Q. Can I take my loved one out to eat, to doctor appointments, or to my home?

A. For now, residents must remain at our facility until we receive guidance from the State Department of Health on further relaxation of visitation. We cannot risk exposure to our most vulnerable population while this virus is still active.

Q. Can I resume doing my loved ones laundry?

A. Not at this time. We will continue to provide laundry services for all residents. We cannot risk contamination or exposure.

Q. Can I continue to send my loved one food, flowers and other gifts?

A. Yes, we continue to allow residents to receive deliveries of food and gifts from families; but note that we will not allow any open food or drink during visit appointments. This will help us ensure an efficient transition between visits and not delay cleaning/disinfection that is required between visit appointments.

Q. Why are we only allowed to have a limited number of visitors at each visit?

A. While we are still in an active pandemic, we need to safely allow visitation, which includes limiting the amount of people in the building so we can ensure proper social distancing and adhere to the maximum gathering sizes as mandated by the State.

Q. Can I visit more than once a week?

A. Not at this time. For now, families will have one visit per week per resident, so we can ensure that all families have equal opportunity to visit their loved ones safely.

Q. Will the remote visits, via FaceTime, still continue?

A. In addition to in-person visits, we will continue to maintain a regular schedule of virtual visits with loved ones, including phone and FaceTime Calls.



Q. If I am visiting from out of town, from a state with high outbreaks of COVID, will I be able to visit my loved one?

A. All visitors must provide identification, including proof of residence, and if you are coming in from a state that has been restricted to quarantine by New York State, you will need to follow the state-imposed guidelines requiring a mandatory 14-day quarantine. You will need to provide your date of entry into New York State when you screen through our Kiosk to confirm you abided by the 14-day rule.

Q. If I have a family member at Loretto Health and Rehab and a family member at the Nottingham, am I able to visit both of them?

A. Yes, you will be able to schedule one appointment per week with a loved one at each facility.

Q. What will be the process of visiting my loved one, what does that look like and where do I enter?

A. Each facility has some specific requirements that will be communicated to you directly, including hours of visitation, but overall here's what you should expect when you visit any Loretto facility:

- All visitors will need to respect our infection control protocols, including proper hand washing, use of hand sanitizer, screening at arrival – including checking your temperature, and most importantly all visitors will be required to wear masks at all times. **Anyone not wearing a mask will not be allowed to enter.**
- All visitors will be required to check-in through our Accushield kiosks. The kiosk will ask you simple screening questions about any recent exposure or positive tests and it will issue you an ID badge that you will be required to wear while visiting.
- Visits will need to be scheduled in advance, and here will be specific times each day when visits can be scheduled.
- There will be limitations on the number of family members that can visit at one time.
- Visits will be held in common areas, and will have a time limit.
- Residents will also be provided with masks to wear during family visits.
- You may bring wrapped packages that can be taken back to resident rooms, but no other open food or drink will be permitted during visitation.
- Many facilities are preparing outdoor spaces to enable you to take your loved ones outside if we have good weather.
- You will be expected to practice proper social distancing at all times.
- All common visitation areas will be completely sanitized between family visits.