



46 & Ten

510 West 46th Street
New York, New York 10036
tel 212.977.4600
www.villagecare.org

John W. Behre, Jr.
Chairman

Emma DeVito
President & CEO

FOR BETTER HEALTH AND WELL-BEING

July 31, 2020

Dear Resident/Family Member/Responsible Party:

As we continue to update you regarding the Coronavirus Disease 2019 (COVID-19) here in the New York City region, please know that VillageCare at 46 & Ten remains committed to protecting and maintaining the health and safety of our residents and staff.

As you may have heard, the New York State Department of Health has recently announced that visits to assisted living residences may resume provided that certain criteria designed to ensure the safety of the residents and staff are met. We have reviewed the State guidance carefully and have reluctantly concluded that **46 & Ten cannot allow any visitors inside the facility at this time** because some of the criteria announced by the State have not been met. Specifically, staff members have tested positive within the last 28 days and the State has not yet conducted an Infection Control Survey at the facility. In addition, not all residents have been tested, which is voluntary and up to the individual. Under the State's guidance, however, we cannot allow visitors if not all residents have been tested and found negative. We will be arranging for testing of residents on-site and ask that you encourage your loved one to be tested so we may meet the criteria to begin visitation. As soon as that changes, we will notify you. In the meantime, we are developing protocols and procedures that comply with the State's guidance on resumption of visitation so that we will be ready to immediately allow visits once we meet the State's criteria.

During this time, we continue to offer Virtual Visitation and Window Visits. Families, friends and residents can arrange either a FaceTime or Zoom call or Window Visitation to keep in touch with their loved ones. In order to do so, please submit your request to Sharon Rosenzweig, LMSW either by phone 212 337 5600 ext. 4671 or by email sharonr@villagecare.org. We kindly ask that requests be made at least 1 day in advance.

We assure you that we are in compliance with the Governor's Executive Order related to weekly COVID testing of all members of the workforce who provide on-site services. You may call our Family Information Hotline at **212-337-5906** for daily updates.

We are continuing the precautions that have been in place including monitoring temperature of staff and residents and looking for other signs and symptoms of the virus. If anything is noted, staff are sent home immediately. Residents that develop symptoms will be addressed on a case by case basis and their families will be informed.

Additional steps that remain in place:

- Cleaning and disinfecting of the entire facility.
- No communal dining. Food is delivered directly to resident rooms.
- All floors isolated and residents encouraged to stay in their rooms.
- All staff wearing masks and other protective equipment.
- Residents are encouraged to wearing masks as much as possible and practice social distancing

Please be assured that we are doing everything we can to maintain a safe environment and that we continue to refine our protocols as new information becomes available.

Sincerely,

Sandy D. Freeland
SVP Program Operations/Administrator