



Visitation Letter 8.11.21

Aug 11, 2021

Dear Family Members and Friends

COVID-19 Delta Variant – Update:

As we approach the end of Summer, 2021, we are reminded of the continued risks associated with the COVID-19 Virus, as well as the new Delta Variant. The new Delta Variant infection has begun to affect some of the surrounding communities on Long Island, Queens and Brooklyn. We encourage you to continue to practice infection control, and consider the benefits to you, and your loved one, for receiving the COVID-19 vaccine, if you have not done so already. We will be delighted to provide education and resource, as well as coordinate scheduling your loved one, to receive the COVID-19 Vaccine.

Resident Visiting – Update:

We are pleased to offer the following updated visitation options. Please note, that for any newly admitted Resident, a COVID-19 negative result will be required prior to admission. Typically, a result is received within 24 to 48 hours of admission, at Palm Gardens. You will receive a telephone call of your loved one's COVID-19 test result, as soon as it is received. All new admissions who are not fully vaccinated will be on quarantine x 14 days to ensure there is no transmission risk. We will follow all NYSDOH and CMS requirements for testing during this period, and appreciate your understanding.

Virtual Visitation:

To schedule a virtual visit please call our Recreation department (ext. 313) to set up an appointment. Please be sure to indicate your name, your loved one's name and room number.

Outdoor Visitation:

As we strongly encourage visitation to be scheduled and held outdoors on our patio, please notify Recreation (ext. 313) to make an appointment. We will provide education regarding screening and information for Infection Control to protect you and your loved one!

In-House Visitation:

**All indoor visiting will occur seven-days-a-week, during the hours of 10:00 AM – 10:00 PM.
Please contact the following staff to schedule a visit with your loved one**

Angel - Unit 2 (ext. 318)	Zorina - Units 3 & 6 (917-400-5205)	Yelena - Unit 4 (ext. 313)	Jenny - Unit 5 (ext. 292)	Sree - Unit 7 (ext. 272)
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- Residents are allowed to have only a maximum of two visitors, during a visit. We encourage you to limit your visit to approximately three hours max.
- All visitors must be 18 years of age, or older.
- All visitors must wear a mask and face shield upon entering the facility, and while in the presence of any resident. You will be assigned an area for visitation that is safe and identified by our Team.
- Please perform hand hygiene before your visit, using the alcohol-based hand sanitizer located, at the entrance and throughout the facility.
- Visitors will be screened upon entering for COVID-19. Visitors will be denied entrance if they report or are observed with signs/symptoms of COVID-19 infection, have had recent exposure to a COVID-19 positive person, and/or have a temperature of 100.0 degrees or greater. Please be aware of the symptoms of COVID-19 infection, even if fully vaccinated: Temperature, fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headaches, sudden loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea.
- Visitors are encouraged to be tested for COVID-19 within 2-3 days before visiting. Please note we can also test you at entry with a rapid test
- Visitors should report directly to their loved one's designated visiting area after being cleared by the screeners and security.
- Please maintain social distancing of at least 6 feet between you and the resident you are visiting, when possible if they or yourself are not fully vaccinated.
- Before you leave the unit/visitation area, please perform hand hygiene using the alcohol-based hand sanitizer located throughout the facility.
- Visitors who are unable to adhere to the core principles of COVID-19 infection prevention, will not be allowed to visit and will be asked to leave.
- If you become ill or test positive for COVID-19 and your visit to the facility occurred 2 days before the symptoms onset or 2 days before your test, please notify the facility immediately, so that contact tracing can be initiated. Please call the Social Worker at 718-633-3300.

Please be advised that the Palm Gardens has the right to limit, and/or suspend visitation based on regulatory guidelines as it relates to infection rate. **Thank you for your cooperation and understanding during these challenging times.** For more information, please visit our [website](#).

Sincerely,
The Palm Gardens Team