



Department of Health

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Executive Deputy Commissioner

April 13, 2020

Dear Residents, Families and Friends:

As you are aware, the Veterans Home's responses to the fast progression of the Coronavirus (COVID-19) are in constant review and the residents are being monitored closely. The Administrative and clinical teams want to update you on what is happening at the Veterans Home as events have made it impossible for you to be on-site and active participants in the care of your loved ones at the current time.

Current NYS Department of Health guidelines require that the Veterans Home consider and treat as COVID positive those residents who exhibit symptoms suspicious for the coronavirus such as elevated temperatures, cough, sore throat and respiratory symptoms to name a few. To date, we have treated thirty-five residents at the Veterans Home. The residents have responded to treatment and are doing well. One resident is currently in the hospital, and a total of three residents, all of advanced age and with multiple comorbidities, died at the hospital. We shall continue to provide you with your individual loved one's health status as events unfold, including arranging visits for those residents who are at end of life.

We continue to screen staff to ensure their health and safety, as well as the health and safety of all residents. Many of the staff are out of work for a variety of reasons, including testing positive for the Coronavirus, self-quarantining at home for pre-existing health conditions, and childcare issues to name a few. We are working on ensuring appropriate staffing levels to care for our residents.

As far as personal protective equipment (PPE), we continue to have enough to care for the residents at the current time, and do not anticipate any shortages. The Housekeeping Department is continuing to do an excellent job of cleaning all areas of the facility, with a special focus on high touch objects.

The no-visitor policy continues to be in effect, and we continue to be grateful to you for your full cooperation as we continue to follow the guidelines established by Governor Cuomo, the DOH and CDC. A few family members have attempted to visit and send packages. We understand that it has been very difficult for you not seeing your loved ones in over a month. Please be mindful however, that these measures have been put in place by the authorities to safeguard your loved one's health by limiting the sources through which the virus can enter the facility. The average age of a resident at the Veterans Home is approximately 92, and most residents have many preexisting health

conditions which makes the coronavirus particularly lethal to them. Please work with us to keep them safe.

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 during these very trying times. For those who have not reached out, you may contact our Therapeutic Recreation Department at 914-788-6175 to arrange a video visit.

Thank you for entrusting your loved ones to our care, and your unwavering support of the facility and its staff. These times too, like the seasons, shall pass.

Best Regards,

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