



September 16, 2020

To Our Valued Families and Loved Ones,

We wanted to take this opportunity to extend our heartfelt thanks and appreciation for all of your love and support throughout the COVID-19 pandemic. As we know, New York State is slowly beginning to move forward with re-opening businesses and public spaces, and we wanted to connect with you to share the latest guidance in regards to light outdoor visitation, per the New York State Department of Health.

Previously, guidance required nursing homes to be absent from any new onset of COVID-19 in the nursing home for a period of twenty-eight (28) consecutive days.

The guidance has now been revised, and the New York State Department of Health now requires nursing homes to be absent from any new onset of COVID-19 for a period of **fourteen (14) consecutive days**.

Additionally, the New York State Department of Health now requires all visitors to provide negative COVID-19 test results prior to each visit. Test results must be within 7-days of their scheduled visit. Test results outside of the 7-day window will not be valid.

Visitors must email a copy of their negative COVID-19 test results to our community at [dbowden@rockvillerehab.com](mailto:dbowden@rockvillerehab.com) or they may have the provider fax their results to **(516) 536-7765 24 hours prior to their visit**. These results will be reviewed by our community Infection Preventionist. Once you arrive to our community for your scheduled visit, you will be re-screened prior to meeting with your loved one. Please note that visitors must be at least 18-years-of-age.

For additional questions regarding our light outdoor visitation guidelines, please feel free to contact our dedicated visitation line at:

**(516) 457-4366**

Please visit the website below for more information on COVID-19 testing sites near you:

<https://coronavirus.health.ny.gov/find-test-site-near-you>

Our community is thriving and we continue to use digital platforms to ensure that our residents and patients continue to stay connected with their loved ones throughout this challenging time.

We encourage our families and loved ones of our patients and residents to stay connected with us through our community website and Facebook page for real-time updates and announcements.

Our community would like to thank and recognize our selfless team of heroes for going above and beyond the call of duty in ensuring that those under our care are in receipt of the highest standards of compassionate service.

With deep respect and admiration,  
Administration



To our Valued Families and Loved Ones,

We wanted to take this opportunity to extend our heartfelt thank you for all of your love and support throughout this pandemic. As we know, our state is slowly beginning to move forward with re-opening businesses and public spaces, and we wanted to connect with you and explain how we will begin safely welcoming our families back to our community in accordance with New York State's Forward Safety Plan.

Our leadership team continues to work closely alongside our local, state, and federal regulatory agencies, ensuring that we can begin to allow light family visitation with the highest standards of health and safety in mind. Nursing homes that are in **Phase 3** regions may allow limited visitation and activities upon completion and fulfillment of released guidelines.

Keeping to these high standards, we have created a comprehensive visitation check-list for our families to reference, prior to scheduling their future in-person visit. It is important to note and make very clear that all stipulations must be fulfilled prior to your visit, and that our administration reserves the right to deny visitation requests if requirements are not met. Also, please note that visits are to be scheduled at least 24 hours in advance, and same day requests cannot be accommodated.

These visits will be outside of our center, weather permitting, and you will be required to bring and wear your own mask upon arrival. Also, please note that all visits will be allotted for a 20 minute time slot; please arrive early as you will need to be screened prior to your visit with your loved one. We also ask that no small children be in attendance during these visits; visitors are limited to two (2) per resident / patient.

Our community here at Rockville Skilled Nursing and Rehabilitation Center continues to thrive and we owe a great deal of thanks and appreciation to our healthcare heroes for all that they have given and continue to give to our residents and patients. Our professionals from each and every department have gone above and beyond the call of duty in ensuring that our residents and patients continue to have a "loved one" that they could lean on throughout this incredibly challenging time.

Our hearts go out to our families who have gone months without the opportunity to physically be with their loved one; however, we are incredibly thankful for the outpouring of outreach through virtual visits.

We will continue to heavily utilize resources like FaceTime, Zoom, Skype, and other virtual platforms to ensure that our residents and patients stay connected with their families, as they have done for the past four months.

Our team is so excited to offer these visitation opportunities to you and your loved ones, and we appreciate your ongoing support and understanding as we safely navigate visitation at this time. We will be reaching out to you as soon as we are able to welcome back visitors.

Rockville Skilled Nursing and Rehabilitation Center continues to remain positive, as we continue to provide the highest levels and standards of compassionate care for those we serve.

We appreciate you and cannot wait to see you very, very soon.

With love, respect, and admiration,  
Susan Welge and the Rockville Leadership Team



Please reach out to us to schedule your visit by calling or texting 516-457-4366.

<input type="checkbox"/> Current COVID-19 positive patients / residents, those with COVID-19 signs or symptoms, and those in a 14-day quarantine or observation period are not eligible for visits
<input type="checkbox"/> Our visitation hours at this time are: Monday-Friday: 10:30 AM - 12 PM, and 2 PM - 4 PM
<input type="checkbox"/> Visits are limited to 20 minutes per resident/patient
<input type="checkbox"/> Visitation spaces will be made available outdoors on the patio (All spaces are handicap accessible)
<input type="checkbox"/> Visitors are limited to 2 per resident/patient; no small children are permitted
<input type="checkbox"/> All visitors will not be permitted to enter the facility for any reason, including the use of restrooms.
<input type="checkbox"/> All visitors will be screened prior to each and every visit by a designated Rockville employee
<input type="checkbox"/> All visitors are required to wear a mask throughout the entirety of the visit; visitors will provide their own mask for the visit
<input type="checkbox"/> All visitors are to maintain a 6 feet distance from the resident / patient. No physical contact will be made between the resident / patient and the visitor
<input type="checkbox"/> All packages including but not limited to food, beverage, toiletries, personal items are to be provided to the Rockville Reception team prior to or following the visit. Items are to not be brought to the visitation patios
<input type="checkbox"/> If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting for the duration of the COVID-19 state declared public health emergency
<input type="checkbox"/> All visitors are required to share their address, phone number, and email address (if applicable) upon arrival
<input type="checkbox"/> All admittance of visitors is subjected to additional in-person screening before the visit begins

