

Horizons Visitor Fact Sheet

We are pleased to offer you newly expanded options and hours for on-site visitation with your loved one. For your safety, and the safety of our residents, we will be following these protocols:

- Visits will be by appointment only. Schedule visits by visiting our Calendly website at <https://calendly.com/Horizonsal/a> OR calling us at 585-396-3990.
- **Visiting hours will be available Sunday 9am-12pm, Tuesday 1-4pm, Friday 9am-12pm.**
- Visits are limited to two visitors per resident, for a time period of 30 minutes.
- Visitors of any age are welcome. All visitors under the age of 18 must be accompanied by an adult and wear a mask at all times.
- All visitors must complete a COVID screening questionnaire and temperature check prior to the visit.
- Visitors and residents are asked to use hand sanitizer before and after the visit.
- When weather permits, outdoor visitation will be available and encouraged.
- Visits will be held in designated areas only. A staff member will direct you to your visitation location upon your arrival. Visitors are expected to remain in the designated visitation area, and not move about the building during the visit.
- When visiting in private resident rooms, the door must remain open so staff may conduct periodic checks for social distancing and mask use.
- Visitors and residents must wear a mask for the entire visit. Visitors are expected to arrive with a mask. (Horizons will provide a facemask if the visitor arrives lacking a face covering.)
- Visitors are expected to maintain social distancing of 6' between all individuals. Unfortunately, physical contact must be avoided.
- If your loved one needs assistance, please alert one of our staff and they will assist.
- Upon completion of your visit, we ask that you please report back to the reception desk to sign out.
- Visitation locations will be disinfected after each visit.
- The main lobby restroom will be available to guests.
- At no time shall the number of visitors exceed 10 percent of the in-house resident census. (Max of 10 people).
- Residents who are in isolation or observation, and residents with suspected or confirmed COVID-19 status, irrespective of vaccination status, may not have visitors or attend off-site visits outside of compassionate care or end-of-life situations.
- The facility reserves the right to cancel, suspend or pause visitation at any time. If a new case of COVID-19 is identified at the facility, visitation may be suspended for up to 14 days dependent upon Department of Health guidance.

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

Thank you for helping us keep your loved ones safe.