



THE PLAZA AT CLOVER LAKE
FOR PREMIER ASSISTED LIVING

rev. 11.8.21

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 call Case Management between 9a-4p Monday through Friday to schedule or cancel appointments—Heather X 562 or Nancy x 559.
2. Please do not come in for your scheduled visit if you are feeling unwell or have a known exposure to someone who tested positive for Covid-19. Kindly reach out to Case Management for further instructions and rescheduling. Ill or quarantined residents are not eligible for visitation.
3. Visiting hours are as follows, **with a scheduled appointment time only:**
“Family Visiting” : Saturdays 10 – 10:45 AM, Sundays 2:30 - 3:15 PM & Tuesdays 10 – 10:45 AM
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 may be scheduled weather-permitting, and cancelled in the event of rain. You can call the Front Desk to check if unsure. Contact Case Management if you have a circumstance requiring a special accommodation for visitation.
4. Visitors may enter the building for purposes of visitation at your scheduled time. Designated visiting space includes outside areas, the Main Living Room, the Library and 2 resident apartment visits per time slot [single occupancy only.] Residents who occupy shared living apartments must visit outside the apartment.
5. Visiting appointments are limited by the space we have available and for 45 minutes per visit. Please respect the designated times. We suggest you arrive 15 minutes prior to your scheduled visitation time to allow for check-in.
6. At present, our designated visiting spaces may accommodate up to 20 visitors per time slot [10 residents], depending on day of visitation. A maximum of 2 visitors per resident may visit per appointment. Visitors must be 16 years or older, or be accompanied by someone 18 years or older.
7. All visitors must use hand sanitizer upon arrival and departure, and all visitors and residents must wear face masks when in any common area during the visit. Please, no eating/drinking during visitation, as masks would need to be removed.
8. All visitors must be screened at the Front Entry for a temperature check and questionnaire prior to visiting with residents. Visitors will be escorted directly to the visitation area and may not have access to any other area of the building, including restrooms.
9. Visitors must maintain a social distance of 6 feet between themselves and others at all times, regardless of visitation space. Please do not move any seating in the visiting area closer together than 6 feet.
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, we must pause visitation until the eligibility guidelines(s) are again met.

Thank you for coming--stay healthy and safe!