

Sonya M. Moshier
President/CEO



4600 Southwood Heights Drive
Jamesville, NY 13078-9595
Phone: (315) 469-1300
FAX: (315) 469-5545

September 16, 2020

Dear Family Members and Friends,

We are pleased to announce that we anticipate reopening to visitors on Monday, September 21, 2020.

Due to the fall weather, we will be moving visitation indoors into a designated common area.

Thirty minute visits will be offered by appointment only Monday – Friday 9:00am – 4:00pm.

You may make an appointment for visitation via our website: www.iroquoisnh.org/resource-center/visits/. If you need assistance scheduling an appointment, or have questions regarding visitation, please contact our Resident Concierge, Lisa DeAngelo, at (315) 469-1300 x2189.

A maximum of two visitors will be allowed for each resident. Visitors under 18 years of age are prohibited from visiting residents at this time.

All visitors must present a verified negative COVID-19 test result within the last week (7 days). This negative test result must be dated within seven (7) days of scheduled visitation. Visitation will be refused if any individual(s) fails to present such negative test result.

Visitors will be pre-screened for signs and symptoms of COVID-19 prior to resident access. You will be asked to provide identification during this screening. Please arrive ten (10) minutes prior to your visit to complete our screening process. Appointments will not be extended due to delays. Please see our website for where to report for visitor screening.

Visitors will not be permitted entrance into the facility beyond the designated area under any circumstances.

To help you prepare for your visit, a Visitor Expectations Fact Sheet is included with this letter. You may also view this Fact Sheet, along with our COVID-19 Visitation Policy on our website.

It is essential that you follow our guidelines so that all families have the opportunity to visit safely. Anyone not following our visitor guidelines will be promptly asked to leave our facility.

Although it is our intention to open to visitors on September 21, 2020, should any resident or staff member test positive for COVID-19, our reopening date will change. Furthermore, should any resident or staff member test positive for COVID-19 once visitation has started, visitation will be suspended for at least fourteen days.

Thank you for your patience and continued support during this challenging time.

Sincerely,

A handwritten signature in black ink, appearing to read "Sonya Moshier".

Sonya Moshier, MS, LNHA
President/ CEO