



### Visitation Plan

Although we would like to open our doors and allow visitation at your convenience it is simply not possible to do at this time. Jessica DePasse will be the facilities primary contact for Structured visits and will maintain the visitation schedule. At this time, we will be scheduling one visit at a time, so that respectful supervision can take place in our designated visitation area (**our outdoor pavilion**). During scheduling, the rules for structured visits will be explained to all parties and failure to agree to the terms will result in a postponement of the visit until conditions allow for less restrictive visitation. The maximum number of visitors permitted will be 2 per visit. Visits are to be scheduled only during times when supervision is available, at this time we can offer visitation ***Mondays, Wednesday, Thursdays and Fridays beginning at 10am and ending at 4pm. Each visit will be limited to 20-minute intervals, and supervision of the visit will be done so in the least intrusive way possible to ensure maximum privacy in a safe fashion. The goal of the supervision is to help avoid possible accidental COVID-19 transmission, the supervisor's responsibility is to ensure safe distance and appropriate masking is in place throughout the visit.*** If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency. Residents and visitors are to remain at least six feet away from each other. Boundaries set to maintain this distance will be clearly marked, for the visit to take place, all parties must agree to remain in the designated area so that the six feet minimum distance can be ensured through respectful supervision.

We ask that all visitors arrive for their visit **10 minutes prior** to scheduled visit. Each visitor must go through a screening process before visitation begins, this screening process includes a series of questions as well as a temperature check. When you arrive for your visit you will drive around to the back of the building, call the facility (518) 828-0900 and ask for Jessica. Jessica will come to your vehicle and screen you; you will remain in your vehicle until the supervisor of the visit is ready for you and the resident is brought to the visitor area. Jessica will call the cell phone number that you provide, and let you know that you may enter the visiting area. All visitors are always to go directly to the visitor area while wearing a mask. All visits will begin promptly at scheduled times. Once the visit is over, the resident will be brought back inside, and the visitor will leave the designated visitor area. ***You must arrive for your scheduled visit on time, should you arrive late your visit will be cut short, if you arrive 20 minutes or more late your visit will not be honored.*** We must have 10 minutes time in between each visit to allow for proper disinfection of the visitation area, and to allow staff time to transport residents to and from the visitation area.

Residents ***ineligible*** for visits include residents that are ill, and any resident that is on a 14-day quarantine/isolation period.

Please see the attached 'Visitors expectations fact sheet' for your information.



**How to schedule your visit:**

1. Email Jessica at [JDePasse@ghental.com](mailto:JDePasse@ghental.com) to request visitation. 'Complete the Visitor Form' Please include the first and last name of each visitor, day and evening phone number for each visitor, physical addresses for each as well as emails for each. This information must be obtained in facility records for tracing purposes.
2. In your request please provide us with two days and times. We will do our best to accommodate your first choice, but this may not be available at the time of your request.
3. Jessica will confirm your scheduled visit or deny based on availability via email within 24 hours during normal business hours, should you email her on a weekend she will not get back to you until Monday morning.
4. **Please do not call the facility to schedule visits, unless necessary. If you find it necessary to do this, please only call Mon-Fri between the hours of 9am-1pm.**
5. Remember that we have 80 residents and families eager to visit with one another, we will do our best to accommodate everyone. Scheduling will be approved on a first come first serve basis taking into consideration what residents have or have not yet had any visits. When scheduling your visits please speak with other members of your family and coordinate accordingly. In attempt to get all residents a visit we will limit visits for residents to once weekly, unless there are available spots left within the week. I.e.: Mary has 3 children; each child wants to visit with their significant other. Visits are limited to 2 visitors per visit. Child number one visits on Monday, child number two attempts to schedule a visit for Wednesday and child number three attempts to schedule a visit for Thursday or Friday. These visits will not be scheduled if other residents have not yet had a visit and are attempting to schedule one.

**Available time slots are as follows:**

**MONDAY, WEDNESDAY, THURSDAY, FRIDAY**

**10am-1020am**

**1030am-1050am**

**11am-1120am**

**1130am-1150AM**

**LUNCH**

**2PM-220PM**

**230PM-250PM**

**3PM-320PM**

**330PM-350PM**

Jessica has the availability to schedule visits according to the schedule listed above. We will accommodate visitation requests made outside of the schedule above as staffing allows; including weekend and evening visits.



**Upon your arrival to the facility:**

1. Call the facility and ask for Jessica
2. Jessica will come to your vehicle and screen you
3. You will remain in your vehicle until contacted via cell phone by the facility, at this time you will be instructed to enter the visiting area
4. Upon entering the visiting area, you will be instructed to sanitize your hands
5. You must always remain a 6 ft distance from your loved one and staff during your visit, and properly wear your face mask throughout the duration of the visit.
6. At the end of your visit you will go directly back to your vehicle
7. Please remember that we have several residents who enjoy the outdoors and walk the facility grounds, while walking to the visitation area if you encounter a resident walking please continue to practice social distancing.

***At this time, we are not allowing any items to be brought to the visit for your loved one, nor will you be allowed to consume food or drinks during your visits.***

As always, we will continue to allow closed window visitation with your loved ones.

\*\*Please note, the department can halt visitation at the facility at any time due to community or facility spread of infection. \*\*

We look forward to seeing you all and providing both you and your loved ones with a positive visiting experience. Although this is not an ideal situation and is far from normal, we are doing our best to comply with the executive orders and guidance issued to us from NYSDOH.