



July 1, 2020

Dear Family Member,

I want to thank you for your patience and understanding of the restrictions we have all been put under as a result of COVID-19. I would like to share with you that we are advocating for you. Oneida Health Extended Care Facility is a member of Leading Age NY, which represents more than 600 non-profit skilled nursing facilities, assisted living facilities, adult homes and senior housing centers. They provide us with education, publications, conferences and most important advocacy.

We have been participating in weekly conference calls to discuss an array of topics, including visitation. I want to assure you that NY State Department of Health and the Governor's office has heard our concerns for our residents' psychosocial wellbeing and our families need to see their loved one's in person. I will surely let you know when I hear of any changes to the current restrictions.

I have shared in my past emails the possibility of a window visit. We have had an extreme interest and the requests for window visits have been overwhelming. Although, we would love to accommodate every request, it is simply impossible. Going forward, if you are interested in scheduling a window visit, I am asking you to contact Penny Ostrander at (315) 363-6000 extension 8314. We will only be scheduling window visits Monday through Friday at 9:30am and 1:30pm. I want to remind you of the availability of virtual visits via iPad. Please consider visiting with your loved one with the technology we have available to us.

Direct lines to Nursing Units:

Second Floor	(315) 361-2022
Third Floor	(315) 361-8023
Fourth Floor	(315) 361-8024
Fifth Floor	(315) 361-2225
Vent Unit	(315) 361-2226

I will end with sharing once again some good news. Our facility remains COVID-19 free!

I would like to wish you a Happy Fourth of July and thank you for all your support and understanding.

Sincerely yours,

(Fred) Fortunato Scerbo III

Administrator