



To our Valued Families and Loved Ones,

We wanted to take this opportunity to extend our heartfelt thank you for all of your love and support throughout this pandemic. As we know, our state is slowly beginning to move forward with re-opening businesses and public spaces, and we wanted to connect with you and explain how we will begin safely welcoming our families back to our community in accordance with New York State's Forward Safety Plan.

Our leadership team continues to work closely alongside our local, state, and federal regulatory agencies, ensuring that we can begin to allow light family visitation with the highest standards of health and safety in mind. Nursing homes that are in **Phase 3** regions may allow limited visitation and activities upon completion and fulfillment of released guidelines.

Keeping to these high standards, we have created a comprehensive visitation check-list for our families to reference, prior to scheduling their future in-person visit. It is important to note and make very clear that all stipulations must be fulfilled prior to your visit, and that our administration reserves the right to deny visitation requests if requirements are not met. Also, please note that visits are to be scheduled at least 24 hours in advance, and same day requests cannot be accommodated.

These visits will be outside of our center, weather permitting, and you will be required to bring and wear your own mask upon arrival. Also, please note that all visits will be allotted for a 20 minute time slot; please arrive early as you will need to be screened prior to your visit with your loved one. We also ask that no small children be in attendance during these visits; visitors are limited to two (2) per resident / patient.

Our community here at The Willows at Ramapo Rehabilitation and Nursing Center continues to thrive and we owe a great deal of thanks and appreciation to our healthcare heroes for all that they have given and continue to give to our residents and patients. Our professionals from each and every department have gone above and beyond the call of duty in ensuring that our residents and patients continue to have a "loved one" that they could lean on throughout this incredibly challenging time.

Our hearts go out to our families who have gone months without the opportunity to physically be with their loved one; however, we are incredibly thankful for the outpouring of outreach through virtual visits.

We will continue to heavily utilize resources like FaceTime, Zoom, Skype, and other virtual platforms to ensure that our residents and patients stay connected with their families, as they have done for the past four months.

Our team is so excited to offer these visitation opportunities to you and your loved ones, and we appreciate your ongoing support and understanding as we safely navigate visitation at this time.

The Willows at Ramapo Rehabilitation and Nursing Center continues to remain positive, as we continue to provide the highest levels and standards of compassionate care for those we serve.

Please feel free to continue reaching out to us privately through our Facebook page to share your requests, inquiries, and love. We appreciate you and cannot wait to see you very, very soon.

With love, respect, and admiration,
Jacob Zimberg and The Willows Leadership Team

Please reach out to us to schedule your visit by calling or texting 845-587-1724.

<p><input type="checkbox"/> Current COVID-19 positive patients / residents, those with COVID-19 signs or symptoms, and those in a 14-day quarantine or observation period are not eligible for visits</p>
<p><input type="checkbox"/> Our visitation hours at this time are (please note that these times may vary): Wednesday, 2-5pm Friday, 2-5pm Sunday, 10-12pm, and 2-5pm</p>
<p><input type="checkbox"/> Visits are limited to 20 minutes per resident/patient</p>
<p><input type="checkbox"/> Visitation spaces will be made available outdoors on [INSERT DESIGNATED OUTDOOR AREA] (All spaces are handicap accessible)</p>
<p><input type="checkbox"/> Visitors are limited to 2 per resident/patient; no small children are permitted</p>
<p><input type="checkbox"/> All visitors will not be permitted to enter the facility for any reason, including the use of restrooms.</p>
<p><input type="checkbox"/> All visitors will be screened prior to each and every visit by a designated Willows employee</p>
<p><input type="checkbox"/> All visitors are required to wear a mask throughout the entirety of the visit; visitors will provide their own mask for the visit</p>
<p><input type="checkbox"/> All visitors are to maintain a 6 feet distance from the resident / patient. No physical contact will be made between the resident / patient and the visitor</p>
<p><input type="checkbox"/> All packages including but not limited to food, beverage, toiletries, personal items are to be provided to the Willows Reception team prior to or following the visit. Items are to not be brought to the visitation patios</p>
<p><input type="checkbox"/> If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency</p>
<p><input type="checkbox"/> All visitors are required to share their address, phone number, and email address (if applicable) upon arrival</p>
<p><input type="checkbox"/> All admittance of visitors is subjected to additional in-person screening before the visit begins</p>