



## Department of Health

KATHY HOCHUL  
Governor

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

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

September 3, 2021

### Notification to Family or Next of Kin CMS Guidance QSO-20-29 NH

Dear Resident / Representative / Family Member:

The Veterans Home is committed to providing families with novel coronavirus (COVID-19) informational updates through letters posted on our website and personal updates via telephone regarding your loved ones' specific status. The Veterans Home has been and will remain open in its reporting of COVID-19 information during this pandemic.

In response to the Centers for Medicare and Medicaid Services' Guidance QSO-20-29-NH issued on May 8, 2020, all nursing homes shall notify all residents and family members and/or representatives of all residents if any resident tests positive for COVID-19 or if any resident suffers a COVID-19 related death within-24 hours of such positive test result or death. In addition, notification will be made when any staff member tests positive or if a cluster of three or more residents and/or staff with new onset respiratory symptoms occurs.

In accordance with CMS Guidance QSO-20-29-NH, the Veterans Home will post this information as needed on our website, [www.nysvets.org](http://www.nysvets.org). The memo will include the number of new COVID-19 positive tests, resident COVID-19 related expirations and any clusters of new on-set of respiratory symptoms for the last 24-hour period.

The Veterans Home will continue to be available to family members to respond to any questions you may have. Do not hesitate to contact your Social Worker for assistance.

**Date: September 3, 2021**

Number of new resident COVID-19 positive tests: 0 (95 total)

*\*The facility is currently testing and retesting all residents.*

*\*This includes reinfections > 90 days from a previous positive result.*

Number of new resident COVID-19 related expirations: 0 (18 total)

Number of new staff COVID-19 positive / presumptive positive tests: 1 (145 total)

*\*The facility is currently testing and retesting all staff per guidance.*

*\*This includes reinfections > 90 days from a previous positive result.*

Cluster of new on-set of respiratory symptoms present: None

We will continue to fight this pandemic and provide you with the latest information. Many of you have called us and we are happy to respond, always providing the latest information.

In closing, please know that we are thinking of you and your family and hope that you remain safe.

Sincerely,

*Nicole M. Gallagher*

Nicole M. Gallagher, LNHA  
Administrator

Western New York State Veterans Home  
220 Richmond Avenue | Batavia, NY 14020