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Episcopal Church Home Visitation Plan & FAQ

Visitation as of November 27 under the following guidelines:

- Visits can be scheduled Monday-Friday from 10:00 a.m. – 4:00 p.m.
- Video chats and window visits are the current visitation options.
- Google Duo is the platform used for video chats. Users must download the app and have it open prior to the chat start.
- All visits are approximately 20 minutes in length in order to accommodate everyone.
- Outdoor visitation is contingent upon the Episcopal Church Home being completely free of COVID-19 for 14 days. If a resident or staff member tests positive for the virus, we must suspend any outdoor visitation for the 14-day period. In this case, we would convert your visit to a video chat or window visit (for those floors not quarantined). **At this time, no outdoor visitation is permitted until further notice.**
- Proof of a negative COVID-19 test is required for any in-person visits and the test has to be within 7 days of a visit. Hard copy or electronic version is acceptable. **This is not needed for window visits.**
- There is no limit to the number of people participating in video chats or window visits.
- For in-person visits, social distancing must be maintained and visitors must wear a face mask/covering.
- If you bring food for your loved one during a window visit, the volunteer will take it to the floor for the resident to enjoy there. Nonalcoholic drinks are permitted.
- No indoor visits are permitted in a resident room *unless the elder is imminently at the end of life.*
- Due to high demand for visits for all 150+ residents at this time, **there is a limit of one visit per week.** If you have extenuating circumstances and need additional visits, please contact your social worker.

For questions:

Contact Jennifer Rougeux at (585) 546-8439 x3160 or jrougeux@EpiscopalSeniorLife.org

Frequently Asked Questions

Q: Can I visit my loved one more than once per week?

A: We are experiencing an increase in requests for visitation at this time. In order to ensure all residents have the opportunity to receive a weekly visit, we have instituted a limit of one visit (window or virtual) per week per resident.

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

A: There is no limit to the number of visitors for window visits or video chats.

Q: Are there social distancing requirements for visits?

A: Yes, when visitors are permitted in-person, they 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 *imminently at the end of life*, a visit can occur in the resident's room.

Q: Where will visits occur?

A: Window visits will occur either on the front patio area (window next to burgundy awning) or around the side of the Chapel. Visits will only be in resident rooms if a resident is imminently at the end of life. **At this time, no outdoor visitation is permitted.**

Q: Do I need to provide proof of a negative COVID-19 every time I visit?

A: Proof of a negative COVID test is not needed for window or virtual visits, or for those visiting a loved one who is imminently at the end of life. However, once in-person outdoor visits resume, DOH guidelines state that proof of a negative COVID-19 test is required in order to visit and the test has to have been within 7 days from date of visit.

Q: Will video chats and window visits continue?

A: Yes, video chats and window visits will continue as the visitation options for those residents or floors not on quarantine or isolation precautions.

Q: How do I access the video chat with my loved one?

A: Google Duo is the platform used for video chats. Please have the app downloaded and open prior to your chat start.

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

A: You can schedule your visit online at www.EpiscopalSeniorLife.org/schedule-resident-visit If you have any scheduling questions, contact Jennifer Rougeux at (585) 546-8439 x3160 or jrougeux@EpiscopalSeniorLife.org

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

A: Yes, all visits are approximately 20 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 during any in-person visits, including window visits.

Q: Can I bring food and drink for my loved one during an in-person visit?

A: You are welcome to bring food for your loved one, however the staff volunteer will take it to the floor for your loved one to enjoy there. Many of the volunteers are unfamiliar with dietary restrictions and are unable to assist residents with eating. Nonalcoholic drinks are permitted during the visit.