

## Brightview Family and Friends Visitation Fact Sheet

Brightview strongly believes in the power of relationships. While COVID-19 will continue to pose a threat to our residents before a vaccine is found, we recognize the need to balance physical health with the emotional and mental health of our residents. We are committed to ensuring that Brightview residents are able to visit with family and friends while following all visitation safety requirements put forth by state and local health authorities.

As such, we are sharing these guidelines for visitors:

All visitors will pre-register for visits using the online program called Calendly. Visitors to Brightview Lake Tappan can schedule a visit by using this link:

<https://calendly.com/sgrapentine/brightview-lake-tappan-assisted-living-family-visits>

- In order to ensure enough staff to accommodate visits for all residents, at this time residents are permitted to have one visit per week with up to two visitors, one of which must be over the age of 18.
- There is a check-in process for all visitors, please arrive 10 minutes before the scheduled visit time for screening. Visits will be limited to 45 minutes to allow for sanitation of the area before the next scheduled visitor(s) arrives. Please adhere to your scheduled time period.
- Please check in at the visitor table inside the front vestibule. Upon check in, visitors will be asked a series of health screening questions, have their temperatures taken, and watch a short infection control video. After the video, visitors will be asked to sign a pledge to abide by the safety guidelines outlined in the video. Visitors will also be asked to use hand sanitizer at check in.
- Visits will be offered inside and outside starting Thursday, October 8<sup>th</sup>. Per the NYS Dept of Health, a Brightview associate is required to escort visitors at all times while they are at the community.
- Indoor visitors are restricted to the visitation area only. Individuals are not allowed to go to other areas of the building for any reason including bathroom usage.
- Face masks are required to be worn by visitors and residents at all times and must cover the nose and mouth at all times. If masks are not being worn or being worn incorrectly, we will be forced to end your visit before the allotted time has elapsed.
- No food or packages permitted during the visit.
- A physical distance of at least six feet must be maintained. Distancing cues are displayed in the community.
- Visitors cannot move or rearrange any furniture, including moving chairs to sit closer to each other.
- Physical contact must be avoided. While it may be difficult, do not shake hands, hug, or come in physical contact with a resident. If a resident needs assistance, the Brightview associate supervising the visits will provide any hands-on help.
- Brightview Senior Living and/or the New York State Department of Health can cancel visits at any time, especially if there is an outbreak of new COVID-19 cases in the community.
- If you have questions about these procedures, please contact the Concierge at the community.