



Visitation Re-Opening Timeline (Updated 4-26-21)

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 the most recent updates to our re-opening plan.

Re-Opening Visitation Phase 3

Beginning Tuesday, April 27

Visits are permitted **Monday through Friday from 8 a.m. to 8 p.m.** and on **weekends from 9 a.m. – 5 p.m.**; however, visits must be pre-scheduled. (In the event of an unscheduled visit, there may be an unexpected delay in the start of your visit.)

Visitor testing is provided Monday through Friday from 9 a.m. to 5 p.m. and on Saturdays from 9 a.m. to 10 a.m. Test results are valid for 7 days. *Please arrange for testing in advance if you are planning your visit outside of the provided testing clinic hours.*

All visitors must be screened prior to visiting, regardless of where the visit will take place. All visitors are required to wear masks and eye protection for the duration of the visit and at any time they are inside the building. Social distancing of at least 6 feet must be maintained from all other elders, staff members, and visitors.

Each visitor will be provided a surgical mask and eye protection by the Concierge upon checking in for the visit.

Visitors cannot eat or drink with residents during visits.

Same-day testing is strongly encouraged for all visitors age 6 years and older.

All visits will be scheduled online through the Calendly application, which can be accessed on St. John's web site under the *Book a Visit* web page or directly at: <https://calendly.com/sjwindowvisits/ccv>.

Visitors will sign up for a visit via the Calendly application calendar on the specific date and time they wish to visit. Follow the instructions provided for specific details regarding your visit.

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 are now offered on Wednesdays only.**

All visits, including Window Visits, will be scheduled online through the Calendly application, which can be accessed on St. John's web site under the *Book a Visit* web page or directly at: <https://calendly.com/sjhwindowvisits/ccv>.

Visitors will sign up for a visit via the Calendly application calendar on the specific date and time they wish to visit. Follow the instructions provided for specific details regarding your visit.

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: 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.

The following matrix outlines the type of personal protection (PPE) required by visitor according to the level of vaccination and testing:

Visitor Vaccination Level	Test/Result	Visit Location	PPE Required
Yes	Yes (negative result)	Elder floor	Mask, eye protection
Yes	No	Elder floor	Mask, eye protection
No	Yes (negative result)	Elder floor	Mask, eye protection
No	No	Ground floor	Mask, eye protection
Yes or no	Yes (positive result)	Not allowed	N/A

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: 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: Can children under the age of 18 years old visit? Are there any restrictions with respect to COVID-19 testing and infection control?

A: Children under the age of 18 years old must be accompanied by an adult over 18 years old at each visit. COVID-19 testing is strongly encouraged for children over the age of 5 years. Masks required for children over the age of 2 years. For visits involving children age 5 years or under, the child will not count as one of the visitors in the two visitor limit. Visits involving children age 5 years or under will take place in the Courtyard. One visit at a time is permitted in the Trinity Garden.

Q: Can I bring food to eat with my loved one during a visit? How are food/drink deliveries now handled?

A: During your visit, you will not be able to share food or drink with your loved one. (Your loved one can eat and drink during a visit located in his/her room; however, visitors must remain masked and therefore, are not permitted to eat or drink.) Instead, should you wish to leave a special treat for your loved one to enjoy at another time, we will be happy to label and store the provided food/drink items for them. Alternatively, food/drink items can be dropped off for delivery to residents between the hours of 8:00 a.m. – 8:00 p.m., Monday through Friday, and 9:00 a.m. to 5:00 p.m. on Saturdays and Sundays, at the Hastings Building Entrance Concierge Desk.

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.