

# Visitor Fact Sheet

## Welcome to Elderwood!

We are excited to be able to welcome you here today. As we continue to deal with the COVID-19 Pandemic, additional precautions are required to keep our residents and their guests safe from possible infection. We understand that these precautions can seem burdensome, but please know that we are following best-practice procedures to avoid infection.

## As you visit today, please keep the following in mind:

- Do not enter the visitation area without completing a health screening.
- Please sanitize your hands before entering and after leaving the visitation area.
- Please wear a mask at all times while on the grounds of our facility.
- Please maintain social distance as marked – unfortunately, physical contact must be avoided.
- Please adhere to all instructions provided by Elderwood staff.
- If your loved one needs assistance, please alert one of our staff and they will assist.
- Visits currently have a limited duration, please respect time limits to allow for cleaning prior to the next scheduled visit period.
- Please be respectful of, and avoid contact with other visitors.
- Please do not hand items to your loved ones.
- There is no smoking anywhere on the grounds of Elderwood.
- Staff will be happy to answer questions.
- Schedule visits by calling: (716) 565-9663 ext. 225
- Visiting Hours:
  - Monday - Friday 10am - 7pm
  - Saturday & Sunday 10am - 7pm
- Additional Information:

Appointment needed for visitation. Visits will only be in designated areas. We will ask you to sign a consent form and visits will be limited to 20 minutes and 2 visitors per resident.

**Visitors may be required to leave at anytime if they are unwilling or unable to comply with visitation guidelines or direction from staff.**

**Thank you for helping us  
keep our residents safe.**

