



## Department of Health

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Executive Deputy Commissioner

September 24, 2020

### **Coronavirus (COVID-19) Update - Visitation**

Dear Resident / Representative:

The New York State Veterans Home at Montrose is committed to providing you with COVID-19 informational updates through letters posted to our website and personal updates via telephone regarding your loved one's specific status.

As you may know by now from the Executive Order 202.18 / CMS Guidance QSO-20-29-NH COVID-19 Notification posted on our webpage on September 23, 2020, three of our staff recently tested positive for the COVID-19 virus. The Department of Health notified us today that this pushes forward by 14 days the proposed start of the face-to-face visitation program originally scheduled to start today, September 24<sup>th</sup>. Face-to-face visits will now start on October 8<sup>th</sup>.

Consistent with CDC, CMS and DOH advisories, we have tested all residents to ensure that they continue to test negative for the Coronavirus. Also, as required by regulation, we continue to test all staff every 7 days. In total we have had 123 staff test positive for the Coronavirus. The staff who recently tested positive were asymptomatic and are all out of work for the required 14 days.

In the interim, window visits and electronic virtual visits will continue. Please call the Pastoral Care Department at **(914) 788-6180** to schedule a window visit, and **(914) 788-7175 / 6056** to schedule a virtual visit. Further, the facility will work with our volunteers to allow for a more varied visitation schedule as permitted by regulatory authorities. We will keep you informed of our progress.

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

Thank you for working with us to keep our residents, your loved ones, safe.

Sincerely,

*Nancy Baa-Danso*

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