

Horizons Visitor Fact Sheet

Welcome Families and Friends,

We are pleased to be able to welcome you back for limited visitation with your loved one. For the safety of our residents and their guests, we will be following these protocols:

- Visits will be by appointment only.
- Visits are limited to two visitors per resident for a time period of 20 minutes.
- All visitors must be 18 years or older.
- Visits will be in designated areas.
- All visitors must complete a COVID screening questionnaire and temperature check prior to entering the visitation area.
- All visits will be outdoors, weather permitting. Cancellation will be at the discretion of the community for rain and/or heat advisory.
- Visitation areas will be marked with social distancing guides. Please maintain social distance as marked. Unfortunately, physical contact must be avoided.
- If your loved one needs assistance, please alert one of our staff and they will assist.
- Restrooms will not be available to guests.
- All tables and chairs will be disinfected after each visit.
- Visitors and residents must wear a mask for the entire visit. Visitors must arrive with a mask. (Horizons will provide a mask if the visitor arrives lacking a face covering).
- Visitors and residents will be asked to use hand sanitizer before and after the visit.
- Any packages brought for residents must continue to be dropped at the front door for proper disinfection before delivery to the resident.
- Schedule visits by:
Schedule on-line at <https://calendly.com/horizonsal/courtyard>
**If you need assistance scheduling a visit, please call 585-396-3390.
- Visiting hours: Tuesday, Thursday & Sunday-1pm-4pm

Visitors may be required to leave at any time if they do not comply with the visitation guidelines.

The facility reserves the right to cancel, suspend or pause visitation for any reason. If a new case of COVID-19 is identified at the facility, visitation will be suspended at a minimum of 28 days.

Thank you for helping us keep our residents safe.