To protect your safety and the safety of our residents, patients, and staff, the following visitation guidelines are now in effect:

- General visiting hours are from 10 am to 12 pm and 2 pm to 4 pm Monday through Saturday.
- Residents/patients can have up to two visitors at a time and no more than one visitation per week to ensure all have the opportunity to visit with loved ones. Requests for additional times can be made based on availability.
- All visits must be scheduled in advance. It is recommended to call the facility at least 24 hours in advance to make arrangements. Alternate dates/times may be necessary to accommodate all requests.
- Visits are not permitted if a resident or staff member in the facility has tested positive for COVID-19 in the past 28 days.
- No more than 10% of the total number of residents in each facility can have visitors at any one time.
- Visitors must complete a health screening/temperature check when entering the facility. You may NOT visit if you have had COVID-19 exposure or symptoms, or have traveled to a designated hotspot (as defined by the NYS Department of Health), in the past 14 days. Individuals with temperatures 100 degrees Fahrenheit or greater are not permitted to visit.
- Residents/patients with active or suspected cases of COVID-19 or under a 14-day quarantine period are not permitted on-site visitors.
- Visitors must clean their hands with soap and water or apply hand sanitizer before and after visiting.
- Visitors will be provided with a mask, if they do not have one, and a screening sticker. Both must be worn at all times.
- Visitors must practice social distancing (at least 6 feet apart) at all times.
- Visitors under the age of 18 must be accompanied by an adult 18 years of age or older.
- Visits must take place in designated outdoor areas, weather permitting. During periods of inclement weather, limited indoor visitation may be available.
- Visitors are not allowed in resident/patient rooms and must remain in designated visitor areas at all times.
- Visitors are not permitted to bring in food, beverages or other personal items for residents as part of their visit. Arrangements for the delivery of personal items should be made with the facility social worker.
- Visitors must provide their name and contact information each time they visit.

A detailed visitor policy is available at each site. Please let a member of our care team know if you have any additional questions.

These guidelines are in place for everyone’s safety. We reserve the right to alter them or make exceptions at the discretion of our care team. Visitors who do not comply, will be asked to leave.
Guidelines for Visitors

**practice physical distancing**

**STAY 6 FEET APART**
Stay at least 6 feet away from other people, including the resident you are visiting.

**clean your hands often**
Wash your hands **OFTEN** with **SOAP AND WATER** or **HAND SANITIZER** with at least **60% ALCOHOL** for at least 20 seconds, and always **BEFORE and AFTER** entering a resident’s room.

**how to properly wear a mask**

**MASKS MUST BE WORN AT ALL TIMES.** Follow these important guidelines:

**#1**
Clean your hands with alcohol-based sanitizer or soap and water before putting on your mask. Masks must fully cover the nose and mouth, pinched across the nose with no gaps between the mask and face.

**#2**
Avoid touching your face or repositioning the mask; if you do, clean your hands with alcohol-based sanitizer or soap and water.

**#3**
After use, please dispose of your mask in the proper receptacle and wash your hands thoroughly.

View a complete list of Catholic Health’s Visitation Guidelines at chsbuffalo.org/visitor-guidelines
Please speak with a member of our care team if you have any additional questions.