

ATTENTION FAMILIES, FRIENDS AND VISITORS

**NO VISITORS PERMITTED
SOCIAL DISTANCING IN PRACTICE**

Coronavirus (COVID-19) Update

March 20, 2020

New guidance from the Centers for Disease Control and Prevention (CDC), the New York State Department of Health, and New York State Governor Andrew M. Cuomo's Executive Order have been issued on how nursing homes prepare and handle the outbreak of Coronavirus, COVID-19. In response, more changes have been put in place.

The Veterans Homes continue to implement the directive that no visitors are permitted into nursing homes, unless for medically necessary (such as hospice care/end-of-life).

This no visitor directive extends to volunteers and non-essential personnel, with few exceptions.

The Veterans Homes are making all efforts to engage in social distancing. Activities programs will no longer be held as large group events, rather activities will be conducted on the units and as one-on-one individual basis or in small numbers that maintain proper distance from each other. Communal dining in the dining rooms will be modified and limited with social distancing practices implemented.

All employees are screened and have their temperature taken before being allowed to work, and they must wear a mask at all times.

Since the Veterans Homes cannot permit visitors into the facility, the Veterans Homes' staff can assist family and friends with alternate means of communication, such as video chatting via Skype or Facetime with your loved one. Please contact the recreation staff or the nursing unit for assistance.

Further, the Veterans Homes must limit furloughs, therapeutic leaves and out on pass such as day trips, overnight stays and any situation where a resident leaves the facility. Furloughs are not recommended. If a resident is planning to leave the facility for any reason, staff must be notified well in advance to review the purpose of the furlough. Medical appointments will also be reviewed so that only critically important appointments are being allowed. Requests will be handled on a case-by-case basis.

Residents and families will be notified as soon as these restrictions are lifted.

Thank you for your patience and understanding during this very challenging time. We know it is not easy. It is our intention to remain coronavirus free. These actions will help protect the health and wellbeing of the residents and staff, as well as that of our families and friends.

If you have any questions, you are encouraged to speak with your nurse or social worker. The main telephone number for each of the Veterans Homes are:

Batavia.....(585) 345-2000

Montrose.....(914) 788-6000

Oxford.....(607) 843-3100

St. Albans.....(718) 990-0300



Department
of Health

New York State
Veterans Homes