



Department of Health

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Executive Deputy Commissioner

March 27, 2020

Dear Residents, Families and Friends:

As this week comes to a close, the Administrative and clinical teams wish to keep you informed on the ever-changing response and situation of the novel coronavirus (COVID-19) at the Veterans Home.

First and foremost, thank you for adhering to our no visitor restrictions. 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). We know this is difficult and we ask that you bear with us during these uncertain times.

As of today, there are no residents with confirmed COVID-19, although there are three residents who have been tested. While the results of the tests are pending, we have instituted additional precautions and monitoring. I am pleased to report that the residents are doing well and are resting comfortably in their private rooms while under quarantine restrictions. All proper notifications have been made to the families of these residents.

The Veterans Home has also reported that three staff have been out of work on home quarantine as they may have been exposed to individuals in the community with either confirmed COVID-19 individuals or been in close contact with individuals suspected of having the virus. Staff are in constant contact with us and all staff are doing well at home. Staff must be cleared by their physician prior to returning to work.

The Veterans Home continues to take all proper precautions in caring for our residents. Therefore, in addition to no visiting, the Veterans Home is not permitting residents into the community, with the exception of urgently necessary medical care.

We continue to maintain a high level of cleaning and disinfecting throughout the facility, with a focus on high-touch areas. This remains a priority.

As an added layer of protection, the Veterans Home has been screening all employees before and during their assigned shift for elevated temperatures and adverse respiratory symptoms.

I want to assure you that there is plenty of personal protective equipment (PPE) on hand, and shortages are not anticipated. PPE includes masks, gowns, shields and gloves. All guidelines for the usage of PPE are in effect and strictly enforced.

We are pleased to report residents remain actively engaged and in good spirits.

We are avoiding large gatherings of residents within the Veterans Home and have increased unit-based and individual Therapeutic Recreation programs. The Therapeutic Recreation staff has developed several technology-based ways to assist residents in communicating with family and friends while we remain under a no visitor restriction. Staff can assist you and your loved one with Face Time, Skype, video chatting or phone conversation. Do not hesitate to reach out to the Therapeutic Recreation Department at 718-990-0364 or 718-990-0486 or 718-990-0487 to arrange a video visit.

Please know that we will continue to keep you informed of your loved one's status as events unfold.

The Veterans Home staff stand ready to answer any questions you may have and appreciate your support, patience and full cooperation during this unprecedented event.

Sincerely,

Neville A. Goldson

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NYS Veterans Home at St. Albans

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