



BRICKSTONE | FOUNDATION | HOME | MEADOWS

February 24, 2021

Dear St. John's Residents and Family Members,

As you may be aware, Governor Cuomo announced on Friday, February 19 his recommendation that visitation at nursing homes throughout New York State be reopened. Subsequently, on Monday, February 22 and Wednesday, February 24, updates to visitation guidelines were released, which nursing homes are required to follow in implementing the reopening process beginning Friday, February 26.

Upon review of these updated guidelines, which are expected to continue to be modified by New York State as practice and experience informs the process, it is important to note that visitation guidelines have not been significantly altered. Unfortunately, full visitation, in a manner that families may be recalling from the period of time pre-pandemic—when visitors were able to fully access the facility and interact with loved ones without screening or pre-entrance requirements—has not been restored.

Additionally, in an effort to provide you with accurate information that will be helpful in planning for a future visit to St. John's Home to see your loved one, we would like to share the following:

- The guideline that stipulates a facility must be free of a positive COVID-19 case in a resident or staff member for 14 days before a facility can open for indoor, **In Person Visits** is still in effect. Under this guideline, and barring no new positive cases of COVID-19 in the interim period, St. John's Home will be eligible for this type of visitation on Friday, March 5. (Strict social distancing and the donning of personal protection equipment by visitors are still required during this type of visit.)
- To be eligible for indoor, **In Person Visits**, visitors will be required to produce evidence of a negative COVID-19 test within 7 days of the visit if the Monroe County rate of infection is below 5% and within 72 hours if the rate of infection is between 5 and 10%. A listing of open testing sites available to Monroe County community members can be found [here](#).
- Under the updated guidelines, the definition for **Compassionate Care Visit** eligibility has been expanded; however, it remains highly individualized. St. John's Home is reviewing the expanded definition and evaluating qualification eligibility for each resident. The primary contact of each resident who qualifies for a **Compassionate Care Visit** will be notified directly within the coming weeks to schedule this type of visit and to discuss requirements for the visit (including the COVID-19 testing requirement noted above).
- **Window Visits**, which do not require proof of a negative COVID-19 test within the 7-day or 72-hour timeframe and can be selected via the current [website sign up](#) process on the designated day for their loved one's neighborhood, will continue to be available to families. As before, scheduled **Window Visits** can convert to an **In Person Visit** if St. John's meets the 14-day requirement noted and the visitor meets the COVID-testing requirement also noted. However, only one type of visit is allowed per family per week.
- Receipt of the COVID-19 vaccination does not preclude a visitor from having to meet the testing requirements noted above.
- Any questions regarding the updated visitation guidelines can be submitted by email to [updates@stjohnsliving.org](mailto:updates@stjohnsliving.org). A Frequently Asked Questions document will be forthcoming to address any outstanding questions.

Thank you for your continued patience as we navigate these ever-changing requirements for reopening nursing home visitation. We share your disappointment that this newest iteration of reopening guidelines does not provide the level of visitation our residents and their families deserve. We are hopeful that improvements will continue to be made as this process is implemented in the coming months.

Sincerely,

President and CEO

Embrace Living

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