

NYC Health + Hospitals/Coler Visitation Guidelines

(Revised September 18, 2020)

We're taking every precaution to protect and maintain the health and safety of our residents and staff during the COVID-19 outbreak. Please see below for our most up-to-date information on visitation. These guidelines follow the most recently issued NYS Department of Health Guidelines as of 9/17/20 and are subject to change.

- Visitors must present a verified COVID-19 negative test result within the last 7 days at the time of visit.
- Current visiting hours are daily from 10 am to 8 pm (weather permitting). Visitors will be required to call our Social Work Department at (212) 848- 5916 or Patient Relations at (212) 848- 5793 at least 24 hours prior to their planned visit to request a day and time.
- Two people per resident will be permitted to visit during a session.
- Visits will be limited to 60 minutes per visit.
- Visitors should arrive 15 minutes before their scheduled time to submit test results, register and be screened for COVID-19 symptoms and risk factors.
- Any visitor found to be exhibiting signs and symptoms of COVID-19 or who does not pass the screening questions will be refused visitation.
- When you arrive at the facility, please enter the screening area located at the main entry in the lobby.
- Visitors must wear a surgical-mask at all times and proper hand hygiene is required. Coler will ensure that adequate PPE is made available to residents and visitors. Staff will ensure that all masks brought to the facility are deemed compliant and appropriate.
- Visitation will take place in front of the facility, which will have designated areas for visiting.
- Children under the age of 18 must be accompanied by an adult 18 years of age or older.
- You are required to maintain a 6 foot distance from the resident while visiting.
- In order to keep our residents and visitors safe, no physical contact is permitted.
- No eating/sharing of food/beverage will be permitted.
- For residents newly admitted to Coler, you are not permitted visitation until you have met the 14 day quarantine period.
- No one will be permitted for visitation without a confirmed reservation.
- If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting for the duration of the COVID-19 declared public health emergency.

Note:

In order for visits to be permitted, the facility must remain free from a new onset positive COVID-19 case (for both residents and staff) for 14 consecutive days. At any point the facility does have a positive COVID-19 case, visitations must be suspended for a minimum of 14 days.