NYC HEALTH+ HOSPITALS | McKinney

Frequently Asked Questions regarding Visitation of Residents

Updated March 30, 2021

Q: When are residents restricted from receiving visitors?
A: 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.

Q: Who may visit a resident?
A: Family members, loved ones, representatives from the long-term care ombudsman program and resident advocacy organizations are permitted to visit residents.

Q: How many visitors are permitted at one time?
A: Only two visitors will be allowed per resident at any one time. No more than 20% of the residents will have visitors at any one time.

Q: Where will the visits take place?
A: Outdoor visitation site is limited to the McKinney Gardens located in the back of the facility, weather permitting

When permitted by the New York State Department of Health, indoor visits will take place in a well-ventilated space (i.e., Chapel; the Lobby Alcove) with no more than two visitors per resident who are appropriately socially distanced and wear a face mask while in the presence of others

Visitation for residents who share a room should not be conducted in the resident's room unless the roommates are spouses

Q: What is the length of time permitted for each visit?
A: Visits will be limited to no more than 20 minutes per visit.

Q: What days and times may a visit be scheduled?
A: Limited visits will initially be scheduled to take place on Mondays, Wednesdays, and Fridays from 10:00 AM – 12:00 PM and 1:30PM – 4:00 PM. This schedule is subject to change. Additional days and times for visits can be scheduled if necessary.

Q: May I visit at any time during the visiting hours?
A: All visits must be pre-scheduled. For the safety of our residents and staff, visitors who do not schedule a visit will not be permitted to visit a resident.

Q: How do I schedule a visit?
A: Please call the Department of Therapeutic Recreation at 718-245-7120 on Monday through Friday from 9:00 AM to 4:00 PM to schedule a limited outdoor visit.

Q: Where do visitors enter the building?
A: Please enter the Facility at the main entrance (594 Albany Avenue).

Q: What is the process for screening a visitor?
A: Every time a visitor enters the building, they:

- Must perform hand hygiene by using the hand sanitizing dispenser located at the entrance.

- Will be provided a surgical face mask that must be worn at all times.
    - Face masks/face coverings brought in by the visitor are not permitted.

- Must have their temperature taken by a McKinney staff person, using a no-contact infrared thermometer.
    - Visitors who have a recorded temperature of 100^0F or above will not be permitted to visit.

- Must complete a screening questionnaire and visitor registration form which includes the visitor's name, address, telephone number, and email address.

Q: Must a resident wear a face mask during the visit?
A: Residents must wear a face mask provided by McKinney during the visit, if medically tolerated.

Q: Will social distancing of 6 feet separation between visitors and resident be enforced?
A: Yes

Q: Are visitors permitted to bring food and/or beverages for residents and/or themselves?
A: No

Q: Are visitors allowed to touch, hug, or kiss a resident?
A: For the safety of our residents and staff, no physical contact is permitted if the resident is not fully vaccinated. If the resident is fully vaccinated, they can choose to have close contact (including touching) with a visitor while wearing a well-fitting face mask and performing hand hygiene before and after.

Fully vaccinated refers to a person who is ≥2 weeks following receipt of the second dose in a two-dose series, or ≥2 weeks following receipt of one dose of a single dose vaccine, per the CDC's Public Health Recommendations for Vaccinated Persons. Regardless, visitors should physically distance from other residents and staff in the facility.

The staff of McKinney looks forward to helping you arrange a happy, healthy, enjoyable visit.