



Department of Health

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Executive Deputy Commissioner

April 3, 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.

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), as they relate to “No visitation.” We know this is difficult and we ask that you bear with us during these uncertain times.

As of today, the Facility is now experiencing a number of positive COVID-19 cases for residents and staff. As you are aware, the virus is most dangerous amongst the elderly population whom we serve. As a precaution, we have quarantined all units and restricted all residents to their own rooms where feasible. Residents who are symptomatic with COVID-19 are being treated with medications and are monitored closely.

The staff who are out of work are home on quarantine and are being treated with medications and monitored by their personal primary care physicians. 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 out into the community, except for urgent 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 their assigned shift for illness including a temperature check, as they report to work.

I want to assure you that there is plenty of personal protective equipment (PPE) on hand at this time. PPE includes masks, gowns, shields, hair covers, shoes covers and gloves. All guidelines for the usage of PPE are in effect and strictly enforced.

We are avoiding large gatherings of residents within the Veterans Home and have increased 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 with Face Time, Skype, video chatting or phone conversation. Do not hesitate to reach out to the Therapeutic Recreation Department at 718-990-0364, 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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