



Department of Health

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October 8, 2020

VISITATION UPDATE FOR FACE-TO-FACE VISITS

Dear Resident / Representative:

The Veterans Home has been working on a limited re-opening plan with collaboration from a dedicated group of staff. On October 14, 2020, we will start face-to-face visits, barring any new COVID-19 positive cases, following New York State and federal government guidance. A fact sheet explaining the rules and expectations is attached.

Visits must be scheduled at least 48 hours in advance by calling the Pastoral Care Department at 914-788-6180. Staff will manage visitation periods, 30 minutes per visit, to allow residents an opportunity to see their visitors. Visits must be confirmed by the staff prior to visitation.

The Veterans Home will allot visits during the designated days, Tuesdays, Wednesdays and Thursdays, excluding holidays and weekends as appear below:

	<u>Morning</u>	<u>Afternoon</u>
Tuesday:	10:00am -11:30am	1:30am - 4:30pm
Thursday:	10:00am - 11:30am	1:00pm - 2:00pm
Every other Wednesday:		6:00pm - 8:00pm

We are working on adding weekend hours to the program and will update you as it happens.

Visitors must come to the Security desk and be screened (consisting of a temperature check and answering questions) and provide proof of a negative COVID-19 test result within the last seven (7) days prior to a visit. Two (2) visitors are allowed per resident visit. Visitors are required to wear a face covering at all times while on the premises, and adhere to hand sanitizing and social distancing of at least 6 feet apart.

For those families who are not able to visit, you may contact the Therapeutic Recreation Department at 914-788-6175 / 6056 to facilitate a virtual / video visit. Window visits also continue.

Our dedicated group of staff will be meeting regularly to review and update this plan. We expect to make changes as we learn what works, and what is needed from any new guidance. Please feel free to let us know if you have any questions.

Sincerely,

Nancy Baa-Danso

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

New York State Veterans Home at Montrose

COVID-19 VISITOR FACT SHEET

The Veterans Home's mission and goal are always to keep both you, your loved one and our staff safe from infectious diseases in general and the novel coronavirus (COVID-19) in particular. Please follow the following guidelines:

- If at any time we feel there would be a concern with your loved one's safety the facility has the right to immediately intervene and stop the visit from continuing.
- Children under age 18 who can wear and tolerate a mask all times while at the Home including during the length of the visit, are welcome if accompanied by an adult 18 years of age or older and comply with all other requirements.
- All visits are limited to 30 minutes with no more than 2 visitors per visit to ensure all residents can visit with their loved ones during these trying times.
- Depending on the weather, visits may be under the awning in the front of the building or inside in the Empire Room. Not more than 12 persons appropriately distanced will be in the front of the building or the Empire Room during visitations.
- Visits may be cancelled due to inclement weather.
- All visits will be by appointment only and supervised by a facility staff.
- All visitors must remain in the designated area for visits – in the front of the building under the awning as permitted by weather, and indoors in the Empire Room as permitted by regulation.
- All visits will be limited to 2 visitors per visit.
- Both resident and visitors will be expected to adhere to social distancing rules; must maintain a distance of at least 6 feet apart.
- Both residents and visitors will be expected to wear masks at all times to limit transmission of COVID-19. The facility shall provide masks to visitors as necessary.
- Both residents and visitors will be expected to use 60% alcohol-based products to limit transmission of COVID-19.

- Each visitor must present proof of a verified negative COVID-19 test result within the last seven (7) days. The 7-day requirement starts from the date of the specimen collection for a COVID-19 test, not the date of the test results.
- End-of-life and compassionate care visits are not subject to a verified negative test result but are subject to all other COVID-19 screening requirements.
- Visitation shall be refused if the individual(s) fails to present such negative test result, exhibits any COVID-19 signs or symptoms, or does not pass the screening questions.
- Visitors shall be required to complete a form providing demographic information about themselves. This is to assist with contact tracing in the event COVID-19 is identified following the visit.
- Visits will be supervised for everyone's safety.
- Contact information for scheduling visits is as follows:
 - Face-to-Face and Window Visits
The Pastoral Care Department**(914) 788 - 6180**
 - Virtual / Video and Technology Assisted Visits
The Recreation Department**(914) 788 - 6175 / 6056**