

Heritage Manor 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. Schedule visits by calling the Manor at 716-433-7626
- Visits are available seven days a week but only during the following scheduled one-hour time slots:

9:00am to 10:00am	1:30pm to 2:30pm	4:00pm to 5:00pm
10:15am to 11:15am	2:45pm to 3:45pm	6:00pm to 7:00pm
- Visits are limited to two visitors per resident for a time period of 1 hour.
- At least one of the visitors must be 18 years or older.
- All visitors must complete a COVID screening questionnaire and temperature check prior to entering the visitation area. If you feel sick at all, please do not come into the facility.
- All visits will be in designated common areas as specified by the Community or in the resident's room.
- Visitors will be escorted to visitation areas by staff. When visits occur in resident rooms the room's hallway door will remain open during the visit for monitoring purposes to help ensure compliance with social distancing, mask wearing and other infection control procedures.
- You must remain in the resident's room or visitation area, please no wandering around the facility.
- Visitation areas will be marked with social distancing guides. All individuals must follow proper social distance guidelines which includes six feet 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.
- 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. (Heritage will provide a facemask if the visitor arrives lacking a face covering).
- Visitors and residents will be asked to use hand sanitizer before and after the visit.
- 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.
- Upon completion of your visit, we ask that you please report back to the front desk to sign out.

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 14 days.

Thank you for helping us keep our residents safe.