

September 17, 2020

Dear Samaritan Keep Home families,

The New York State Department of Health has provided us with new guidance for restricted family visitation at our long term care facilities. We empathize that these restrictions are ever-changing and are very cautious, but please know they are in place to ensure the health and safety of your loved one. This remains our number one priority.

Below is an outline of the new procedures taking effect Thursday, September 17, 2020. Full guidance from the state can be found [by clicking here](#). Please note that these policies are for visits where no barrier is present, whether indoor or outdoor. They do not impact fence or window visits, and we are still encouraging these visits while weather permits.

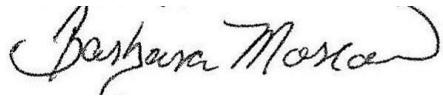
- All visitors, regardless of age, must show proof of a negative COVID-19 test result received within seven (7) days of the planned visit.
- Indoor visitation will start immediately under these limitations:
  - Restricted visitation will be offered weekdays between 10:00 am and 4:30 pm and on weekends between 10:00 am and 3:30 pm Each visit will last 30 minutes, and there will be a limit of visits allowed each day.
  - All visitors will be screened, which includes a temperature check and questions about travel history and COVID-related symptoms.
  - Two visitors per resident are allowed. Any visitor under age 18 must be accompanied by an adult.
  - All visitors must wear a mask and use proper hand hygiene.
  - No physical contact is allowed, including hugging or kissing. Social distancing must be adhered to.
- All visitation must be arranged through the Samaritan Keep Home activities staff – please contact Rose Busler at 315-785-4403. If you have any issues reaching these staff members please call the main phone number and someone will assist you.

The NYS COVID-19 testing requirement is brand new and may interrupt the frequent visitation families are planning. However, there are numerous community locations where COVID-19 tests are offered. Samaritan, through the state, offers free COVID-19 testing to any community member for any reason; however, results take 5 to 7 days to process, so please plan accordingly. You can request an appointment for a free test at: [www.samaritanhealth.com/covid-test](http://www.samaritanhealth.com/covid-test).

Some positive news from the updated state guidance is that we can resume limited small group activities for residents. Also, in the unfortunate circumstance we have another positive case at our facility, we only need to wait 14 COVID-free days to resume visitation, rather than 28 days.

We appreciate your patience during this time as we do our best to keep you updated amid shifting guidance. We anticipate continued changes from the state Department of Health and we will keep you updated, as we have all along. We are committed to your loved one and continue to be so proud that none of our residents have tested positive for COVID-19.

Sincerely,

A handwritten signature in cursive script that reads "Barbara Morrow".

Barbara Morrow, MS, NHA, CHC  
Vice President of Long Term Care  
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