NYC Health + Hospitals/Gouverneur Visitation Guidelines

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 are effective after the facility has achieved 28 days being COVID free for both residents and staff.

- In person visitation will take place in the Gouverneur Garden, which will have designated areas for visiting.
- Visiting hours are Mondays, Wednesdays and Fridays 10:00 am to 12:00 pm (weather permitting).
- Visitors will be required to call our Recreation Department at 212-441-5033 at least 48 hours prior to their planned visit to request a day and time.
- No children under the age of 18 are allowed for outdoor visitation
- Two people per resident will be permitted to visit during a session.
- Visits will be limited to 15 minutes per visit.
- Visitors should arrive 15 minutes before their scheduled time to 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 do not pass the screening questions will be refused visitation.
- When you arrive at the facility, please enter the screening area located outside of the garden.
- Visitors must wear a facemask or face covering at all times during the visitation session.
- You are required to maintain a 6 foot distance from the resident while visiting.
- No eating/sharing of food will be permitted.
- No pets allowed at this time.
- For residents newly admitted to Gouverneur, visitation is not permitted for the first 72 hours
- 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.