



Department of Health

ANDREW M. CUOMO
Governor

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

LISA J. PINO, M.A., J.D.
Executive Deputy Commissioner

August 21, 2020

Coronavirus (COVID-19) Update

Dear Resident / Representative:

As the summer comes to an end and the cooler weather starts settling in, we want to update you about what is going on at the Veterans Home.

We are pleased to inform you that we have started admitting new residents. As required by State, federal and CDC guidelines, new residents undergo COVID-19 testing prior to and upon admission. They are closely observed and monitored during the first two weeks of admission to ensure there are no signs and symptoms of infection before being admitted to the general population.

We informed you in previous communications that our residents are all COVID-19-free and continue to be so. This is the result of rigorous testing of residents and the dedicated staff as well as close monitoring by the Infection Control Preventionist who works closely with State, federal and CDC authorities. We continue to have enough personal protective equipment (PPE) to meet the needs of all residents and do not anticipate any shortages in the foreseeable future.

On the employee front, we have had 108 staff test positive for the virus. Almost all of them have recovered and returned to work. Our rigorous weekly testing has identified the occasional asymptomatic staff as COVID-19 positive. While this is clearly a setback, we have worked closely with our regional epidemiologist to take appropriate steps to ensure the health and safety of all our residents and staff.

We continue to look forward to initiating our face-to-face visitation program as soon as the Home meets the required guidelines. The Home is putting together a program which will be shared with our family members in advance of the start date for the program. As required by regulation, visitors will be required to be socially distant, wear a face covering at all times, and hand sanitize. Further, not more than 10% of the resident population can receive visitors on any particular day, and two visitors per resident may visit at one time.

The window visits continue, and while not ideal, they are the best way of communicating with your loved one during these very trying times. The physical layout of the facility makes it impossible for family members to do window visit with residents in their rooms. The Recreational Department will facilitate virtual visits as necessary. Please contact Katie Kourakos at (914) 788-6175 / 6178 or Elder Jesse at (914) 788-6180 to schedule a visit.

The weekly Zoom meetings continue for families and residents on Wednesdays at 12:00 pm. We will make available a number of department heads as necessary to address concerns you may have. To participate in the Zoom meeting, please contact Terri Graig and Elder Jesse Martin at (914) 788-6144 and (914) 788-6180, respectively.

Please let us know in advance of any individual needs that you have and which we can help you with, to make your visit satisfying to you.

The Nursing Supervisors are available to provide information about your loved one in the event you cannot reach unit staff. They can be reached at (914) 987 9056 or (914) 987 9057.

These have been trying times for everyone, staff, residents and you our family members, and appreciate your patience and understanding.

Best Regards,

Nancy Baa-Danso

Nancy Baa-Danso, RN, BSN, MPH, LNHA
Administrator
NYS Veterans Home at Montrose

Gayathri Haas

Gayathri Haas, RN
Director of Nursing
NYS Veterans Home at Montrose

Raisa Mitelman

Raisa Mitelman, MD
Medical Director
NYS Veterans Home at Montrose