



BRICKSTONE | FOUNDATION | HOME | MEADOWS

July 6, 2020

Dear St. John's Residents and Family Members,

As we shared with you last week, we are pleased to be able to begin offering window visitation for our residents at St. John's Home and their loved ones. Beginning next Monday, July 13 window visitations will be held on a rotating schedule that allows for one day to be allotted for each neighborhood during the weeks of Monday, July 13 through Friday, July 17 and Monday, July 20 through Friday, July 24, at which time we will test our planned process and make adjustments for continuation of the program in early August.

We have identified six locations at windows along the parameter of St. John's Home, allowing for six residents at a time to enjoy a 15-minute meeting with up to two visitors. The visits will be every 30 minutes during the hours of 9:00 a.m. and 3:30 p.m. Each neighborhood is assigned one day for visitation according to the schedule found on the web page linked below. *Some restrictions may apply as to the availability of your loved one for an in-person window visit. Your neighborhood administrator will contact you directly if this is your resident loved one's situation.*

Signups for this initial launch period of window visits will be accepted by one designated resident family member on a first come, first served basis and according to assigned neighborhood days. For those family members that are out of town, video chats will remain an option. However, due to staffing capacity limitations, if you are in town and have scheduled a window visit during the initial launch period, you will not be able to also conduct a video chat during your regularly scheduled time slot that week. If you are traveling into town in order to conduct an in-person window visit with your loved one, please be aware of New York State travel advisories.

The step-by-step process for scheduling a window visit with your loved one as well as access to the online scheduling tool can be found on our web site at: <https://www.stjohnsliving.org/st-johns-home-window-visits/>. Visitation appointments are scheduled on a first-come, first-served basis and will only be granted one per resident. To ensure your preferred time slot, please sign up online as soon as possible.

If you have any questions after reviewing our online window visitation process, please call 585-760-1406. However, you are strongly encouraged to use the online process for scheduling as this will guarantee the most prompt scheduling of your visit.

We are certainly very excited to be able to offer window visitations to our residents and their loved ones. We thank you for your patience as we launch this introductory phase of our process. In the spirit of continual improvement and as we learn, we will be making adjustments as necessary to ensure the most positive experience for everyone involved.

Sincerely,

President and CEO

Embrace Living

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[stjohnsliving.org](https://www.stjohnsliving.org)