

**WHITE OAKS REHABILITATION AND NURSING CENTER**  
**VISITOR FACT SHEET REGARDING**  
**NYS DEPARTMENT OF HEALTH NURSING HOME VISITATION GUIDELINES**

As per a recent Health Advisory regarding Visitation for Nursing Homes from the New York State Department of Health the following guidance must be adhered to during the COVID-19 State Public Health Emergency.

- ◆ **Please arrive 10 minutes before your scheduled visitation to allow for the screening process.**
- ◆ Visitation at this time will only be permitted by appointment, during specified visitation hours and be limited to outside areas of the facility.
- ◆ Visits are limited to no more than two visitors per resident per visit for a total of 6 residents per scheduled time.
- ◆ Visitors under the age of 18 must be accompanied by an adult over the age of 18.
- ◆ Please contact the Recreation Department to make a visitation appointment. Please be aware that your preferred time/day may not be available due to prior scheduling and/or constraints present with outdoor visitation, i.e., weather conditions such as excessive heat or rain.
- ◆ Visitation Hours:
  - 10:00am-10:30 am (M-F)
  - 10:45am-11:15am (M-F)
- ◆ All visitors must wear an appropriate facemask or facial covering at all times when on facility premises. The resident you are visiting will also be required to wear a facemask or facial covering which the facility will provide.
- ◆ Social distancing (6 feet) must be maintained at all times during your visit. No physical contact will be permitted at any time (no hugging, kissing, holding hands, etc.)
- ◆ Please perform appropriate hand hygiene before and after your visit.
- ◆ The NYS Department of Health requires we obtain specific information for tracking and contact purposes and perform a COVID-19 screen prior to your visit. If you do not pass the screening questionnaire, you will not be permitted to visit. Information required:
  - First and Last name of each visitor
  - Physical (street) address of the visitor
  - Daytime and evening telephone number
  - Date and time of visit
  - Email address, if available
  - Screening process (questionnaire and temperature)
  - Must present with a negative COVID test at time of visit
- ◆ Residents who are positive for COVID-19, have COVID-19 symptoms, and residents on a 14-day quarantine or observation period will not be permitted visitation
- ◆ Staff will be monitoring the visitation area during your visit to ensure compliance with guidelines. **Any person who fails to adhere to the protocol will be asked to leave and will be prohibited from visiting for the duration of the COVID-19 State Declared Public Health Emergency.**
- ◆ **No food or beverages will be permitted during visitation at this time.**
- ◆ Upon conclusion of your visit, the visitation area will be cleaned and disinfected with an EPA-approved disinfectant.
- ◆ **VISITATION IS STRICTLY PROHIBITED IN RESIDENT ROOMS AND CARE AREAS.**

Note: Visitation may be suspended or paused for a period of 14 days should the facility have a new onset of COVID-19 cases identified among residents or staff. Visitation may also be suspended or paused if the facility falls out of compliance with the requirements cited by the NYS Department of Health.