



Department of Health

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Governor

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Commissioner

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Executive Deputy Commissioner

October 9, 2020

RE: New Visitation Plan

Dear Resident / Representative:

The Veterans Home has been working on a limited re-opening plan with collaboration from a dedicated group of staff. On October 14, 2020, we will start outside visits, weather pending, following New York State and federal government guidance. A fact sheet explaining the rules and expectations is attached.

Visits must be scheduled at least 48 hours in advance by calling the Social Work Department at 718-990-0439. They will manage visitation periods to allow residents an opportunity to see their visitors. Visits must be confirmed by the Social Work Department prior to visitation.

The Veterans Home will allot visits from 10:00 AM - 12:00 PM and 1:30 PM - 4:00 PM during the designated days, Monday-Friday, excluding holidays. Visitation will also be provided on Tuesday evenings from 6:30 PM -8:00 PM.

Visitors must come to the Security desk to check in, be screened (consisting of a temperature check and answering questions) and provide proof of a negative COVID-19 test from within the past seven (7) days prior to a visit. Two visitors are allowed per resident visit. Visitors are required to wear a face covering at all times while on the premises and maintain social distancing of at least six (6) feet apart.

At check-in, staff is required to obtain specific information on visitors to assist the State and City with contact tracing. In addition to visitor identification, the Home is to document the visitor's first and last name, physical (street) address, daytime and evening telephone numbers, email address (if available), and date and time of visit.

Our dedicated group of staff will be meeting regularly to review and update this plan. We expect to make changes as we learn what works, what you like, and what is needed from any new guidance. Please feel free to let us know your opinion as well.

Cordially,

Neville A. Goldson

Neville A. Goldson, MA, LNHA
CEO/Administrator
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COVID-19 VISITOR FACT SHEET

The Veterans Home's mission and goal are always to keep residents, their loved ones and the staff safe from infectious diseases. It is important that guidelines are followed to ensure the COVID-19 virus does not spread. Visitors, who are unable to adhere to the Home's requirements, will not be permitted to visit or will be asked to leave. At any time that the Home determines there would be a concern for you or your loved one's safety, the Home has the right to immediately intervene and stop the visit.

Any new case of COVID-19 among staff or residents will result in the immediate cancellation of all visits until further notice.

The Novel Coronavirus (COVID-19) is a respiratory illness. People who are infected but do not show symptoms can spread the virus to others. It is possible that the virus may spread through the droplets and airborne particles that are formed when a person who has COVID-19 coughs, sneezes, talks, or breathes. Droplets can also land on surfaces and objects and be transferred by touch. A person may get COVID-19 by touching the surface or object that has the virus on it and then touching their own mouth, nose, or eyes.

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus. The most common signs and symptoms consistent with COVID-19 are fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, and diarrhea. **Please do not visit if you have any of these symptoms.**

This list does not include all possible symptoms, so please visit the Centers for Disease Control and Prevention (CDC) or the New York State Department of Health (DOH) websites for the latest information:

CDC: <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

DOH: <https://coronavirus.health.ny.gov/home>

Visitation Schedule

Visit days and times are subject to change. The location of the visits will be in the multi-purpose room (MPR) or the outside Gazebo area.

If there is a change in the schedule, we will attempt to contact visitors prior to the visit whenever possible. We recommend that visitors call and check the day of their visit to confirm that visiting will be allowed.

Entry and exit to and from the Home is only through the main front entrance. Visitors must remain in the designated area during the visit and leave at the end of the visit.

Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a quarantine, isolation or observation period are not eligible for visits.

Contact information for scheduling visits is as follows:

- On-Site Visits: The Social Work Department ...**(718) 990 - 0439**
- Virtual / Video Assisted Visits: The Recreation Department ...**(718) 990 - 0364**

Screening

- Visitors must be screened (both temperature and questions) to ensure they meet the criteria for visitations.
- Visitors must present a verified negative COVID-19 test result within the last week (7 days).
- Visitors will be required to provide demographic information about themselves such as full name, street address and telephone number. This is to assist with contact tracing in the event COVID-19 is identified following the visit.
- If a visitor passes their screen, restrooms located near the front entrance are available for use but no other area may be entered besides the hallway to and from the restrooms to the front entrance, and the hallway immediately outside the MPR if it is being used for the visit.
- All visitors must remain in the designated area for visits.
- Please speak with Security if you have any questions.

Visitation Guidelines

- All visits will be limited to 2 visitors per visit. The Social Worker will confirm the amount of time allowed for each visit, currently 30 minutes is allotted per visit.
- The number of visitors and residents which can be safely socially distanced within the spaces will be no more than two residents and their visitors at any one time.
- Both resident and visitors will be expected to wear a face mask during the entire visit. The face mask must cover the nose and mouth at all times. Cloth masks are not acceptable for use at this time. The Home will provide a mask. Masks are available at the main entrance of the Home and at the visitation area. Please speak with any staff member if you are unable to locate a mask.
- Both resident and visitor will be expected to adhere to social distancing which is a minimum of 6 feet apart from one another. There is a designated spot for both you and your loved one. Both parties must remain in their designated area and are not permitted to leave the designated "area".
- Any physical contact, such as hand holding, hugging or kissing is not permitted at this time. If this is not adhered to, the visit will end immediately to ensure the safety for everyone. Further visits may be suspended.
- Both residents and visitors will be expected to use 60% alcohol-based products for hand sanitizing. This is available at the main entrance of the Home and at the visitation area. Please speak with any staff member if you are unable to locate hand sanitizer.
- The visit will be supervised for everyone's safety.