



Heritage Manor

A Christian Health Community
Compassionate Skilled Nursing Care

Indoor/Outdoor Visitation FAQs

How do I schedule a visit?

Visits can be scheduled by calling Monday through Friday between 9 a.m. to 3 p.m. All visits are scheduled up to one-hour increments and will occur outside (weather permitting) or indoors at designated locations, socially distanced and monitored. If a resident has a private room, the visit can take place in the room. Appointments fill quickly and must be scheduled by 3 p.m. Friday for the following week. Outdoor visits are subject to cancellation based on weather. To schedule a visit, call (201) 848-5869.

VISITORS MUST WEAR SURGICAL MASKS AND PRACTICE SOCIAL DISTANCING OF SIX FEET FROM OTHER VISITORS AND STAFF AT ALL TIMES, AND PERFORM HAND HYGIENE BEFORE AND AFTER VISITATION. If you do not have a surgical mask, one will be provided for you. Close contact with a resident is permitted only if he/she has been fully vaccinated, is two weeks post the second vaccination, and is COVID-free.

You will be directed to the resident's room to transport him/her to a pre-arranged designated area. If you have questions about your loved one's care or condition, call the Nurses' Station.

Virtual and window visits are still being scheduled. The Activities team would appreciate a call at (201) 848-5869 prior to your visit so your loved one will be ready.

What is Christian Health's visitation process?

Visitation is scheduled mornings, afternoons, and evenings seven days a week. When scheduling a visit, you will be asked to leave your cell-phone number. On the day of your appointment, arrive 20 minutes prior to your scheduled appointment to allow time for the mandatory visitor screening. **Upon arrival, stay in your car and call (201) 848-5200** to announce that you have arrived. Visitor(s) will be called one group at a time to enter the building to complete the screening process prior to approval for visitation for social-distancing purposes. Please arrive on time, since late visitors may not be accommodated due to resident care-needs schedules. Visitation areas will be cleaned and disinfected between scheduled visits.

Do I need a COVID test prior to visiting?

For everyone's safety and security, please consider having a COVID test within seven days of your scheduled visit. Christian Health can provide a COVID test on site the day of your visit. If you choose to have a COVID test at Christian Health, please arrive 30 minutes prior to your scheduled appointment to allow time for testing. Once tested, you may be asked to wait outside to accommodate for social distancing. You will be allowed to re-enter in 15 minutes for your results.

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Can I visit if I live out of state?

Visitors from states other than New Jersey, New York, Pennsylvania, Connecticut, and Delaware must quarantine for 10 days prior to visiting if they have not been vaccinated.

Do I need to be fully vaccinated to visit?

No. Indoor and outdoor visitation is allowed regardless of your vaccination status; however, visitation is subject to change as New Jersey Department of Health (NJDOH) and Centers for Disease Control and Prevention guidelines/mandates change.

How many people can visit?

Two individuals may visit at one time for up to one hour. Visitors can be 2 years of age or older. Younger children must be able to wear a face mask for the duration of the visit. Pets are permitted to visit at this time. Proof of rabies vaccination is required at the time of the visit.

What can I bring with me for my visit?

Gifts and other items/food for your loved one must be left at the inside screening desk for Christian Health staff to deliver to the resident room. For everyone's safety, sharing of food during the visit is not permitted.

What is involved in the screening process?

- You will be required to complete a screening form.
- Visitors are called one group at a time in order to facilitate proper six-foot social distancing once inside. Your temperature will be taken. If it is above 100.4 degrees, you will not be allowed to visit.
- You will be offered the opportunity to receive a COVID test before your scheduled visit; however, this is not mandatory.
- Please keep chairs placed as-is following designated markings to ensure proper spacing.
- Face masks covering your mouth and nose **MUST** be worn at all times during the check-in and screening process, and during your actual visit.

Can all residents/patients receive a visit?

For everyone's safety, residents/patients who are COVID-positive, under investigation for COVID, or have isolation precautions in place cannot receive visitors at this time. Christian Health has the right to cancel the day of a scheduled visit if a resident/patient is not feeling well. If you are ill, please reschedule your visit.