



THE PLAZA AT CLOVER LAKE
FOR PREMIER ASSISTED LIVING

Welcome to *The Plaza at Clover Lake*

rev. 10.1.20

Please read through our Covid-19 **VISITATION PROTOCOLS** below to be safe and ready to visit with your loved ones. We are required to follow all procedures put in place per New York State Department of Health (NYSDOH) regulations.

1. All visitors require a scheduled appointment. Please email **both** case managers at bmisicka@cloverlakeliving.com and hnugent@cloverlakeliving.com between 9a-5p Monday through Friday to schedule or cancel appointments.
2. Please do not come in for your scheduled appointment if you are feeling unwell or have a known exposure to someone who tested positive for covid-19. Kindly reach out to our case management team for further instructions and rescheduling.
3. Visiting hours are as follows, with a scheduled appointment time only:

Wednesdays	3:30 – 4:00 pm	Saturdays	1:00 - 1:30 pm	Sundays	1:00 – 1:30 pm
Thursdays	6:00 – 6:30 pm	Saturdays	2:30 - 3:00 pm	Sundays	2:30 --3:00 pm
- Visitors without a scheduled appointment will not be permitted access. Since visitation times are limited, primary consideration will be given to first-time visitors before repeat visitation will be scheduled. Outdoor visitation will be weather-permitting, and cancelled in the event of rain. You can call the Front Desk to check if unsure.
4. Visiting appointments are made for 30-minutes. Please respect the designated times. We suggest you arrive 15 minutes prior to your scheduled visitation time to allow for check-in.
5. Visitors must be 18 years or older, or be accompanied by someone 18 years or older.
6. At present, there will be a maximum of 2 family members per resident/per visit, and our designated outdoor space can accommodate 4 family groups [a total of 8 visitors] per time slot.
7. All visitors must use hand sanitizer upon arrival and departure, and all visitors and residents must wear face masks at all times during the visit.
8. All visitors must be screened at the Front Entry for a temperature check and questionnaire prior to visiting with residents. Eligible registered visitors will be ushered from that point to the outdoor area established for visiting. Visitors are not permitted to enter the building for any reason. Indoor restrooms will not be accessible to visitors.
9. Visitors must maintain a social distance of 6 feet between themselves and others at all times. Please do not move any seating in the visiting area closer than the X's that have been set out for the chairs.
10. Any visitors that don't comply with facility procedures will unfortunately be asked to leave and will be prohibited from visiting during the duration of covid-19 state declared public health emergency.
11. Please note that if at any time we do not meet the benchmark criteria for safe visitation that have been established by NYSDOH (i.e., 14 days without a confirmed positive case of COVID for either resident or staff,) we must pause visitation until the eligibility guidelines(s) are again met.
12. Thank you for coming--stay healthy and safe!