



Department of Health

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New York State Veterans Home at Montrose Face-to-Face Family Visits

COVID-19 VISITATION SAFETY PLAN

The Home shall allow Face-to-Face visits when it has met the following criteria:

- The nursing home has no staffing shortages as evidenced by the Home's individual staffing plan and as reported by the Home through submissions to the National Health Safety Network (NHSN).
- The absence of any new onset of COVID-19 among staff or residents as reported to the Department on the HERDS and staff testing surveys and as reported to the NHSN for a period of **no less than fourteen (14) days.**
- Facility has a 2-month supply of Personal Protective Equipment (PPE) to meet the needs of the residents, staff and visitors.
- Facility has adequate staffing to meet the needs of the residents.
- Facility has an executed and operationalized arrangement with a laboratory to provide services.
- Facility has testing availability for all residents and staff in accordance with regulation.
- Facility is able to adhere to required screening protocols for all residents/staff and all persons visiting the facility.
- Children under age 18 who can wear and tolerate a mask all times while at the Home including during the length of the visit, are welcome if accompanied by an adult 18 years of age or older and comply with all other requirements.

Notification

- Responsible parties will be informed by letter, email, text or via the weekly Zoom meetings of the current visitation plan in advance of its start date. The plan and schedule will also be posted on the facility's website. The start date for face-to-face visits will be September 24, 2020, barring any new positive test results.

- Newly admitted residents on the observation unit are not eligible for face-to-face visits for a minimum of 14 days.
- All visits must be scheduled in advance. Individuals who want to schedule a visit are to contact the Pastoral Care Department at [\(914\) 788 - 6180](tel:9147886180).

Regulation

- As per regulation, the facility will schedule visits for no more than a maximum of 10% of the current census – the number of individuals in residence.
- As per regulation, two visitors will be allowed per visit at any one time.
- The facility will schedule visits on Tuesdays and Thursdays initially in keeping with the window visit schedule. Revisions may be made to meet facility and family needs.
- Visitors must wear a face mask or face covering which covers both the nose and mouth at all times when on the premises. Visitors must maintain social distancing except when assisting with wheelchair mobility.
- The facility shall have adequate supply of masks for visitors who lack an acceptable face covering.

Location of Visit

- Visitation shall be in the outdoor area, under the awning in the front of the building, and/or in the Empire Room depending on the weather.
- The outdoor area will accommodate up to 4 residents with two visitors each while ensuring all parties are socially distanced and wear a facemask or face covering at all times.
- The Empire Room has appropriate ventilation and will accommodate up to 4 residents with two visitors each who are appropriately socially distanced and wear a facemask or face covering at all times.

Screening

- All visitors, including the long-term care ombudsman, shall be screened for signs and symptoms of COVID-19 prior to entry and resident access.
- Screening shall consist of both temperature checks and asking screening questions to assess potential exposure to COVID-19 which shall include questions regarding international travel or travel to other states designated under the Governor's travel advisory.

- Additionally, each visitor must present proof of a negative COVID-19 test result within the last seven (7) days. The 7-day requirement starts from the date of the specimen collection for a COVID-19 test, not the date of the test result.
- End-of-life and compassionate care visits are not subject to a verified negative test result but are subject to all other COVID-19 screening requirements.
- Visitation shall be refused if the individual(s) fails to present such negative test result, exhibits any COVID-19 signs or symptoms, or does not pass the screening questions.
- Documentation of screening shall be maintained onsite in an electronic format and available upon the Department of Health's request for purposes of inspection and potential contact tracing.
- Limited visitation, including, but not limited to, family members, loved ones, representatives from the long-term care ombudsman program (LTCOP), and resident advocacy organizations, shall be permitted under the conditions included in this plan.

