



## Sedgwick Heights Visitation Fact Sheet

- **All visits are by appointment only.** Anyone arriving without an appointment will be immediately turned away.
- The NYS Department of Health is not allowing visitation in Program Resident Apartments. Visitors found in Resident apartments will be asked to leave and visitation will be suspended.
- Visiting timeframes will be 10:00am-3:30pm with the last appointment being accepted at 3:00pm. Monday, Tuesday, Thursday, and Friday. No visitation will be allowed on Wednesday due to mandated staff COVID-19 testing.
- Each resident will be limited to one visit per week until further notice.
- Each resident is allowed up to 2 visitors at a time and only one of those visitors can be a child under the age of 18.
- All visitors must arrive between 10-15 minutes prior to the appointment **with a mask on** in order to account for screening time. You will not be admitted if you do not complete the screening process.
- Visitors will have to be temperature-checked and answer screening questions prior to the visit.
- Masks must be properly worn throughout the entire visit and at all times in the facility.
- Visits may also occur outside on our back patio.
- Please do not bring any food or drink to be consumed during the visit.
- Visitation will be monitored for compliance.
- **These Requirements are from the NYS Department of Health Guidelines, if they are not followed, all visitation will end without warning.**

### **Visitation may end abruptly at any time due to the following:**

- Changes in Department of Health Guidelines
- Visitors not adhering to the visitation policies
- Increased COVID-19 Activity in or outside the facility
- Low Staffing

**You will need to call Marsha Robinson at 315-413-3299 to make an appointment for visitation.** If Marsha does not answer, you may leave call back information, but **you cannot schedule a Time Slot by message.** The Department of Health requires us to review the Visitation Fact Sheet prior to your visit. Case Managers cannot schedule visits.