

NYC Health + Hospitals/Gouverneur Visitation Guidelines

Effective Immediately

We continue to take precautions to protect and maintain the health and safety of our residents, visitors, and staff as a result of the COVID-19 Pandemic. Please see below for the most up-to-date information on our in-person visitation guidelines. These guidelines are subject to change based on COVID status of both residents and staff and on direction provided by the New York State Department of Health.

- In-person Visitation will take place in patient/resident room during the preferred visiting hours of 10:00 am – 9:00 pm.
- Visitors under the age of 18 must be accompanied by an adult and no visitors under the age of 5 are permitted. *
- When arriving at the facility, please enter the screening area before your visit. Visitors must register at Point of Entry Screening including name, phone number, email, and be screened for COVID-19, symptoms and risk factors.
- Any visitor found to be exhibiting signs and symptoms of COVID-19, or who does not pass the screening questions will not be allowed to visit.
- Visitors must wear a facemask or face covering at all times during the visitation session and remain in the resident/patient room.
- Visitors are required to maintain a 6 foot distance from the resident while visiting. Visitors are also required to maintain a 6 foot distance from other residents and staff. A resident who is fully vaccinated may choose to have close contact with their visitor while wearing a well-fitting facemask and performing hand hygiene before and after.
- Pets with registered vaccination status submitted to the Recreation Department in advance are allowed at this time. Pet owners must be able to control the animal's behavior and all pets must remain on leash within 5ft of owner.
- If any visitor fails to adhere to the protocol, he/she/they will not be permitted to visit and asked to leave.

* Exceptions may apply. Requests will be reviewed by the Social Work and Medicine Departments

Families can call our COVID-19 Hotline for information on Covid Cases and visitation changes at 646-615-1705.

We strongly encourage visitors to get tested for and be vaccinated against COVID-19.