



Dear PACE Participants and Family Members,

We know you are all anxious to know when we will we open to visitors and regular services at our Day Centers. It is important to us too. As we've indicated previously, we are a regulated organization, and criteria for safe reopening will be issued to us from the State and County Departments of Health.

We are expecting regulations to come soon; however, we do not have a definitive date. We do continue to prepare, and many of the practices we put in place during the pandemic to protect our participants and staff will be extended to visitors as well. It is critically important that when we reopen, we can do it safely.

What you should expect when coming to our Day Centers:

- All will need to respect our infection control protocols, including proper hand washing, use of hand sanitizer, screening at arrival – including checking your temperature, and most importantly all visitors will be required to wear masks at all times. Anyone not wearing a mask will not be allowed to enter.
- All will be required to check-in through our Accushield kiosks. The kiosk will ask you simple screening questions about any recent exposure or positive tests.
- Visits will need to be scheduled in advance.
- There will be limitations on the number of family members that can visit at one time, and some facilities will restrict visits to those over 18 only.
- Visits will be held in common areas, and will have a time limit.
- Participants will also be provided with masks to wear during family visits.
- You will be expected to practice proper social distancing at all times.
- All common visitation areas will be completely sanitized between family visits.

This same protocol will be used at Forest View and Highland House. Kiosks will be available for staff, participants and visitors.

It is very important that you properly follow our guidelines so all families have the opportunity to visit safely. Anyone not following our visitor guidelines will promptly be asked to leave a facility. We are hopeful that these measures will enable us to provide a safe, secure environment to allow you to have quality time with your loved one.

As soon as we do receive the green light from the State on reopening guidelines, you will receive further information. Stephanie Button, Vice President is available to answer any questions and can be reached at (315) 413-3437.

Thank you again for your understanding and cooperation during this challenging time, and we look forward to seeing you in person soon.

Warm Regards,

Kim Townsend, President & CEO