



July 28, 2020

Dear Epic Rehabilitation and Nursing at White Plains Family, Friends and Residents,

We are happy to notify you that our facility has met all the CMS, CDC, and DOH guidelines to begin limited visitation. Among other requirements, our facility has entered Phase 3, developed a NY Forward Safety Plan and have been COVID-19 free for 28 days.

At this time outdoor visitation only will begin Wednesday, July 29, 2020. Visitation will be held by appointment only, weather permitting. Only residents who have completed 14 days of isolation are eligible. Appointments will be made through our Recreation Department. Please do not call the receptionist or unit as they will not be able to schedule a visitation appointment for you. You may contact a Recreation Staff Member at (914) 350-9010 ext. 119 to schedule your visit. Please keep in mind visitation may have to be re-scheduled due to poor weather conditions.

Please be on time for your scheduled visit. In order to be courteous of others scheduled after you, tardiness may result in your visit having to be re-scheduled.

Upon arriving at the facility, please call the receptionist to notify us of your arrival. This will enable us to ensure all proper protocols are in place for your visit with your loved one.

Attached, is a Visitor Expectation Fact Sheet for your reference along with information on how to properly wear a face mask. Please review both prior to coming to the facility.

In order to remain in compliance with State and Federal guidelines it is absolutely necessary all visitors follow the expectations set forth. If any visitor fails to adhere to these protocols, he/she/they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency.

All visitors are required to participate in COVID-19 screening for signs and symptoms of COVID-19, undergo temperature checks, and answer screening questions in regard to potential exposure regarding international travel or travel to other states designated under the Commissioner's travel advisory in addition to providing your demographic information.

Visitation is limited to two visitors per resident at a time and visits will be limited to 30 minutes. Visitors and residents must wear a face mask/covering which covers both the nose and mouth at all times on facility grounds and maintain social distancing during your visit. Additionally, please be aware that a staff member is required to monitor the visitation process.

Please refrain from directly handing any items to your loved ones. We ask that you continue to drop off any personal items in the vestibule. No food or beverage items are permitted at this time during limited visitation. Additionally, there is no smoking permitted.

As a reminder, it is important to note that the State Department can halt visitation at the nursing home at any time due to community or facility spread infection. This is why it is so important we all work together as a team to comply with all the requirements and guidelines listed to ensure the safety and wellbeing of all our residents.

Please share all this information with any other family members or friends that plan to schedule a visit.

For additional information or questions, please feel free to contact myself at 845-350-9010 ext. 111. The facility will also update you with any changes in visitation.

Thank you for your understanding and patience during this time.

Sincerely,



George Michaels
Administrator