



Department of Health

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Executive Deputy Commissioner

October 30, 2020

Coronavirus (COVID-19) Update

Dear Resident / Representative:

As the facility transitions into the Fall season, it is a good time to pause and count our blessings while remembering and honoring those whom we have lost. We must also be mindful of the fact that there may be challenging times ahead with this “terrible” virus. We believe it is an appropriate time to provide you with information on what is going on at the Home. Our clinical team together with our Infection Control Preventionist are working assiduously under the direction and guidance of the New York State Department of Health (DOH), Centers for Medicare and Medicaid Services (CMS), Centers for Disease Control and Prevention (CDC) and other regulatory authorities to meet and exceed required guidelines.

We have no doubt that all these guidelines serve only one purpose, which is to keep our elderly residents and staff safe and free of the coronavirus, and we want to assure you that as a facility, this is our number one priority. With the help of the DOH, we continue to have enough Personal Protective Equipment (PPEs) to meet the needs of our residents and staff.

For a period of time from September 29 through October 28, the Home was COVID-19 free. This allowed our family members to have face-to-face visits with their loved ones for two weeks. We are pleased that many family members took advantage of this opportunity. Unfortunately, on October 28th one of our residents who had previously recovered from the Coronavirus and has tested negative for the virus several times since then, has retested positive while at hospital. Out of an abundance of caution and consistent with CMS regulation we have stopped face-to-face visits and are testing every resident and staff to ensure that the facility returns to its COVID-19 free status. Window visits and virtual/electronic visits will continue. Barring anyone else testing positive for the Coronavirus over the next 14 days, face-to-face visits may resume. We will continue to update you on our website as per guidance and Executive Order.

We know that many family members want to provide their loved ones with food, clothing and other items. In the interest of safety, please keep food deliveries to a minimum preferably with individual portion sizes. Please communicate with the Social Workers on deliveries of clothing to ensure that your loved ones have appropriate quantities. Where possible, please refrain from flower deliveries, as the literature has shown that the coronavirus is able to live on live objects for several days.

With the coming holiday season, we want to ensure that all items and gifts that you provide to your loved ones are recorded and labelled. This can be done through contact with the Recreation Department at 914 788 6175 or the Social Work Department at 914 788 6174.

May the bounty of Fall’s blessings be upon you and all your loved ones. Please let us know if we can be of further service. Thank you.

Sincerely,

Nancy Baa-Danso

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Administrator | NYS Veterans Home at Montrose