



Rehabilitation and Nursing Center

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John W. Behre, Jr.
Chairman

Emma DeVito
President & CEO

FOR BETTER HEALTH AND WELL-BEING

March 22, 2020

Dear Resident/Family Member/Responsible Party:

As we continue to update you on the spread of the Coronavirus Disease 2019 (COVID-19) here in the New York City region, please know that VillageCare Rehabilitation and Nursing Center remains committed to protecting and maintaining the health and safety of our residents and staff.

Following the recommendations of the Centers for Disease Control and Prevention (CDC), Centers for Medicare & Medicaid Services (CMS) and New York State Department of Health, we have made the difficult decision to close the facility to visitors effective, 7:00pm Friday, March 13, 2020 until further notice.

Families will not be allowed to visit except medically necessary, upon the approval of administration.

If you are allowed to visit, you will be screened upon entry and must abide by our facility Infection Control and Prevention Protocol in regard to COVID -19. As per Regulatory mandates, we have the right to restrict all visitation.

This mandate will be re-assessed as more information becomes available from Federal and State officials, as well as the New York State Department of Health.

We will make it a high priority to provide frequent updates on this visitation policy as deemed necessary. We highly encourage our residents and families to use services such as Skype, Facetime and other virtual conversation platforms to keep in touch with family members on a frequent basis. Please contact our hotline at (212) 337-5905 if you have any questions or concerns.

We also encourage you to visit our website, villagecare.org for the most up to date information.

We appreciate your cooperation during this time, as we strive to keep you and your loved ones safe.

Sincerely,

A handwritten signature in black ink that reads "Sandy D. Freeland".

Sandy D. Freeland
SVP Program Operations/Administrator