



Department of Health

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Executive Deputy Commissioner

April 14, 2020

Coronavirus (COVID-19) Update

Dear Resident / Representative:

The Veterans Home at Oxford has been managing the spread of COVID-19 by holding many Infection Control (IC) Team meetings, often many times a day to respond to concerns and new issues. The IC Team is led by Medical Director, Dr. Ketzak, and assisted by the Infection Control Nurse and Nursing Administration, among other professionals. This is not something that anyone has ever dealt with, but we receive regular guidance from many branches of the federal Department of Health and Human Services and the New York State Department of Health. Our approach is based on this guidance as well as talking with other facilities that are further along in fighting this virus.

We continue to aggressively test residents with any sign of possible viral symptoms suspicious for the coronavirus. We have also been encouraging staff to be tested, especially now that testing is more readily available. As of today, twenty-seven residents have been tested and ten residents have had positive test results. One resident from the Maple Neighborhood tested positive and was moved to the Pine Neighborhood so staff could manage everyone in one area.

Although the virus has shown somewhat different symptoms for each resident, we continue to be committed to our long-standing practice of providing individualized care and believe this will ultimately result in better care overall.

Additional guidance is being received at least weekly, so we will do our best to notify you of any changes that we make that will further affect residents' daily life.

If you have any questions, please let us know.

Sincerely,

Kurt D. Apthorpe

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