

**Crestview Manor**  
**150 Old Saw Mill River Road**  
**Hawthorne, NY 10532**  
**914-769-1762**  
**March 25, 2021**

### **Compassionate Care Visitation Fact Sheet**

On behalf of PAZ Management and the Facility staff we welcome you to visit your loved for a Compassionate Care visit. The guidelines established are a requirement of the New York State Department of Health. If you have any questions, please feel free to call the Administrator.

- Compassionate Care visits shall be deemed necessary by the Administrator/designee on an individual resident-specific basis.
- Compassionate Care visiting hours shall be between the hours of 9 am to 5 pm Monday through Friday. Visits are by appointment only.
- Walk-in's will not be permitted to visit.
- Visitation will be limited to (2) hours.
- The visitor must be 18 years of age or older and only (1) visitor is permitted for Compassionate Care.
- The Visitor will be screened for signs and symptoms of COVID-19 prior to resident access and will be refused access if they do not pass the screening questions.
- The visitor is required to provide demographic information that will be kept on file at the facility and sent to the Department of Health upon request.
- Visitors are required to wear a face covering at all times during their visit. We will provide one for you if you lack a face-covering.
- Your loved one is also required to wear a face-covering during your visit unless the visit is to assist with eating or drinking.
- The visitor will be asked to sanitize their hands at the time of their screening with an alcohol-based hand sanitizer.
- A staff member will escort you to the designated visitation area.
- Your loved one will also be asked to sanitize their hands prior to your visit.
- Visitation will be limited to the designated area, in a public area deemed by the Administrator/designee. A privacy screen will be provided for your visit.
- The visitor cannot leave the visitation area and are NOT permitted in resident rooms or other public areas.
- Food is not permitted for consumption during your visit unless the visit is to assist the resident with eating or drinking. You may bring food for your loved one and a staff member will label it and place in refrigeration for consumption at their request.
- Only sips of beverages are permitted during your visit. The face covering may be lowered and replaced immediately after drinking the beverage.
- Our employees will monitor your visits to ensure that all guidelines are being followed.
- Employees will disinfect visitation areas after your visit.
- Restrooms are NOT available during your visit, please make other arrangements prior to visitation.

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.