



Department of Health

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Executive Deputy Commissioner

December 4, 2020

Coronavirus (COVID-19) Update

Dear Resident / Representative:

I would like 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.

A total of four 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, two employees have tested positive for the virus. Thirty-one (31) 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. There has been an increase of positive cases in the community; we will continue to monitor the COVID hot zone website as this will impact visitation as well. We are hopeful that face-to-face visits will resume as soon as possible 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.

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, I would like to thank our residents and you and your families for your understanding during these most difficult times. Please let us know if you have any questions or concerns.

Be Well and Stay Safe!

Sincerely,
Nicole M. Gallagher

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