



Visitation FAQ'S

Whose guidelines / laws are you basing this visitation information on?

All of our guidance that we follow and incorporate in our policies and procedures are based on the most updated NY State and federal guidelines. Please keep in mind, whenever the NY State and federal (CMS) guidelines conflict with each other or don't completely line up, we must go with the more stringent of the two (usually the NY Department of Health). For example, we don't follow anything that the CDC says unless the NY State Department of Health or Federal government (CMS) tells us to or openly agrees with it.

Why is the facility not open for visitation, I heard on TV its open?

Although visitation is mostly open, there some scenarios that require us to suspend it.

For example: Residents in quarantine, whether vaccinated or unvaccinated, until they have met criteria for release from quarantine, are not allowed visitation. These scenarios are based on an "outbreak status."

As Per the NY State Department of Health Guidance:

"An outbreak exists when a new nursing home onset of COVID-19 occurs (i.e., a new COVID-19 case among residents or staff). With the appropriate safeguards, visitation can still occur when there is an outbreak, but there is evidence that the transmission of COVID-19 is contained to a single area (e.g., unit) of the facility.

When a new case of COVID-19 among residents or staff is identified, nursing homes should immediately begin outbreak testing and suspend all visitation, until at least one round of facility-wide testing is completed.

If subsequent rounds of outbreak testing identify one or more additional COVID-19 cases in other areas/units of the facility, then facilities should suspend visitation for all residents (vaccinated and unvaccinated), until the facility meets the criteria to discontinue outbreak testing".

***Please see Meadowbrook Care Center's Website for the Full facility Policy and Procedures on opened and closed visitation parameters at <https://www.meadowbrooklongisland.com/>**

How will I know if the facility is open for visitation?

The facility posts our visitation status on our website. We also send out Robo calls and email blasts whenever a change occurs in the facility (e.g. if a staff member or resident tests positive...) We

Where is the visitation taking place at the facility?

- Weather permitting, the visitation will take place either our beautiful outside roof garden or in front parking lot of the facility main entrance.
- If inclement weather occurs, the facility will utilize the "Rec. Dec." on the 3rd floor. Signs are posted on the floor with arrows pointing visitors to the exact location.
- For bedbound residents, in room visits will be allowed if there are no roommates, otherwise a designated area will be planned out with family based on special circumstances.

What is the procedure to schedule a visit?

Call the recreation department to schedule a visit at 516-377-8282 or 516-377-8263, ask for Suzy or Sharon to set up a time and date.

How long is the visit? How Often?

Each visit will be approximately 20 minutes long in order to accommodate as many resident families and representatives as possible. This also depends on visitation demand. If we see less appointments / slower visitation, we may adjust the time period longer. As of now, once a week will be the set amount of visitation per resident. Same applies to how often the same resident receives visitation, if demand for visitation is lower than expected, than we can have individuals come more frequently than once a week.

How many people can come visit?

The current amount of visitors per visitation is two (2) people at least once a week. We can allow 4 (four) if the family is okay with splitting the 20 minutes between 4 individuals (e.g., 10 minutes each set of 2).

What do I need to do to prepare for a regular visit?

In order to properly prepare for a visitation, visitors should show up early to their appointments in order to get properly dressed up, confirm eligibility with appointment and screening questions, and sign in the building with the information needed to be provided for contact tracing as per the most recent Department of Health guidance posted on our website. The info questions required are:

- First and last name of the visitor;
- Physical (street) address of the visitor;
- Daytime and evening telephone number;
- Date and time of visit;
- Email address, if available;

Your Covid19 negative test result should be done within 72 hours of the visit to the facility and prepared to show it to our staff on a physical paper copy. Abbott Rapid tests will be available onsite if unable to receive one on your own but will delay the process and might have a long wait time to get one as we don't have full time swabbers onsite.

What should I wear?

Visitors and residents must wear a facemask or face covering (must always cover both the nose and mouth when on the premises of the facility). Masks will be available on hand for visitors as needed. Visitors who do not have a Covid19 test can receive one onsite, and if refuse, will be donning full PPE gear with mask, gown, face shield, and gloves at all times (which can get hot and uncomfortable).

What do I need to do to prepare for a window visit?

All you need is an appointment (time and date) set up for a window visit, no Covid19 screening or test necessary.

What is a compassionate visit?

As Per the NY State Department of Health Guidance: “While end-of-life situations have been used as examples of compassionate care situations, the term “compassionate care situations” does not exclusively refer to end-of-life situations. Compassionate care visits, and visits required under federal disability rights law, should be allowed at all times, regardless of a resident’s vaccination status, the county’s COVID-19 positivity rate, or an outbreak. Using a person-centered approach, nursing homes should work with residents, families, caregivers, resident representatives, and the Ombudsman program to identify the need for compassionate care visits. Examples of other types of compassionate care situations include, but are not limited to:

- A resident, who was living with their family before recently being admitted to a nursing home, is struggling with the change in environment and lack of physical family support.
- A resident who is grieving after a friend or family member recently passed away.
- A resident who needs cueing and encouragement with eating or drinking, previously provided by family and/or caregiver(s), is experiencing weight loss or dehydration.
- A resident, who used to talk and interact with others, is experiencing emotional distress, seldom speaking, or crying more frequently (when the resident had rarely cried in the past).
- Visits by any individual that can meet the resident’s needs, such as clergy or lay persons offering religious and spiritual support”.

What do I need to do to prepare for a compassionate visit?

The best way to prepare for a compassionate visit is to set up an appointment with the recreation department. You will also need a mask so bring one if you have a preference or sensitive face, if not we can supply one. We would also prefer if you bring a Covid19 test prior to your visit and not have one done at the facility, because this causes a great delay in the appointment. If no Covid19 test is done, Full PPE will be required as per our facility policy, this includes gown, gloves, face shield, and mask (which can get hot and uncomfortable).

What happens if I am vaccinated twice and passed the two weeks since getting them?

If both resident and Family members are vaccinated:

- They may hug during their visitation period as long as the masks are kept on.
- No social distancing required.
- A Covid19 test is not required.