

# Long Island State Veterans Home



AT STONY BROOK UNIVERSITY

## FREQUENTLY ASKED QUESTIONS – COVID-19 CONCERNS

In effort to offer a prompt response to the questions we have received, we have created a FAQ page for your reference. We hope that this will provide reassurance and alleviate concerns you may have. Please do not hesitate to contact us should you need additional information.

### **1. Have the residents been told that there is COVID-19 present in the facility?**

We have provided education to residents that are able to understand the precautions being taken. This information may cause concern and anxiety for some of our residents. Our staff has been mindful in approaching this topic according to the individual needs of each resident and continues to observe for any emotional impact of these circumstances. We recognize that this is sensitive information and if you are uncertain how much information to provide to your loved one, please contact your social worker for guidance.

### **2. How long will the visitor restrictions be in place?**

At this time, we don't know. We hope that these and other statewide preventive measures directed by the federal and state government will limit the spread of COVID-19 in our Home and that we can lift these restrictions as quickly as possible. We will notify families as soon as we have more information on the restrictions being lifted.

### **3. Can food or care packages be sent to the residents?**

We are discouraging deliveries and care packages at this time. We are attempting to limit the introduction of COVID-19 that may be present on packages, bags, and boxes. If it is an item of extreme importance to the resident, please contact your social worker to discuss. Some items may be approved on a case to case basis. All packages must be left with security at the front entrance. Again, family members and delivery services may not enter the building.

### **4. Can family members have food delivered to the staff?**

We greatly appreciate the thoughtfulness and generosity of families who would like to recognize and support our staff during this challenging time. Due to our preference to limit items entering the building from the external environment, we feel it would be best to send a letter or video of appreciation to acknowledge the dedication of our staff in caring for America's heroes.

### **5. Can multiple family members be contacted via FaceTime/Skype?**

We are making an effort to connect with all family members that have expressed interest in seeing their loved one via FaceTime, Zoom, or Skype. Due to the large numbers of family members seeking to connect with their loved ones, we are encouraging family members to coordinate a convenient time when multiple members of a family can join the video session at the same time. We appreciate your patience as we strive to keep you connected with your loved one.

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## **6. Why am I receiving LISVH phone calls from an unfamiliar phone number?**

The Social Work and Therapeutic Recreation department will be reaching out to support the families and loved ones of our residents. We will make every effort to notify you if you will be contacted from a non-LISVH or blocked phone number. The Social Work staff will be coordinating with the Nursing staff in order to provide you with the most comprehensive information on your loved ones well-being. Some LISVH staff will be working remotely from home during this time. We have elected to protect our residents and staff by developing a staff rotation system. Certain departments will be on a two week facility assignment and two week work from home assignment. This system was put in place for two reasons; first, we are reducing the number of people from the external environment entering the building and second, if the team assigned to the Home becomes ill or quarantined, the second team will be able to take over assignments in the facility without a gap in coverage.

## **7. How is the cleanliness of shared spaces, elevators and common areas addressed?**

An enhanced focus on cleaning frequently touched surfaces has been in place for the last several weeks throughout the Home. Frequently touched surfaces consist of but are not limited to the following; counters, tables, chairs, door handles, push plates, handrails, faucets, light switches, cart handles, elevator and elevator buttons, phones, call bell cords and computer keyboards etc.. Units with confirmed cases of COVID-19 will undergo additional cleaning and disinfection procedures. The Home is performing all of the cleaning tasks with the CDC and EPA recommended disinfectants against COVID-19. Staff is also working diligently to reduce the potential for cross contamination by cleaning housekeeping carts and equipment each shift and by dedicating a cleaning cart for each unit. Garbage collection and removal carts are dedicated to specific units and sanitized prior to returning to the units.

## **8. How was cleanliness addressed during the move from 1N to 2D?**

Initial cleaning and disinfecting of the unit was conducted following the completion of construction. The housekeeping team also cleaned and disinfected the unit a second time prior to the relocation of our residents. Equipment on the unit and all frequently touched surfaces were cleaned, prior to the residents occupying the area on move day. Regularly scheduled cleaning procedures began upon occupying the unit.

## **9. Are any extra precautions being taken on affected units for residents with respiratory conditions?**

As per New York State Department of Health guidelines, contact and droplet precautions are being maintained. A procedure mask is also being placed on residents as tolerated. In addition, residents are being encouraged to remain in their rooms and room dividing curtains are being utilized to minimize the potential for exposure. All residents are being monitored for symptoms associated with COVID-19 twice daily and more often as needed.

## **10. Are residents being given hand sanitizers?**

Each room is equipped with a Purell alcohol based sanitizer dispenser. The resident is able to access this dispenser if they so choose. In addition, the residents' hands are being frequently washed with soap and water and additionally cleaned with alcohol based sanitizer wipe on a routine basis and prior to meals.

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## **11. If a resident tests positive for COVID-19 will they be moved to a private room?**

If a resident is identified with COVID-19, the Home will follow the recommended guidelines issued by the New York State Department of Health and Centers for Disease Control and Prevention for contact and droplet precautions and the roommate will be monitored for signs and symptoms. Due to the very limited number of private rooms available and the increased risk for additional resident exposure, a decision has been made that the resident will not be moved at this time.

## **12. How will roommates be protected?**

As per Center for Disease Control and Prevention and the New York State Department of Health guidelines, appropriate contact and droplet precautions will be maintained. A procedure mask will be placed on both residents as tolerated. In addition, residents are being encouraged to remain in their rooms and room dividing curtains are being utilized to minimize the potential for exposure. We are cohorting the staff that are providing care for these residents to minimize cross contamination. Staff will utilize proper Personal Protective Equipment at all times.

## **13. Is there enough Personal Protective Equipment (PPE) for staff?**

The Home continues to ensure Personal Protective Equipment (PPE) is available to all staff. A centralized supply room has been operationalized and staffed 7 days a week to ensure the availability of PPE. The purchasing team continues to identify and order additional PPE (including gloves, gowns, masks, goggles, face shields and N95 respirators when needed) to ensure availability throughout the event.