



BRICKSTONE | FOUNDATION | HOME | MEADOWS

September 17, 2020

Frequently Asked Questions

Re: New York State Department of Health Guidelines Released September 16, 2020

What can St. John's tell me about the new guidelines?

There have been some new guidelines issued by the New York State Department of Health (NYSDOH) that go into effect today, Thursday, September 17. However, NYSDOH has already told our state association that they made some mistakes in their guidance and will be issuing further directions soon. Further, the answers outlined below are what we know right now, but we expect that there will be additional changes.

What does the 14-day change mean?

A nursing home may move from Window Visits to Outdoor Visits if there have been no positive coronavirus tests among staff members and residents for 14 days. This is a change from the previous requirement of 28 days. On Day 15, a home may start in-person visits outside. St. John's is planning to have our outdoor visits take place as Tent Visits to protect everyone from possible inclement weather.

How do I sign up for a Tent Visit?

We are using the same system and process to sign up for Tent Visits as we are for Window Visits. Any person who has a previously scheduled window visit when we hit Day 15, and beyond, will be able to have an in-person Tent Visit. The sign up page for Window/Tent Visits can be accessed here: <https://www.stjohnsliving.org/st-johns-home-window-visits/>

I heard I need to be tested for COVID, is this true?

Yes. All visitors now need to produce proof of a valid, negative COVID-19 test result that is less than 7 days old at the time of the visit.

Does the test need to be less than 7 days old or the negative test result needs to be less than 7 days old?

The NYSDOH has not yet decided what the standard will be.

Where can I get tested?

We are working to provide different lists of testing options. Monroe County has provided this list found online here: <https://www.monroecounty.gov/health-COVID-19>

**Please be aware that different testing sites have different sign up processes and may have different requirements about insurance, as well as who is eligible for testing and how long it takes to get results.*

Can St. John's provide my COVID-19 test?

St. John's can only test our own employees and our residents. Unfortunately, we cannot test visitors.

Who can attend an in-person visit?

Visitation is strictly limited to two people at a time per resident. The current directive says that one of the two visitors must be over the age of 18.

Embrace Living

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

What can we expect at a Tent Visit?

When you arrive for a Tent Visit you will need to verify the personal contact information you submitted when you signed up. You will be screened for any signs or symptoms of COVID-19 and your temperature will be taken. We ask that you please not attend if you have any of the following symptoms:

- Fever
- Cough
- Shortness of breath
- Diarrhea
- Nausea and vomiting
- Chills/*Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

You will also be required to clean your hands with sanitizer. You will be issued a face mask and shield that must be worn during the entire visit. Your loved one will be brought out to the tent and will also be wearing a mask if it can be tolerated. There will be a 6-8 foot table between the both of you. You will not be able to have any physical contact with your loved one. You also will not be able to share any food or drink with your loved one.

I live out of state. Can I schedule my visit in advance?

Please be aware that the New York Travel Advisory List changes every Tuesday. If your state is in the clear at the time of your visit, you may come. If your state has an advisory for New York, you must quarantine for two weeks in New York before you can come to the campus. We realize that this makes it very difficult for families to coordinate schedules for visits. End-of-life emergency visits are an exception that can be petitioned for with NYSDOH.