

Manor Hills Inc.
4192B Bolivar Road
Wellsville, NY 14895

Dear Families and Residents,

After receiving guidance from New York State Department of Health. We would like to take a big step forward in communication with families and residents. In the past three months we have been utilizing zoom visits, Facebook visits, window visits, etc. We would like to introduce social distancing visits outside of the facility (weather permitted). We are inviting you to enjoy the fresh air in the presence of your loved ones. We will have guidelines that everyone needs to follow. Please know we are only allotted so many family members per day, therefore we will need to alternate and monitor the frequency. We ask that you assist us in following those guide lines to protect the well-being, health, and safety of all.

1. Each family member and resident will need to wear a mask. (Anytime on the premise' all families are asked to wear a mask)
2. Families will bring only 2 members with them for the visit.
3. Visits will be set up on the activities room patio. Areas will be set up with appropriate social distancing. Please follow the seating.
4. We ask that you use the alcohol-based hand sanitizer prior to seating.
5. Please do not touch, hug, or come in close contact with each other at this time.
6. We will be allotting times for each unit. The times will be Monday 1:00pm-3:15pm, Wednesday 4:00pm-7:30pm, and Friday 9:00am- 11:15am. These times will be 30 min. intervals for each family.
7. Families please keep in contact with each other and your loved one to determine what is the best time for you. The next step will be to call the facility 585-593-9800 between the hours of 8:00am-4:00pm Monday-Friday. We will then tell you what time frames are open and schedule you for a visit at that time. I ask that you please be flexible and patient as we are doing all that we can to facilitate seeing your loved ones, while maintaining the safety of all.
8. Please wait in your car until a staff member can assist you.

All of the above guidelines must be followed, if you do not follow them and jeopardize the safety of our residents or staff you will be asked to leave.

Sincerely,



Miranda Phelps

updated 9/10/2020

Manor Hills Inc.

For all visitors and vendors to complete before entry, must be completed **daily**.

Name _____ Date _____ Time _____
Address _____ Phone Number (Day) _____ (Evening) _____
Email Address _____ Name of person you are visiting _____

Do you have signs or symptoms of a respiratory infection, such as a fever, cough, shortness of breath, headache, loss of taste or smell, diarrhea, chills, muscle pain, vomiting and sore throat in the past 14 days? _____

Have you had contact with someone with or under investigation for COVID-19 in the past 14 days? _____

Have you tested positive for COVID-19 in the past 14 days? _____

Temperature (if above 100 cannot enter) _____

Have you been out of the country in the past 14 days? _____

Have you traveled to any of the states on the NYS advisory in the past 14 days? _____

Cleared by _____

-If no concerns to the above questions allow into the building. Ask the individual to wash their hands or use alcohol-based hand rub prior to entry and throughout time in building.

- Ask the individual not to shake hands with, touch or hug residents during their visit.

-Require a mask before entry.

If you answered yes to any of the above questions you may not enter the building, please seek medical attention.

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Visitation Plan

1. Face mask are required at all times during the visit.
2. Six feet social distance must be maintained at all times.
3. Proper hygiene practices at all times. Sanitizer provided.
4. Visitors are limited to two people.
5. Visitation is limited to 30 minutes per resident.
6. Visiting hours and days are:
 - a. Monday 1:00pm-3:15pm
 - b. Wednesday 4:00pm-7:30pm
 - c. Friday 9:00am-11:15am
7. No More then 10 resident visits per day.
8. If you are sick, STAY HOME.

Visitor Signature: _____ Date: _____