



## Department of Health

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Executive Deputy Commissioner

May 14, 2021

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

Dear Resident / Representative:

In our ongoing fight against the Coronavirus, we would like to inform you about events at the Home. It is my ardent wish that, like the rest of the world, the doors of the nursing home will open up to families soon. To this end, the vaccination program remains a priority for us and continues fervently. This is in concert with the DOH and CDC's push to get as many people vaccinated as possible. We are making daily progress in this venture.

Over the past week, we have had two positive test results, with one being a new positive resident. The residents are asymptomatic and doing well. Since the onset of the virus, we have had one hundred thirty-five residents test positive. We continue to work with the local and state health departments in our efforts to prevent the spread of the virus. While we test all residents, we have suspended indoor visitation until regulatory requirements are met. All other types of visits continue.

We want as many families as possible to visit and encourage all types of visitation. We are working with our IT team to set up a program that enables family members to schedule visits on specific days at specific times. While this is being done, we have also set up an email address where families can send requests for all types of visits.

- The email address is: [Montrose.VA-Visitation@nysvets.org](mailto:Montrose.VA-Visitation@nysvets.org).

Please provide your name, the name of your loved one, the date and time you would like to visit and the type of visit you are requesting. Someone from the facility will respond to your email and schedule a date and time for your visit. Please give us 5-7 days from the time the request is made for a facility member to receive, schedule, and respond to your email.

You may also continue to call ahead and schedule visits of your choice and your call will be returned within 72 hours.

- Virtual visits – contact the Recreation Department at (914) 788-6175 / 6056.
- Outdoor, Compassionate and End-of-Life visits – contact Pastoral Care at (914) 788-6180.

Outdoor and window visits will continue on Tuesdays from 10:00 am - 11:30 am and 1:00 pm - 4:00 pm, every other Wednesday from 6:00 pm - 8:00 pm, Thursdays from 10:00 am - 11:30 am and 1:00 pm - 3:00 pm and one Saturday a month from 10:00 am – 12:00 pm. Starting in June 2021, visits will be extended to an hour, and many more visits will be accommodated.

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

Sincerely,

*Nancy Baa-Danso*

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