



## Department of Health

**ANDREW M. CUOMO**  
Governor

**HOWARD A. ZUCKER, M.D., J.D.**  
Commissioner

**SALLY DRESLIN, M.S., R.N.**  
Executive Deputy Commissioner

March 24, 2020

Dear Residents, Families and Friends:

In keeping with our commitment to keep you informed on the New York State Veterans Home at Montrose's response to the novel coronavirus (COVID-19), we are providing this update regarding current activities as of today.

- As of this writing, we have had 1 resident test positive for the Coronavirus (COVID-19). The Resident is stable and in the hospital. No other resident has tested positive for the virus. Much earlier on, a staff member (a non-care giver) tested positive for COVID-19. The staff member has not returned to work, and the immediate workmates tested negative for the virus. The Home's strict infection control policies are having a positive impact in controlling the spread of the virus. Please be assured that we will keep you informed of your loved one's status at all times.
- We want to assure you that we have plenty of personal protective equipment (PPE), including masks, gowns, shields and gloves. We are following all guidelines in the usage of PPE and do not anticipate any shortages for our Home.
- We continue to maintain a no-visitor policy, and we are grateful to all families for your full cooperation as we continue to follow the guidelines established by Governor Cuomo, the New York State Department of Health and the Centers for Disease Control and Prevention (CDC). This policy also includes companions and consultants who work at the facility.
- As you know, we continue to screen all employees on all shifts for illness including a temperature check.
- The Social Work and Therapeutic Recreation Departments continue to work with you and your loved one through Face Time, Skype, video chatting or phone conversation. Again, please reach out to the Therapeutic Recreation Department at **914-788-6175** to arrange a video visit.
- We are pleased to report residents remain actively engaged and in good spirits.

Again, we recognize how difficult this must be for you and your entire family during these unsettling times. We want you to know that your loved one's health and wellbeing are our first priority.

Please know that I have stressed to the entire workforce that they now have become surrogate family members during this unprecedented event. With no end date in sight, we remain vigilant and committed to providing the very best care we can to your loved one. As always, we are a phone call away. Please continue to follow proper precautions for you and your family for the days and weeks ahead.

Best Regards,

*Nancy Baa-Danso*

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