



Department of Health

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Executive Deputy Commissioner

November 25, 2020

Coronavirus (COVID-19) Update

Dear Resident / Representative:

As we prepare for the Thanksgiving holiday, we want to update you on the status of the Veterans Home's efforts to prevent the spread of the coronavirus. The safety and wellbeing of all residents is our top priority. The Infection Prevention and Control Committee continues to meet as necessary to review and act on guidance from the federal and state governments and work closely with health department contacts.

Once again, we are thankful that there are no COVID-19 positive residents in the facility. A total of three residents have tested positive since testing started. We are currently conducting facility-wide resident testing every 3-7 days until there are 14 consecutive days of no positive resident or employee test results. Residents with symptoms will continue to be tested for the coronavirus, as well as those residents who must be tested prior to a hospital appointment or procedure.

Since our last letter, an employee has tested positive for the virus. Twenty-seven (27) employees have tested positive since testing became readily available. We continue to test staff at least every 7 days, similar to residents, in accordance with state and federal requirements.

Accordingly, the residential units are on quarantine with a higher level of precautions. These precautions include requiring residents to remain on the unit, and in their rooms whenever possible.

Any positive case of a resident or employee requires the immediate halt of visits, including face-to-face visits. We are hopeful that face-to-face visits will resume before mid-December barring any new positive COVID-19 test results. As we get closer to the date for resuming face-to-face visits, you will be notified in writing as well as telephone.

We understand that for many of us, the Thanksgiving holiday will feel different; however, for our residents it won't taste different! The Home's chef and the kitchen team are preparing a traditional meal which will include turkey, dressing, candied yams, green bean casserole as well as cranberry sauce, followed with pumpkin pie. For those residents who don't enjoy turkey, alternatives are available. We hope your loved one will enjoy their choices on Thursday and we hope that your holiday is safe as well.

We encourage you to communicate with your loved one via virtual methods such as FaceTime. Please call ahead and speak with the Social Work staff at (585) 345-2051. All visits must be confirmed by the staff prior to visitation.

Lastly, as Thanksgiving is now upon us, we want to thank our residents for the opportunity to serve and care for you, and we also thank you, our resident families and representatives for allowing us the privilege to serve your loved one. It is a duty and honor that we hold sacred and dear.

May the bounty of Fall's blessings be upon you and all your loved ones. Wishing you good health and a Happy Thanksgiving.

Sincerely,

Nicole M. Gallagher

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