

# Welcome Visitors!

We at Pine Harbour are very excited for this next step in connecting you with your loved ones! Please take a moment to familiarize yourself with the following fact sheet in order to make your visit as safe and smooth as possible.

## Visitor Expectations Fact Sheet

### ABOUT VISITATION:

- Limited visitation will include, but not be limited to, family members, loved ones, representatives from the long-term care ombudsman program (LTCOP).
- **Visitation hours are by appointment only. Appointments are limited and can be made by calling 518-561-5307.** A copy of these visitation guidelines is posted on [www.pineharbour.org](http://www.pineharbour.org) and broadcasted via email and Pine Harbour's Facebook Page. Visitation hours will be based on reservations and staff availability.
- Visitors may make only one reservation at a time. Subsequent single reservations may be made after the current reservation has concluded.
- No more than 10 percent (10%) of the residents shall have visitors at any one time and only two visitors will be allowed per visit at any one time.
- Visitation will take place outside in the designated visitation areas. Indoor visitation is prohibited.
- Visitors under the age of 18 must be accompanied by an adult 18 years of age or older.
- Residents/Visitors who are unable or unwilling to adhere to visitation policies will be restricted from visitation.
- Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine or observation period will not be eligible for visits.

### UPON ARRIVAL:

- Visitors will be screened for signs and symptoms of COVID-19 (including a temperature check) and possible exposure to COVID-19 prior to resident access and will be refused access if they exhibit any symptoms or do not pass the screening questions.
- Visitors will complete a COVID-19 Visitation Documentation form for contact tracing. This must be filled out for each visitor to Pine Harbour. Visitor will sign, certifying documentation.
- Visitors must demonstrate proper hand hygiene with facility-provided hand sanitizer upon arrival, prior to the visit.

### DURING VISITATION:

- Proper facemask utilization, hand hygiene, and social distancing must be maintained by all visitors (including children), residents, and staff during the entire visit.
- Visitors cannot leave designated visiting area during visit.
- Furniture is placed according to guidelines and shall not be moved during visitation.
- Food and drink consumption during the visit is strictly prohibited.
- Staff will be present to allow for personnel to help with the transition of residents, monitoring of visitation, cleaning and disinfecting visitation areas after each visit and the demonstration of proper facemask utilization, hand hygiene, social distancing.

### CEASING VISITATION:

- Failure to follow visitation guidelines may result in restriction or revocation of visitation.