

Visitor Instruction Sheet

1. Visitation will be daily from 10:00 AM to 4:00 PM.
2. All in-person visitation requires securing an appointment 7 days post patient admission, per MD orders.
3. Patients/residents with COVID-19 signs or symptoms, in quarantine or related observation period are not eligible for visits.
4. No walk-in visits will be allowed. **No Exceptions.**
5. Visits have a time limit of 30 minutes.
6. Visitors under the age of 18 are now permitted if accompanied by an adult 18 years of age or older.
7. All visitors will be required to have a diagnostic COVID-19 test with a negative test result within the last 7 days and provide a physical copy of the test results. **Antibody testing will not be acceptable.**
8. In addition to limited Family Visitation, we continue to offer Virtual Visitation and Window Visits. Families, friends and patients can arrange either a Virtual or Window Visitation to keep in touch with their loved ones. In order to do so, you may call our **Visitation hotline at 212-337-5656** or email **vcnrpatientexperience@villagecare.org**. We kindly ask that requests be made at least 72 hours in advance but no more than one week in advance of your requested visitation.
9. Visits will be outdoor in the Garden/Courtyard (weather permitting) to not exceed 10% of the current census or indoor in the lobby, maximum of 10 individuals including patients, socially distanced or indoor in the lobby with no more than 10 individuals, socially distanced.
10. Visitation is limited to family members, loved ones, and representatives from the long-term care ombudsman program (LTCOP) and resident advocacy organizations.
11. Visitors are strictly prohibited on patient units, in patient rooms and in care areas.
12. Only two visitors are allowed at each scheduled visit.
13. Visitation will be paused for a minimum of 14 days, upon any new onset of COVID-19 positive cases amongst staff and patients. The DOH will be notified via HERDS and the information will be communicated to patients, staff and designated family members via the facility Patient and Family Information Hotline: 212-337-5905.
14. All visitors will be issued a mask upon entry which must be worn from the point of entry, throughout the duration of the visit until the visitor exits the building. At no time should the mask be removed. Mask must be properly worn.
15. Hand hygiene is required upon entry and when soiled.
16. Social distancing must be practiced at all times. There should be no hugging or touching of the patient.
17. Visits will be monitored by assigned staff to ensure compliance with visit instructions and the designated time limit.
18. Visits are deemed a family/friend social event. Inquiries relating to the patient's condition/status will not be encouraged.
19. Visitors will not be allowed to give food and/or clothing to the patient during visits.
20. The Facility will screen visitors for signs and symptoms of COVID-19 prior to patient access and will prohibit visitor(s) exhibiting any COVID-19 symptoms or that do not pass the screening questions.
21. Screening shall consist of both temperature checks and asking screening questions to assess potential exposure to COVID-19, which shall include questions regarding international travel or travel to restricted states designated under the Commissioner's COVID-19 Travel Advisory (<https://coronavirus.health.ny.gov/covid-19-travel-advisory>). If you have visited any of the Restricted States or have travelled internationally within the last fourteen (14) days, visitation will **NOT** be permitted.
22. The following information must be provided by each visitor: first and last name of the visitor; physical (street) address of the visitor; visitors daytime and evening telephone numbers; date and time of the requested visit; and visitors email address, if available.
23. In accordance with the NYSDOH July 10, 2020 Health Advisory, visitors who fails to adhere to the facility's Visitation Plan/Instruction Sheet will result in the visitor forfeiting all future visits for the duration of the patients stay.
24. A copy of the Facility's formal visitation plan is posted on our website: www.villagecare.org/vcni