Visitation Process

- Visitor(s) by appointment will arrive in the front of the building under the entrance awning or in the Empire Room depending on the weather. At that time, the visitors will present evidence of verified negative COVID-19 test result done within the past 7 days, have their temperature taken, asked the required health, exposure and travel questions, review the visiting process, and complete the sign-in log.
- Once the visitor is cleared, they will be allowed to visit in the designated area. Resident and family member(s) shall be kept 6 feet apart to ensure proper social distancing. The resident will be brought out to the visiting area to begin the visit.
- There shall be no close contact such as hand holding, hugging, or kissing with the resident. These are prohibited to curb the spread of COVID-19. Non-compliance will result in loss of visiting privileges.
- Visits will be 30 minutes to start with, to allow for as many families to visit. During this time a designated staff member will monitor the visitation.
- Visitation may be extended at the discretion of facility management and based on the number of visitors.
- Both residents and visitors will be expected to use 60% alcohol-based hand sanitizers to disinfect their hands.
- Visitations may be cancelled for inclement weather reasons.

- Visitors must wear a face mask or face covering which always covers both the nose and mouth at all times while on the premises.
- There shall be no eating and drinking during visitation.
- Visitors who have signs and symptoms of respiratory disease or other symptoms consistent with COVID-19, do not pass the screening questions or do not provide proof of a negative COVID-19 test as noted above will not be allowed to visit.
- Visitors must remain in designated visitation areas for the duration of the visit and leave the premises after the visitation is over.
- Residents on the Observation unit, and COVID-19 positive residents are not eligible for face-to-face visits.
- All visitors will be provided with a COVID-19 Visitor Fact Sheet. (Attached)

Documentation

This will include the following for each visitor to the nursing home:

- ID's must be presented for visitor verification.
- First and last name of the visitor.
- Physical (street) address of the visitor.
- Daytime and evening telephone number.
- Date and time of visit.
- Email address, if available; and
- A notation indicating the individual cleared the screening (both temperature and questions) that does not include any individual temperatures or other individual specific information, and notation of proof of negative COVID-19 test meeting the 7-day requirement as noted above.

Environmental Cleaning

- Cleaning and disinfection of the visitation areas, furniture and other equipment will be done by assigned staff before and after each visit.

New York State Veterans Home at Montrose

COVID-19 VISITOR FACT SHEET

The Veterans Home's mission and goal are always to keep both you, your loved one and our staff safe from infectious diseases in general and the novel coronavirus (COVID-19) in particular. Please follow the following guidelines:

- If at any time we feel there would be a concern with your loved one's safety the facility has the right to immediately intervene and stop the visit from continuing.
- Children under age 18 who can wear and tolerate a mask all times while at the Home including during the length of the visit, are welcome if accompanied by an adult 18 years of age or older and comply with all other requirements.
- All visits are limited to 30 minutes with no more than 2 visitors per visit to ensure all residents can visit with their loved ones during these trying times.
- Depending on the weather, visits may be under the awning in the front of the building or inside in the Empire Room. Not more than 12 persons appropriately distanced will be in the front of the building or the Empire Room during visitations.
- Visits may be cancelled due to inclement weather.
- All visits will be by appointment only and supervised by a facility staff.
- All visitors must remain in the designated area for visits – in the front of the building under the awning as permitted by weather, and indoors in the Empire Room as permitted by regulation.
- All visits will be limited to 2 visitors per visit.
- Both resident and visitors will be expected to adhere to social distancing rules; must maintain a distance of at least 6 feet apart.
- Both residents and visitors will be expected to wear masks at all times to limit transmission of COVID-19. The facility shall provide masks to visitors as necessary.
- Both residents and visitors will be expected to use 60% alcohol-based products to limit transmission of COVID-19.

- Each visitor must present proof of a verified negative COVID-19 test result within the last seven (7) days. The 7-day requirement starts from the date of the specimen collection for a COVID-19 test, not the date of the test results.
- End-of-life and compassionate care visits are not subject to a verified negative test result but are subject to all other COVID-19 screening requirements.
- Visitation shall be refused if the individual(s) fails to present such negative test result, exhibits any COVID-19 signs or symptoms, or does not pass the screening questions.
- Visitors shall be required to complete a form providing demographic information about themselves. This is to assist with contact tracing in the event COVID-19 is identified following the visit.
- Visits will be supervised for everyone's safety.
- Contact information for scheduling visits is as follows:
 - Face-to-Face and Window Visits
The Pastoral Care Department(914) 788 - 6180
 - Virtual / Video and Technology Assisted Visits
The Recreation Department(914) 788 - 6175 / 6178