



Visitation Re-Opening Timeline

St. John's Home is excited to be able to welcome families and visitors back inside our doors after the very long and challenging time duration of closed visitation caused by the pandemic. With the safety and protection of our residents, staff members, and visitors at the forefront of our decision-making, the following timeline outlines key milestones in our phased re-opening plan.

Re-Opening Visitation Phase 1

Tuesday, March 30 – Monday, April 12: Visits by Appointment in Designated Areas

Visits by appointment are permitted to occur during designated visiting hours **in dedicated visiting locations** on the ground floor of St. John's Home. All existing appointments scheduled in Calendly* will be honored and turned into face-to-face in person visits starting Tuesday, March 30.

Visiting Hours (by appointment) will occur during the designated visiting hours of: **Monday – Friday, 9:00 a.m. - 3:30 p.m.** and **Saturdays, 10:00 a.m. - 3:00 p.m.**

Visitors may visit **two times per week**. All visitation reservations are in 30 minute blocks and booked through Calendly*. As possible within the current schedule constraints, visitors will be allowed to stay for visits up to an hour in length as long as the next appointment time is not booked by another visitor for the same location. To accommodate an increasing number of visitors, St. John's is doubling the number of visit locations and appointment slots. **Two visitors per resident** will be allowed to visit at one time and at least **one visitor must be 18 years or older**. Masks are still required at all times. Social distancing is required. Although getting tested for COVID is not required, we **STRONGLY URGE** you get tested before you come to this health care setting. Our staff is tested twice a week to protect the residents and each other. **Please help protect everyone by getting tested.**

**Please Note: We are not able to rewrite all of the automatic emails and text fields that come from the Calendly Appointment System for currently scheduled appointments. Your appointment notice will say the visit is 15 minutes at the Window. The instructions in this letter supersede the automatic notifications.*

Re-Opening Visitation Phase 2

Tuesday, April 13 – Monday, April 26: Visits by Appointment in Resident Rooms

Visits are permitted to occur by appointment during visiting hours **in resident rooms**. **Two visitors per resident** will be allowed to visit at one time **for one hour up to two times per week** and at least **one visitor must be 18 years or older**. Visits will be in the resident rooms unless the resident being visited has a roommate. Dedicated visiting areas are being created on each floor for residents in double occupancy rooms. Masks are still required at all times. Social distancing is required. Although getting tested for COVID is not required, we **STRONGLY URGE** you get tested before you come to this health care setting. Our staff members are tested twice a week to protect the residents and each other. **Please help protect everyone by getting tested.**

Visiting Hours (by appointment) will occur during the designated visiting hours of: **Monday – Friday, 9:00 a.m. - 6:00 p.m.** and **Saturdays, 10:00 a.m. - 3:00 p.m.**

These appointments will be coordinated through your resident's neighborhood. Due to the varying sizes of each neighborhood and the number of double occupancy rooms by neighborhood, individual schedules are being developed by each floor to accommodate multiple people visiting at one time and St. John's Home's necessary adherence to required capacity guidelines. The scheduling system is currently in development and specific contact numbers for each neighborhood will be provided to families in the coming week to facilitate neighborhood visitation scheduling.

Re-Opening Visitation Phase 3

(Dates still to be determined.)

We will be evaluating our capacity throughout this process to set the next stages of expansion. We appreciate your patience with this complex process of visitation roll-out.

Updated Quarantine Guidelines

Under the most recent update to the quarantine guidelines, if an employee, a resident, a volunteer, or a visiting family member tests positive and creates an exposure for St. John's Home, visitation will only be paused until the duration of time to complete one round of COVID testing for all residents and staff. Currently, testing all residents and staff members at St. John's currently takes seven days to complete. St. John's is undergoing the process to change testing types, testing schedules, and training more staff members in specimen collection and processing with the objective to decrease the expected time frame of a potential "pause" to three days, pending lab processing time. In addition, if after all the test results have come back, the exposure is limited to one floor, all other floors can resume visitation. Visits to the exposed floor will be permitted to continue, but St. John's will require the visitors to enter the quarantined floor in full personal protection equipment (PPE). Further details will be explained directly to the family members at the time of occurrence. The floor with the exposure will need to complete its 14-day quarantine period before returning to conditions that align with the remainder of the building.

If a resident is in an individual quarantine, he/she is not able to participate in a ground floor visit. Visitation may still occur with family members in the resident's room with certain conditions observed.

Missed visits due to a "pause" period can be rescheduled.

Video Chats and Window Visits

Video Chats can continue for family members who are out of town; however, if there are local family members attending in person visits, we will ask that family member to assist with performing the video chat. Due to the resources necessary to manage the Re-Opening Plan, St. John's reserves the right to change the current schedule for Video Chats upon further assessment and practice during this transition period.

