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Brentland Woods Visitation Plan & FAQ

(effective October 26, 2020)

- In-person visits will continue to be scheduled Monday - Friday from 9:00 a.m. – 4:00 p.m.
- Video chats, window visits and in-person visits will continue to be the visitation options.
- All in-person visits are 60 minutes in length in order to accommodate everyone.
- In-person visitation is contingent upon Brentland Woods being completely free of COVID-19 for 14 days. If a resident or staff member tests positive for the virus, we must suspend any in-person visitation for the 14-day period. In this case, we would convert your visit to a video chat.
- Two visitors per resident are allowed for in-person visits. There is no limit for video chats.
- In-person visits will relocate indoors in extreme weather conditions only, such as excessive heat, storm, wind, etc.
- In the case that your in-person visit needs to shift indoors, you will be directed to a designated area.
- For in-person visits, social distancing must be maintained, and visitors must wear a face mask. If your visit is moved indoors, you will be given a mask that has been approved by NYS Department of Health.
- No in-person visits are permitted in a resident apartment unless it is medically indicated or the elder is at the end of life.
- Upon arrival for your visit, you will be asked screening questions, have your temperature taken and complete a visitation form that includes your name, address, phone numbers (day and evening) and email. This is for contact tracing purposes should there be an incidence of COVID-19, at which time the information would be shared with the Department of Health.

To schedule an in-person visit:

Contact Tracy Leonard at (585) 321-1490 or tleonard@EpiscopalSeniorLife.org

To schedule a virtual visit:

Contact Kerry Leenhouts at (585) 321-1490 or kleenhouts@EpiscopalSeniorLife.org

In order to stay in compliant with Governor Cuomo's Executive Order, we ask that you follow the guidelines. Thank you for your cooperation and understanding as we work together to keep everyone safe and healthy.

Frequently Asked Questions

Q: Can more than 2 people visit at one time?

A: Per the visitation guidance from the New York State Department of Health, only 2 people are allowed to visit at one time for any in-person visit. However, there is no limit to the number of visitors for video chats.

Q: Are there social distancing requirements for visits?

A: Yes, visitors must maintain social distancing with residents and other visitors.

Q: What are the age restrictions for visitation?

A: Visitors under the age of 18 must be accompanied by an adult 18 years of age or older.

Q: Does the visitation guidance apply to residents who are at the end of life?

A: No. For families of residents at the end of life, we will allow more frequent visits and will allow these visits to occur in the resident's apartment.

Q: Where will visits occur?

A: All in-person visits will occur on our front porch. In-person visits will relocate indoors in extreme weather conditions such as excessive heat, storm, wind, etc. Visits will not be in the resident's apartment unless the resident is at the end of life or there is a medical reason that the visit needs to be in a resident's apartment.

Q: Will video chats continue?

A: Yes, video chats will continue as an added visitation option. Contact Kerry Leenhouts at (585) 321-1490 or kleenhouts@EpiscopalSeniorLife.org to schedule a time.

Q: How do I schedule a visit with my loved one?

A: To schedule in-person visit, contact Tracy Leonard at (585) 321-1490 or tleonard@EpiscopalSeniorLife.org. To schedule a virtual visit, contact Kerry Leenhouts at (585) 321-1490 or kleenhouts@EpiscopalSeniorLife.org

Q: Will there be a time limit and specified hours for the visit?

A: Yes, all visits are Monday-Friday from 9:00 a.m. - 4:00 p.m. and are 60 minutes in length.

Q: Do I have to wear personal protective equipment (PPE) during the visit?

A: Yes, per the visitation guidance from NYS Department of Health, face masks/coverings are required through the duration of the visit. Please have your own mask on when you visit. If your in-person visit moves indoors, you will be provided an approved mask.