



Dear Tennyson Residents, Families & Friends,

We are excited to announce that on July 19, 2021, we will be implementing our updated visitation guidelines. Recently NYS Department of Health has revised their assisted living visitation guidelines and regulations relating to COVID19. As the public health emergency has ended, we must continue to follow NYSDOH guidelines to provide safe and compliant visits.

**These visiting options will be available:**

- **Video Visits:** Google Duo – Continue to book on our website.
- **In-Person Visits** – open visitation for visitors during approved visitation times.
  - **We will have open visitation for each blocked of time:**
    - **9AM- 11:30AM**
    - **1PM - 4:30PM**
    - **6PM – 7:30PM**
    - **All visitors must exit the building before the end time of each session.**
    - **All visitors must enter/exit through the main doors and check in/out at the tablets by the front desk.**
    - **Visitors cannot join any activity. We encourage visitors to check the activity calendars before coming to visit. If you arrive and your loved one is in an activity you will have to wait in their room until they are done. You cannot wait in or around the activity.**
  - Residents cannot have more than 4 visitors at a time.
  - At no time will Tennyson Court dictate which visitors can come or go for a resident, residents and/or responsible parties would determine which 4 people could visit at a time.
  - There can be no food or drink during a visit.
  - All visitors must be 18 years or older or accompanied by someone over 18.
  - Residents and visitors are welcome to visit in all areas of our community.
  - **Visitors must always wear a mask when they are inside or outside our community. (This includes sitting on patios and walking around the building)**
  - Vaccinated visitors are welcome to remove their masks if all visitors and the resident are fully vaccinated and they are **in the resident's private room**. (this does not apply to companion rooms). Masks must be put back on when exiting their room.
  - Visitors must utilize hand sanitizer before and after visits.
  - Visitors must maintain 6ft social distancing when outside a resident's room.
  - Visitors who chose to not follow our guidelines will be asked to leave the community and potentially restricted from further visitation.
  - At any point in time you become COVID19 positive 14 days following a visit or learn of positive exposure 14 days prior to a visit, you must report this to us.

- **Resident Outings**

- We ask that you continue to book resident outings using our website and provide 24-hour notice.
- Any doctor office or medical appointment should be booked through the nursing department and not the website.
- When picking up a resident we will not allow visitors to travel throughout the community if it is not a time for open visitation. Our staff will bring the resident to the main lobby.

Updated 10-Day Quarantine Policy:

- At any time, a resident shows signs or symptoms of COVID19 they will be subject to a 10-day quarantine policy or until they are cleared by a physician to be considered COVID19 negative.
- Any unvaccinated resident that goes to a hospital, newly admitted from home or another community will be subject to a 10-day quarantine.
- Residents in a quarantine are not eligible for in-room visits. Video visits will be utilized for these residents.
- We do not permit visits outside resident's windows.
- Residents will eat meals in their room and are welcome to participate in non-food related activities but must wear a mask during activities.
- Residents will be monitored for symptoms twice a day.

Video visits and resident outings must be booked online on our website, [tennysoncourt.com/visits](https://tennysoncourt.com/visits).

As always, we appreciate all the ongoing support during these challenging times. We are excited to take these next steps towards opening visitation and look forward to seeing more families and friends visiting throughout our community.