



September 28, 2020

To Our Valued Families and Loved Ones,

We wanted to take this opportunity to extend our heartfelt thanks and appreciation for all of your love and support throughout the COVID-19 pandemic. As we know, New York State is slowly beginning to move forward with re-opening businesses and public spaces, and we wanted to connect with you to share the latest guidance in regards to light outdoor visitation, per the New York State Department of Health.

Previously, guidance required nursing homes to be absent from any new onset of COVID-19 in the nursing home for a period of twenty-eight (28) consecutive days. The guidance has now been revised, and the New York State Department of Health now requires nursing homes to be absent from any new onset of COVID-19 for a period of **fourteen (14) consecutive days**.

Additionally, the New York State Department of Health now requires all visitors to provide negative COVID-19 test results prior to each visit. Test results must be within 7-days of their scheduled visit. Test results outside of the 7-day window will not be valid.

Visitors must email a copy of their negative COVID-19 test results to our community at receptiondesk@emeraldpeekrehab.com **24 hours prior to their visit**. These results will be reviewed by our community Infection Preventionist. Once you arrive to our community for your scheduled visit, you will be re-screened prior to meeting with your loved one.

The visitations should be scheduled at least **24 hours prior to the day of visit**. The days for visitation are as follows:

- Tuesdays- **9:30am to 11:30am and 1:30pm to 3:30pm**
- Thursdays- **9:30am to 11:30am and 1:30pm to 3:30pm**
- Every other Saturdays- **9:30am to 11:30am**

For additional questions regarding our light outdoor visitation guidelines, please feel free to contact our dedicated visitation line at: **845-600-5764**

Please visit the website below for more information on COVID-19 testing sites near you:

<https://coronavirus.health.ny.gov/find-test-site-near-you>

Our community is thriving and we continue to use digital platforms to ensure that our residents and patients continue to stay connected with their loved ones throughout this challenging time. We encourage our families and loved ones of our patients and residents to stay connected with us through our community website and Facebook page for real-time updates and announcements.

Our community would like to thank and recognize our selfless team of heroes for going above and beyond the call of duty in ensuring that those under our care are in receipt of the highest standards of compassionate service.

With deep respect and admiration,
Administration



July 14, 2020

To our Valued Families and Loved Ones,

It is with great excitement that we connect with you to share an update on our community's visitation policy, per Governor Andrew Cuomo's latest Executive Order released on July 10th.

As shared by the order, facilities that are in **Phase 3** regions of New York may begin allowing light outdoor visitation for families and loved ones as well as internal resident-to-resident communal engagement activities.

In efforts of promoting the highest levels of safety and wellness for our residents, employees, and families, facilities within **Phase 3** regions of New York must also fulfill the necessary, mandatory requirements as noted below:

- Absence of any new onset of COVID-19 among both staff and residents for a period of no less than 28 days
- An established facility testing plan with access to adequate testing for all residents and staff as necessary
- Established protocols to separate and cohort residents that are positive, negative, or unknown with separate assigned staff for each zone
- A written and enforced infection control program and protocol that outlines in detail resident, employee, and visitor screening protocols

As resident and employee health and safety will always be our top priority, our team continues to develop and finalize our comprehensive visitation plan that exceeds all mandated requirements by the New York State Department of Health.

Once our plan has been completed and approved by local, state, and federal regulatory agencies, we will be sharing an additional update with you outlining the steps and requirements for outdoor family visitation.

We are so proud to share that since we restricted all visitation on March 11th, we have actively prepared specialized action plans on an ongoing basis to allow for a seamless and stress-free reopening of our center with the highest standards of safety and infection control.

We will continue to update our families via Facebook, weekly calls, and text messages to ensure that we are keeping our loved ones as up-to-date as possible as guidance is released.

COVID-19 continues to make its way across the nation and it is more important now than ever to remain vigilant and continue practicing proper social distancing, wearing masks, and hand washing.

This letter and update symbolizes the light at the end of the tunnel; the light all of us have been longing for. Words cannot express the level of sincere appreciation that we have for our employees. Our team has led with unparalleled professionalism and commitment to patient and resident care. Our administration would like to once again thank our team members for their tremendous heroism and thank our families for the continuous love and support given over the past five months.

We cannot wait to be with you soon and share each other's company. Until then, we will continue our preparations and protocols to soon reopen our center for visitation.

Sincerely,
Administration