



BRICKSTONE | FOUNDATION | HOME | MEADOWS

October 19, 2021

Dear St. John's Residents and Family Members,

As it has been some time since St. John's has released a communication update regarding visitation practices, I wanted to take the opportunity share information that may be helpful as you continue to support your loved one residing at St. John's Home. There has also been some understandable confusion expressed regarding the ever-changing mandates and how they impact the processes for visiting your loved one at 150 Highland Avenue. The following overview below may be helpful to you in navigating the possible confusion.

Advanced Scheduling of Visitation is No Longer Required

The use of Calendly for advanced scheduling has been suspended for visits to St. John's Home. The former web page for scheduling window and in person visits to St. John's Home has been updated with current information here: <https://www.stjohnsliving.org/st-johns-home-visits/>

Visitation Hours and COVID-19 Testing

Visits are permitted Monday through Friday from 8 a.m. to 8 p.m. and on weekends from 9 a.m. – 5 p.m. (If you are planning to visit outside of normal visiting hours due to special circumstances, please call Protective Services at 585-760-1340 to enter the building after the main lobby has closed.)

COVID-19 testing for all visitors (regardless of where the visit will take place) is strongly encouraged to protect residents from unnecessary exposure risk. Testing is provided Monday through Friday from 9 a.m. to 5 p.m. and on Saturdays from 9 a.m. to 3 p.m. Test results are valid for 7 days. Please arrange for testing in advance as desired and if you are planning your visit outside of the provided testing clinic hours.

Visitation Parameters Related to COVID-19 Positive Tests in Residents and Staff Members

Guidelines with respect to the number of visitors permitted in a resident room at one time, where visitation can take place (in room or in common areas), and the maximum time limits for visitation, are dependent on the Current Quarantine Status at the time of the visit. A full list of those guidelines and the Current Quarantine Status Chart (which is updated as needed to align with current conditions) can be found here: <https://www.stjohnsliving.org/st-johns-home-visits/>

Also attached is a [one-page summary](#) document that outlines the visitation guidelines in detail. Please feel free to reference this information prior to your visit so you can plan accordingly.

Thank you for your support as we continue to implement safe visitation practices in protection of residents, staff members, and visitors.

Sincerely,

President and CEO

Embrace Living

150 Highland Avenue | Rochester, New York | 14620-3099 | 585-760-1300

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