

We are excited to be able to resume non-essential resident visitation! We know how important it is to see someone in person. Please help us comply with the requirements outlined by the NYS Department of Health and enacted by the community to ensure resident safety and continuity of community operations.

Here's the scoop:

- All parties will:
 - wear face coverings,
 - use hand sanitizer upon arriving to the visitation area,
 - practice strict social distancing (six feet of separation) in the designated visitation area,
 - not leave the designated visitation area to explore other areas or enter the community,
 - HAVE A GREAT VISIT!
- Please do not take any food to the visiting area.
 - Each member of the visiting party may take their own water bottle, but it cannot be shared with others.
- If there are children in your party, please ensure they follow social distancing and other guidelines.
- Please be aware that staff will remain in the outskirts of the visitation area to provide support, oversight and assistance and should not be “dismissed”.
 - If your loved one needs assistance during the visit, please summon staff and do not provide assistance yourself.
 - If there is a medical emergency, call 911 first, then summon staff if they aren't already there.
- Please do not exceed your visitation time when staff indicate it is time to escort your loved one(s) back to the community.
- The contact information you provided to the community may be used by the community or local health authorities to reach you in the event of a possible exposure or situation of concern.

Thank you in advance for supporting our visitation program guidelines!

VISITATION PLAN (NEW YORK)

JULY 24, 2020

In accordance with the July 10, 2020 Visitation In Adult Care Facilities Health Advisory issued by the New York Department of Health, (Department), this Visitation Plan (Plan) has been established for Leisure Care managed communities (Community). For the purposes of this Plan, "visitation" is defined as non-essential visits of a social nature.

Visitation Quality Assurance Team

At a minimum, the General Manager, Health and Wellness Director and Health and Wellness Manager will serve as the Community's Visitation Quality Assurance Team (QA Team) and will review the Community's compliance with the Department's Health Advisory and company practices.

Plan Prerequisites

Provided the Community has met the pre-requisite criteria outlined by the Department and is not otherwise restricted from visitation, outdoor visitation and certain limited indoor visitation and additional activities may resume.

Outdoor Visitation Plan Components

- The Community has locations designated for outdoor visitation, weather conditions/shelter availability permitting, that do not require visitors to enter the Community.
- Designated visitation stations will either utilize a partition or have sufficient space to facilitate social distancing of at least six (6) feet between the resident/co-residents and visiting party, will have posted visual reminders of safety precautions and be equipped with alcohol-based hand sanitizer.
- Visitation hours will be scheduled with the front desk during traditional "normal business hours" on weekdays and weekends when management and adequate support staff are present. Exceptions to general visitation hours due to extenuating circumstances may be reviewed on a case-by-case basis.
- Electronic visitation schedules will be drafted for each visitation area that allow staff adequate time to sanitize each area between visits.
 - Visitation schedules shall serve as the visitation log and collect contact information consistent with current Department visitor log requirements for the purposes of screening and contact tracing.
- Residents and their potential visitors will be advised of and agree to the following prior to being scheduled for visitation by the Community:
 - If a potential visitor has been actively recovering from confirmed or suspected COVID-19, they will be not be scheduled to visit until:
 - At least three (3) days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
 - At least ten (10) days have passed since symptoms first appeared.
 - Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine or observation period are not eligible for visits.

- Visitation may only be scheduled for short periods of time (30 minutes) and the size of the visitation party should be limited to four (4).
- Children are permitted to visit when accompanied by an adult visitor provided the adult visitor is able to ensure social distancing and other guidelines are effectively observed.
- Residents and visiting parties will be required to wear masks or cloth face coverings for the duration of the visit.
 - Reasonable accommodations may be granted if the Community is made aware of a request during the time of scheduling and is allowable per Department or local health authority guidance.
- Food is not permitted during the visitation; residents and the visiting party may each bring their own water, but it cannot be shared with others.
- Upon arrival to the Community's parking/visitor receiving area, the visiting party should remain in the parking/visitor receiving area and call the front desk to complete an initial verbal screening for signs/symptoms of COVID-19 in accordance with the Community's current screening tool.
 - Provided verbal screening does not indicate the visiting party has signs/symptoms, Community staff will request the visiting party don their mask/cloth face covering and wait for a staff member to meet them to check temperatures, provide them with a Visitation Fact Sheet and direct them to the proper visitation area provided the temperature check is below 100.0 F for all members of the visiting party.
 - If the visiting party does not have face covering, they should tell staff and staff will bring masks and request masks be donned prior to conducting temperature checks.
- Staff will accompany the resident/co-residents to the visitation area, will demonstrate appropriate use of hand sanitizer and request the visitation participants to sanitize their hands.
- If a resident requires assistance during the visit, staff should be summoned to provide assistance.
- The Community reserves the right to reschedule or cancel visitation and will make a concerted effort to notify all individuals as soon as practicable via the community's established means.
- Residents and visitors who demonstrate the inability to follow the Community's visitation plan or willfully disregard it may not be scheduled for visitation until the Department's requirements are lifted or revised.

Limited Indoor Visitation

The Community may permit non-essential indoor visitation in accordance with the Department's guidelines and as practicable for the Community's operation. The QA Team will evaluate a variety of considerations on an ongoing basis including, but not limited to weather conditions, communal dining and activity scheduling (as permitted by the Department), resident needs and preferences, and the Community's ability to support social distancing in available common areas. If indoor visitation is scheduled, it shall be consistent with the PPE, cleaning and sanitation, screening and scheduling and other applicable components of the Community's Outdoor Visitation Plan.