

August 24, 2020

Attention All

The NYS Governor and Department of Health (NYS DOH) have recently approved nursing home visits with specific guidelines, tailored to avoid the spread of COVID-19. The bullet points below were developed to adhere to the NYS Department of Health Guidelines

Such guidelines we take very seriously and request that you adhere to them as well. We must be certain that we do everything possible to reduce the chances of having COVID-19 enter our facility.

- **For Non COVID + residents**, visitation will be from **Sunday through Friday, from 11:30am – 1:30pm and 4pm - 6pm**. Once visiting hours have ended, visitors must exit the building.
- **In an effort to limit the amount of visitors in a nursing home, NYS DOH Guidelines state that only 10% (16 residents) of our residents can have visitors at any given time. Therefore, in order to accommodate multiple family visitors, the visitation is limited to 1-hour sessions.**
- Visits will be limited to two persons at a time.
- Visitors between the ages of 14 yrs. – 17 yrs. old must be accompanied by an adult 18 years of age or older.
- **Upon entry into the facility, located on E. 121st near Madison Ave, the visitor reports to the desk, signs in and is issued a pass.**
- All visitors must present a photo I.D. before entering the building.
- Visitors are required to perform proper hand sanitizing techniques, and are provided with a mask that must be worn during the entire visit.
- Visitors will be subject to symptom and temperature checks upon entering the facility. Visitors will be denied entry if they report significant COVID-19 exposure or symptoms during the prior 14 days or have a temperature over 100 degrees Fahrenheit.
- Visitors are not permitted to bring food or drinks into the building.
- Boxes and packages are not permitted in the building.
- As per the Department of Health, visitors must provide their full name, address, and telephone information. The facility is required to maintain an electronic file with the name of the visitors, time and date of visit and their contact information.
- Visitors are strongly discouraged from visiting residents who are at high risk for severe illness from COVID-19. This includes residents who are older adults, who are COVID + and with an underlying medical condition.
- Visitation in resident rooms or care areas is to be avoided unless the resident's medical condition prevents them from leaving the room. All out- of- room visits will take place in the unit dining area.

- Visitation will be held in the dining areas for those residents that are able to get out of bed. Visitor must be 6 feet apart and no more than 2 visitors will be allowed at any one time.
- Specific accommodations will be made If visitation must occur within the resident's room because of medical status.
- Unit Nursing staff may ask visitors to wait or be declined visitation, in the two bedded rooms, in order to maintain proper social distancing from other visitors and residents already in the room (I.e. roommate already has a visiting family member).
- Before entering the resident's room, Infection Control or unit Nursing staff will provide visitors with appropriate personal protective equipment (PPE) which must be worn as recommended by the CDC and the New York State Department of Health. They must also perform proper hand hygiene.
- When bedside care is being provided, no visitors will be allowed in the room and must wait outside in the common area.
- Visitors found in violation with not complying with their responsibilities or guidelines will have their visitation privileges suspended.

Note: In order for visits to be permitted, the facility must remain free from any positive COVID case (for both residents and staff) for 28 consecutive days. At any point the facility does have a positive COVID case, visitation must be canceled until 28 consecutive-free COVID days has been achieved.

Our Family COVID-19 Hotline at 646-686-1991 will continue to be updated with information on when visiting can start at Carter.