



## ***Welcome BACK Visitors!!!!***

**We are very happy that you and your loved ones may once again enjoy each other's company.**

We have posted the New York State Guidance Memo on our website and will be sending out informational calls as well. All visitation will be in accordance to New York State Guidance.

To allow as many Residents to see their loved ones as possible, the following process will be used to promote fairness for all:

- ALL visits will be according to a schedule. We are now open for visitation 7 days a week.
  - Schedule your visit on our website: at [www.bishopcare.com](http://www.bishopcare.com)
  - We will make every effort possible to accommodate your requested visiting schedule, however, not all requested schedules may be honored and in the interest of fairness for all Residents, we request your flexibility.
  - You will receive a confirmation email after making your appointment.
  - All appointments are reviewed by facility staff, you may receive additional correspondence if any changes need to be made.
- Only 2 visitors per Resident are allowed at a time.
- ALL children under the age of 16 must be accompanied by someone 18 years of age and older and will count as a visitor.

- A COVID pre-screen and temperature check will need to be completed.
- Testing for COVID-19 will be conducted free of charge by Facility staff upon arrival. Testing is not required, but it is strongly encouraged.
- Visitors will be asked to wait in their car pending test results (approximately 20 minutes). Please plan to arrive at least 30 minutes before your scheduled visit time.
- Visitation will take place inside the Facility.
  - Locations include: The Rainbow Room, the B Floor, and the front lobby/café.
  - Visitation may take place outside, within Bishop's courtyard, weather permitting.
- Hygiene rules related to COVID-19 spread prevention must be followed during each visit. This includes:
  - Wearing a mask at all times upon entering the Facility.
  - Utilizing the hand sanitizing stations upon entering the facility.
  - Remaining socially distant throughout the visit.
- For the safety of all, visitation will be monitored by a staff person.
- NO pets are allowed at this time.
- NO food or drinks are allowed during visitation, at this time.
- If you have additional questions, please call the Social Worker assigned to your loved one's Unit.