June 21, 2021

Dear Family/NOK or Guardian of Carter Nursing Home Residents:

We’re happy to inform you that effective Monday, June 21, 2021 Nursing Home routine visitation will resume at Henry J. Carter. This correspondence includes the March 25, 2021, New York State Department of Health updated guidelines for in person visitation in skilled nursing facilities. The new guidelines allow routine visitation after the facility has no units under quarantine for COVID 19 exposures, or in any designated cohort areas elsewhere within the facility.

To ensure we take every precaution to protect and maintain the health and safety of all during this COVID 19 pandemic, please see below our up to date information on routine visitation. The visitation criteria adhere to the updated Department of Health Guidelines.

- Visitors under the age of 16 years of age will not be allowed visitation.
- Although not required as a condition for routine visitation, visitors are encouraged to present a verified Negative COVID test result obtained within the last 7 days.
- Visitors must present an identification before entering the building.
- Visitors must provide the following information for tracking and tracing at the time of the visit; first and last name, physical street address, daytime and evening phone number, date and time of visit and email address.
- Visitors will be screened for COVID 19 which includes 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 required to perform proper hand sanitizing techniques, and are provided with a mask that must be worn during the entire visit.
- No more than two visitor per resident will be permitted to visit during a session.
- For Non COVID + residents, visitation will be from Sunday through Friday, from 11:30am – 1:30pm and 4pm- 8pm.
- Visits will be limited to 1 hour and once visiting hours have ended, visitors must exit the building.
- Boxes and packages are not permitted in the building.
- Visitation in resident rooms is allowed as long as the visitor adheres to the core principles of COVID 19.
- All out of room visit will take place in the unit dining area.
- 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.
• If medically possible and weather conditions permit, outdoor visits will be held in the patio. All appropriate infection control and prevention practices will be adhered when conducting outdoor visits.

**New Nursing Home Admissions:**

All new admitted residents from the hospital will be placed in quarantine (no routine visits during this time) on transmission-based precautions for 14 days, starting on the day they arrive in the nursing facility.

During quarantine status, virtual calls can be arranged with the activity therapist at (646) 686-1154.

For compassionate visit request, please contact Guest Relations at 646-686-0963.

All visitors will receive CDC information on the following:

- How to prevent the spread of respiratory diseases like COVID 19.
- How to perform proper hand hygiene.
- How to properly put on and take off Personal Protective Equipment (PPE).
- How to follow proper respiratory hygiene and cough etiquette (e.g., covering mouth and nose with a disposable tissue when coughing or sneezing).
- Maintaining social distancing during the visits (i.e. 6 feet apart).

For COVID activity updates, please contact the hotline #646-686-1991.

Please understand that we’re taking every precaution to protect and maintain the health and safety of our residents and staff during the COVID 19 pandemic. We appreciate your cooperation in advance as we all want to play a role in preventing /reducing the spread of COVID-19.

If you have any questions concerning the visitation, please contact the Patient Relations Department at 646-686-0963.