



## Department of Health

**ANDREW M. CUOMO**  
Governor

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

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

April 6, 2020

Dear Residents, Families and Friends:

As in previous weeks, and with another week of this evolving pandemic behind us, I wish to update you on events at the Veterans Home:

- The number of COVID-19 positive residents in our facility have not changed. As we informed you in last week's letter, we have one COVID-19 positive resident in house. The resident is stable and recuperating well. We also have one resident considered a Person Under Investigation (PUI) in the hospital. Over the past few days however, we have had a number of residents who have exhibited symptoms suspicious for COVID-19, and our dedicated clinical staff have, and continue to care for and treat them assiduously in-house. Please note that we will continue to inform you individually about your loved one's status as events unfold.
- We continue to work with the staff to ensure that they are healthy and do not burn out so that they can continue to provide the utmost care to the residents. A few staff continue to be out, while others have returned to work. We continue to screen all employees on all shifts for illness including a temperature check.
- We continue to have appropriate numbers of Personal Protective Equipment (PPE), such as masks, gowns, shields and gloves, to care for all our residents. We are following all guidelines in the usage of PPE and do not anticipate any shortages at the current time.
- As has been established in the literature, coronavirus can live on surfaces for varying periods of time. We urge families not to send any items such as flowers, Easter packages, birthday packages, etc. We understand this may sound harsh, but this is being done with the health and safety of our frail elderly residents in mind. When this pandemic is over, we can all go back to enjoying the daily pleasures of life that we, until this time, have taken for granted.
- The no-visitor policy continues to be in effect. We are grateful to you for your full cooperation as we continue to follow the guidelines established by Governor Cuomo, the DOH and the CDC. We know this is difficult and we ask that you bear with us during these uncertain times.

- Many of you have reached out to the Social Work and Therapeutic Recreation Departments to connect with your loved ones through Face Time, Skype, video chatting or phone conversation. We thank you for your resourcefulness and patience. For those who have not reached out, you may contact the Therapeutic Recreation Department at 914-788-6175 to arrange a video visit.
- We continue to keep our residents actively engaged and in good spirits.

Thank you for entrusting your loved ones to our care, and your unwavering support of the facility and its staff. We hope we can all heave a sigh of relief when this is all over.

Best Regards,

*Nancy Baa-Danso*

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