

# ***Rockaway Care Center***

## **FACILITY VISITOR POLICY**

Thank you for entrusting us to care for your loved one. Due to COVID-19, many of our facility policies have temporarily changed and are continuously being revised based on current state and federal guidelines.

We know how much your loved one means to you and how important it is for you to stay in touch with them. We are pleased to announce that the facility is open for limited visitation as we have met the benchmarks set forth by the NYS Department of Health. We have formulated a plan to maximize both resident and staff safety while also fostering the benefits of in-person visitation.

Please be aware of the following guidelines that are in place to ensure the safety of our residents, staff and visitors. Fran Sonustun, Director of Recreation, is responsible for coordinating these visits. Please contact her directly at (718) 471-5000 ext. 1117 to discuss more details and set up an appointment to visit.

Currently, visitation takes place Sunday-Friday from 11AM-4PM. Visitors must present a negative COVID swab within seven days of their visit. Similarly, all visitors must be screened for COVID-like symptoms prior to entering the facility. Visitors under 18 years of age must be accompanied by an adult 18 years or older. A demographic questionnaire will be completed upon your arrival in case the NYS Department of Health needs to reach out to you for contact tracing purposes. There is a designated visiting area that is large enough to allow for appropriate social distancing. It is set up with a hand sanitizing station and it has designated staff to regularly sanitize the area. Visitors must wear a facemask/face covering at all times while on facility premises.

Please be aware that we will continue to offer window visits during the times when visitation is not allowed in the building. Please contact Fran Sonustun to arrange those visits. We also will continue to offer facetime, skype, zoom and calls. Please contact Fran Sonustun to arrange a time for those calls.

Thank you for your cooperation and please reach out to any of our staff members if you have any questions or concerns.