



BRICKSTONE | FOUNDATION | HOME | MEADOWS

July 17, 2020

Dear St. John's Residents and Family Members,

We were pleased to see that the first week of *Window Visits* brought back many of you to our St. John's Home campus to enjoy heartwarming reunions with your loved ones. There were tears of joy shed, stories exchanged via the speaker phone set up for communication, and hands touching "through" the glass. While we certainly recognize the true desire of every resident and family member is to resume in-person visitation as it was before the pandemic, we have been grateful to be able to offer *Window Visits* in accordance with New York State Department of Health guidelines.

As you may be aware, St. John's received a notification on Friday, July 10 from the Department of Health that outlined updated changes to the guidelines governing visitation, which went into effect on July 15 for those facilities meeting the established criteria. Since that time, we have been reviewing these directives to create a thoughtful reopening plan for in-person visitation at St. John's communities.

Above all, the safety and well-being of our residents and staff members remains our top priority. Having identified changes to our current *Window Visits* program that respect this priority, while also adhering to the newly updated guidelines established by the Department of Health (DOH), we will launch *Tent Visits* beginning next Wednesday, July 22. It should be noted, however, that if a positive case of COVID-19 in either residents or staff members is identified at any time at St. John's Home, existing visits scheduled on the day of COVID-19 case identification and for 28 days beyond that date will be converted to *Window Visits* per DOH guidelines.

Under this newly updated plan for *Tent Visits*, families previously registered for *Window Visits* from July 22-24 and any new registrations being made for the next week beginning Monday, July 27 and beyond will be offered as *Tent Visits* so long as St. John's Home remains free of COVID-19 positive cases for both residents and staff members. As was part of the initial launch period of two weeks (Two-Week Period #1: July 13-July 24), families will again be invited to sign up for one visit (for two visitors) with their loved one in our second two-week period starting Monday, July 27. The same web page that was utilized for scheduling your previous *Window Visit* will again be used to schedule your new *Tent Visit* during Two-Week Period #2 at: <https://www.stjohnsliving.org/st-johns-home-window-visits/>.

If you came to St. John's Home for *Window Visits* this week, it is important to note that *Tent Visits* will be offered in a different area on our 150 Highland Avenue campus and therefore, you will be asked to access our campus from the South Avenue gated entrance. Visitors will also be asked to participate in a mandatory screening process before they will be permitted to visit their loved one. Visitors will be provided with a face mask to have and a face shield to borrow for the visit with their loved one.

Tent Visits with your loved one will also be conducted via a six foot table separating visitors from residents. This distance must be maintained throughout the visit between all visitors and all residents in the visitation tent and therefore, no physical contact will be permitted during the visit. A full list of guidelines in place for both *Window Visits* and *Tent Visits* are listed on the above shared web page.

Thank you for your continued support of St. John's as we work with you to successfully implement the next phase of our re-opening plan.

Sincerely,

President and CEO

Embrace Living

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