



April 5, 2021

Dear Residents and Families,

As you may be aware, NYS Department of Health (DOH) issued new guidance regarding assisted living visitation. We are thrilled to announce that *beginning **Wednesday, April 7**, you will no longer need to schedule visits to see your loved ones!* Please see below for visitation guidelines.

### Visitation Guidelines

- **Two visitors per resident** are welcome Monday -Sunday from 9:00 am-4:00 pm. There is no limit on how many visits residents may receive per day; however, we recommend each visit is **limited to two hours in length**. Please be sure you coordinate with other possible visitors in your family to avoid overlap in visitation that would exceed the two people, at a time, maximum.
- Family Service Communities **strongly recommends** that you are tested before your visit and that you are vaccinated.
- All visitors will be screened and have their temperature taken. We will record each visitor's name, address, telephone number, email address, and date/time of the visit if the need for contact tracing arises.
- If visitors do not meet the screening criteria or do not adhere to infection prevention guidelines, they may not visit and may have visitation suspended.
- All visitors must wear a medical-grade mask covering the mouth and nose. If a resident is on isolation precautions, visitors are allowed but must wear additional PPE. Family Service will provide these items and assistance with proper donning/doffing.
- Visitors must go directly to/from the resident's apartment or visiting area. Please do not visit in hallways, visit in other resident's apartments or in common areas. Maintain physical distance from others.
- If the resident is fully vaccinated, they may choose to have closer conduct (including touch). In this case, residents should wear a face mask and perform hand hygiene before and after. Please ensure that your loved one is wearing a properly fitting mask.
- You may visit outdoors, please make a direct route to and from the apartment, do not gather in hallways or community space.
- Please do not remove your mask during your visit and avoid activities such as eating together that would require mask removal.

As a reminder, residents who leave the community for social engagements and are fully vaccinated do not need to isolate upon return. Residents who leave the community for social reasons who are not vaccinated will be required to isolate for ten days upon return. If you plan to have your loved one out of the building, please notify the Clinical Associate 24 hours beforehand, if possible, so that we can prepare any medications to take along, if necessary.

If you have any questions – you can reach me at (585) 377-1810  
or [kdougherty@thenorthfield.org](mailto:kdougherty@thenorthfield.org).

I look forward to seeing you.

Sincerely,

Kevin Dougherty  
Administrator