



Department of Health

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May 28, 2021

Coronavirus (COVID-19) Update and Visitation Update

Dear Resident / Representative:

This letter continues our efforts to update you about events at the Home, of which the most important has become visitation. As we informed you in our letter of May 14th, we will expand the visitation schedule and increase the length of visits.

In connection with visitation, please note that it has never been the intention for any member of the staff to limit or restrict your access to your loved ones. The events of the past year have required that we follow the counsel of the DOH, CMS and CDC in our interactions so as not to cause an outbreak of reinfections with the novel coronavirus at the Home. Our priority has always been to protect the residents, staff, and family members. We appreciate you working with us to achieve this goal.

At the current time, because the weather allows it and reduces the risk of infection, most of your visits will be outdoors either in the atrium courtyard or the front of the building as staff directs you. In inclement weather, visitation will be indoors. When visiting, strict infection control practices must continue to be maintained at all times during the visit. The new visitation schedule is as follows:

Tuesday	10:00 am - 12:00 pm & 1:00 pm - 4:00 pm
Wednesday	10:00 am - 12:00 pm & every other Weds. from 6:00 - 8:00 pm
Thursday	10:00 am - 12:00 pm & 1:00 pm - 3:00 pm
Friday	10:00 am - 12:00 pm
Saturday	10:00 am - 2:00 pm every other Saturday starting June 5 th
Sunday	1:00 pm - 5:00 pm every other Sunday starting June 6 th

Also, as we are heading into the month of June, we inform you that Father's Day visitation will take place on June 20th from 11:00 am to 5:00 pm.

Please continue to use the email address provided to you to request all types of visits. A new telephone number is also being provided.

Email: Montrose.VA-Visitation@nysvets.org
Telephone: 914 788 6056

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 telephone message 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/call.

You may also contact the Pastoral Care Department at 914 788 6180 to schedule compassionate and end-of-life visits only.

We want as many families as possible to visit and encourage all types of visitation. To that end, we will continue to evaluate the visitation program and extend visitation and visits accordingly.

There have been no changes to the resident and staff test results since our last letter. Since the onset of the virus, we have had one hundred thirty-five residents test positive and one hundred seventy staff. We continue to work with the local and state health departments in our efforts to prevent the spread of the virus.

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.

On this Memorial Day weekend, we would like to thank all of our veterans for their incredible service to our country. We will never forget the service of those who have died in battle to protect our nation and preserve our liberty. Please continue to be safe this Memorial Day weekend.

Sincerely,

Nancy Baa-Danso

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