



BRICKSTONE | FOUNDATION | HOME | MEADOWS

April 26, 2021

Dear St. John's Residents and Family Members,

We thank you for your continued patience and cooperation as we have navigated through the ever-changing requirements for reopening nursing home visitation and successfully worked together to implement a multi-phase reopening process here at St. John's Home.

On Tuesday, April 27, we are pleased to enter the third phase of our reopening, which represents the least restrictive of parameters for visitors to date, while still maintaining the guidelines that are required by the New York State Department of Health. One notable change to families during this new phase is when and how visits are scheduled. Families that are interested in visiting a loved one may do so during open visiting hours (Monday through Friday from 8 a.m. to 8 p.m. and on weekends from 9 a.m. – 6 p.m.) by pre-scheduling a visit online through our web portal accessible here: <https://calendly.com/sjwindowvisits/ccv>. Visits remain capped at two visitors per resident at any one time for the duration of one hour each; however there is no limit to the number of total visits a resident may have per week within the established visitation hours. More details on visitation parameters, including our updated Re-Opening Plan can be found on the *Book a Visit* web page: <https://www.stjohnsliving.org/st-johns-home-window-visits/>.

Depending upon any recent positive COVID cases among staff members or residents, there may be limitations to how the visit is conducted with your loved one if he/she resides on a floor currently under quarantine. Visitors can consult the *Book a Visit* web page noted above for a current listing of neighborhoods under quarantine status.

We are excited to continue to welcome families and visitors back to St. John's Home in a safe and protective manner for all. With each new phase of reopening, there is generated optimism for the future.

Sincerely,

President and CEO

Embrace Living

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