St. John's has heard from some families that they are not comfortable coming in to a nursing home at this time and that they would like to continue with just window visits. Window visits can continue at this time; however, due to the resources necessary to manage the Re-Opening Plan, St. John's reserves the right to change the current opportunity for Window Visits upon further assessment and practice during this transition period.

Questions and Answers

Q: Can I give my loved one hugs, kisses, and hold his/her hand?

A: Per New York State regulations, if the resident is fully vaccinated (defined as more than two weeks from his/her final vaccine shot), the resident can choose to have physical contact with visitors. Masks are to be worn by all parties and hand hygiene must take place before and after the contact.

Q: Can I take my loved one elsewhere in the building, such as to the Chapel, Ice Cream Shop and Cocktail Bar, Auditorium, Library, St. John's Art Exhibit Hallway, Community Rooms, Bistro, Gift Shop, Pillars Gathering Area, Salon, Central Courtyard, or Trinity Garden?

A: During Phase 1 visits can only be in designated visiting areas. During Phase 2 a family member may bring his/her loved one directly to a desired destination. There will be capacity limits at each of our location offerings. Priority will always be given to residents for these destinations and amenities so there may not be the ability for visitors to gather at these destinations. If this situation occurs, the visitor and resident should return to the residents' room.

Q: If am fully vaccinated and my loved one is fully vaccinated, can I take off my mask?

A: No. Guidelines for vaccinated individuals removing masks are for the general public in private settings. This is a healthcare setting serving a population that is among the most vulnerable to COVID-19.

Q: I am fully vaccinated, why should I get tested?

A: Fully vaccinated people can and do still become positive for COVID-19. The vaccine is very effective at stopping vaccinated people from getting very sick from a COVID-19 infection. The science has not yet determined how effective the vaccine is from stopping positive people, who are not sickened, from passing the virus on to others. St. John's continues to provide vaccine to new people who move in or begin working here; however, the time period before people are considered fully vaccinated and protected takes weeks. You can help protect everyone by getting tested, adhering to PPE rules, and frequently cleaning your hands.

Q: Will access to testing expand at St. John's?

A: St. John's is working to offer more hours of rapid testing for families in order to facilitate more testing on site. When this resource is available, St. John's will put out a new notification.

Q: Is it two visits per resident per week, or two visits per visitor?

A: It is two visits **per** visitor. We urge you to communicate with other family members. Two visits scheduled separately on the same day can be very overwhelming and exhausting for residents. St. John's wants to ensure that as many people as possible get a chance to safely visit with loved ones. St. John's reserves the right to adjust this rule based upon volumes of participation. St. John's seeks to ensure that every resident is able to have opportunities for visitation.

Q: Why are there limits on the number of visits per week and why do these visits have to be scheduled?

A: In order to maintain COVID safety protocols while making visitation available to as many people as possible, St. John's needs to control the number of people in the building at any one time.

Q: Are larger group activities starting back up now? Will there be the concerts, musical entertainment, and events that we are used to with St. John's and can we attend them?

A: As the caps on the number of participants allowed in group activities goes up, St. John's will be bringing back the celebrations and gatherings for which it is well known. Social distancing and PPE rules still apply to all events. While

St. John's understands that you want to do things with your loved one together, the situation must be managed for the safety and protection of all. The top priority will always be for as many residents to participate as possible; therefore, families may be limited in attending so that residents can enjoy the offerings.

Q: We have a large family and we all want to see our loved one. How do we do that?

A: Family members are able to take turns scheduling visits. The visits are limited to twice per week per visitor, not per resident. Please keep your loved one's endurance and tolerance for multiple visits in mind when scheduling. Alternatively, **Outdoor Visits** can be done with more than two people. If you would like for your loved one to see many family members at once, the resident can go outside to an area where multiple people can gather. Social distancing from other families is required and this offering is weather dependent. All family members in attendance must be screened before the resident can join them. We are setting up locations outside of the building to facilitate family visits and will be sending out further communication when this type of visit may begin.

Q: Can I bring my pet?

A: Pets must be registered with St. Johns; registration forms are available from the concierge. The pet should not visit if it has had any exposure to people with COVID-19. Please avoid letting your pet interact with people (e.g., during dog walks) for the 14 days leading up to a visit. Hand hygiene should be performed before and after the pet interacts with the resident.

Q: Will we be able to take our loved ones across the street to the Lilac Festival when it is occurring this year?

A: The Lilac Festival is a treasured tradition at St. John's. St. John's has not yet reviewed the safety plans for the Lilac Festival as available from the organizers to know what will be in place there. St. John's is working on ways to bring pieces of the tradition to our own property. Additionally, many things can change between now and the month of May, when the festival is set to occur. St. John's will continue to monitor the situation and communicate any updates.

Q: I would like to help. Can I volunteer?

A: Yes! Contact St. John's Home Volunteer Coordinator Sandy Ferguson by email at sferguson@stjohnsliving.org or by phone at 585-760-1293.