

# CLARK MEADOWS AT FERRIS HILLS



July 16, 2020

Good afternoon Family and Friends,

We are pleased to update you on some changes regarding visitation at Clark Meadows. In order to ensure the health and safety of all residents, staff and visitors, the Department of Health has provided some guidance to us to resume *limited* visitation.

Specifically, visits need to be *prescheduled* for either a 10-10:30 am or 2-2:30 pm time slot Monday through Friday only. With the total number of residents we have here at Clark Meadows, and by regulation of the Department of Health, we are limited to a total of four visitors per day. The maximum number of visitors per time slot will be two. We estimate one visit per resident, per month at this time.

Visitors need to be 18 or older or be accompanied by an adult 18 or older. When you are at the front entrance to Clark Meadows, we are asking that you call 585-393-4330 to let us know you have arrived. A staff member will come to your vehicle and screen you. The screening process requires that you wear a face mask at all times during the visit, answer six COVID-related questions, use hand sanitizer and have your temperature taken. Your full name, phone numbers and email addresses are also required for this process.

You will be directed to the outdoor location (weather permitting) for the visit, reminded that you need to stay 6' apart at all times (noting the markings on the patio where the canopy is set up outside the private dining room area). There may be no touching, hugging or handing of items to your loved ones. All visits are limited to 30 minutes and will be supervised by a designated staff member to ensure that all DOH requirements are being met. The visitation area will be disinfected after each visit has concluded. If any visitor fails to adhere to these guidelines, they could be prohibited from visiting again during this public health emergency.

We are asking that you contact [Rebecca.Wallace@thompsonhealth.org](mailto:Rebecca.Wallace@thompsonhealth.org), or call her at Ext. 2012 to schedule your time slot. You must contact us by 4 pm the day before you wish to visit. We are unable to offer any window visits at this time.

As always, if you have any questions or concerns, please do not hesitate to call me. Stay Well.

Sincerely,

Jennifer Army  
Program Manager

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