

**6-5-2020**

**IMPORTANT—Please Read!**

**WINDOW and VIRTUAL VISITS:**

I am disappointed to report that the NYS Nursing Home visitation restriction mandate that began 12 weeks ago today is still in effect. Each week, we remind families and friends of the alternative methods we have implemented to meet the social and emotional needs of our residents, while still adhering to those visitation restrictions.

Our “window visits” have proven to be very popular and comforting for residents and family members alike. The guidance regarding those window visits is very clear—**visitors should wear a mask, and “social distancing” must be adhered to.**

We are aware of the distress this non-visitation has caused you. However, I must remind you that we serve the most vulnerable population, and we have a duty to protect all of our residents. Evidence based research has shown that many people are carrying the virus but have no symptoms, so we must “assume” anyone could be infected. As difficult as it is, until we receive new guidelines from CDC and/or NYS DOH, LCC will enforce the donning of masks, as well as **NO** physical contact with any residents, including passing items through the windows, during these window visits. If we are unable to comply with the directives, it may be necessary to discontinue this program.

**SCHEDULING CHANGES!**

**Due to the increased demand for Window Visits and FaceTime encounters, it is necessary to implement the following changes, effective immediately:**

- We must **require 24-hours advance notice** to schedule a Window Visit or FaceTime encounter. We cannot guarantee staff availability/assistance, if we do not have advance notice.
- No visits will be scheduled during resident meal times.
- **Saturday and Sunday Window Visits and FaceTime/Skype** encounters will be scheduled between the hours of **1 p.m. and 4 p.m.**
- A landline phone is now available for resident use at the front window entrance. The number is **845-235-8252**.
- Windows **must remain closed** to prevent potential exposure to COVID-19.
- Contact numbers for scheduling your “visit:”

**Monday through Friday**

Carolyn’s office -- **845-235-8230**

**Evenings, Weekends and Holidays**

Recreation staff phone – **845-235-8231**

Thank you for your cooperation and understanding. We will get through this!