



Quick Facts for Limited Visitation:

Visitors must call the community at 585-244-3630 to schedule a visit

Limited Visitation hours are:
Monday through Friday from 10a-7p
Saturday and Sunday from 10a-4p

Appointments are 1 hour long with a 30 minute block of time allotted for appropriate disinfection.

Visitation is limited to the designated outdoor area (tent in back parking lot), weather permitting.

All visitors must be screened for signs and symptoms of COVID-19 prior to visitation. This consists of documented temperature check and screening questions to assess for symptoms or potential exposure.

Hand hygiene must be performed and face masks must be worn by both resident and visitor for the duration of the visit. There are no exceptions. The community will provide a mask if needed.

An associate will escort your loved one to the designated area and be available for the duration of the visit.

During your visit, food is not allowed. If you have items to drop off for a resident, please leave it with the receptionist.

Visitation is limited to 2 visitors per visit. Visitors must be 18 years of age or older, or accompanied by an adult 18 years of age or older. No exceptions.

In order to give all of our residents the opportunity to visit with their loved ones, we are limiting visitation to once a week per visitor.

All visits must adhere to social distancing guidelines set forth by New York State.

If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting during the duration of the COVID-19 State Declared public health emergency.

