



June 18, 2020

Greetings,

I wanted to take some time as it has been two weeks since my last communication. I'm excited to share once again that our residents and staff continue to be COVID free. As you know the NY State Department of Health is requiring all nursing home employees to be tested weekly. We have had five weeks of testing now with no positives. Unfortunately, it does not seem likely that the Governor and the Department of Health will ease up on the visitor restrictions any time soon. I cannot even imagine how tough this has been for you. I do know that our residents certainly miss you. Rest assured that our residents are being well cared for and are staying quite active.

In order to provide a "face-to-face" visit in a safe and appropriate manner, and still adhere to the DOH guidelines, we have decided to try arranging window visits on a limited basis and under special circumstances. These visits will need to be arranged with your loved one's nursing unit and approved based on the need. I cannot guarantee we will be able to accommodate everyone and I ask each of you to be patient with us. I encourage you to continue using the iPads available to video conference with your loved one. I firmly believe that we continue to be COVID free because of our strict enforcement of our visitor restrictions and infection control practices.

I again want to thank you for all your support and understanding. If at any time you have questions or concerns, please feel free to call me at (315) 361-2200.

Sincerely yours,

(Fred) Fortunato Scerbo III

Administrator