



GOLDEN GATE

REHABILITATION & HEALTH CARE CENTER

March 11, 2020

To Our Dear Residents and Family Members:

As mentioned in our previous letter, it is our goal to maintain open lines of communication with you regarding measures we are taking in the prevention of the COVID-19 and to inform you of any changes we need to make, as it becomes necessary.

*We assure you with the greatest confidence that Golden Gate's number one goal is the safety of our residents and our staff. Very recently CMS (Centers for Medicare and Medicaid Services) issued a document entitled, "CMS Restricted Visitation Guidance," providing a robust process for restricting visitors within nursing homes. Until we can develop a more detailed outline of visitor guidelines, **Golden Gate has made a precautionary decision to not allow visitation in the facility effective, Thursday, March 12, 2020 at 8:00 AM until further notice. The situation will be re-assessed in the near future as we have more information available from New York State, Department of Health and CMS.***

Out on Pass (OOP) privileges are temporarily suspended.

*Special accommodations will be made for hospice and other patients at end of life. In the short-term, we will make every concerted effort to provide frequent updates. **Our goal is to communicate information as soon as it becomes available.***

We understand that connecting with family members is very important, and there are a variety of other ways you might consider connecting with them. These may include telephone, email, text, or through Skype or Facebook. Tablets will be made available for residents to easily allow for Skype, Facetime and/or virtual conversations on a frequent basis. We will do our best to accommodate requests to facilitate connecting with your family member staying in our facility.

These accommodations can be made through the Social Service Department as follows, Mary James, Director of Social Services, at ext. 122; Amy DiCostanzo, Social Worker at ext. 104; and Ariella Silberman, Social Worker at ext. 106.

For more information about what we are doing to help keep your loved one safe please reach out to our infection preventionist Maria Tar, RN, ADNS at 718-698-8800 ext. 198.

*For additional information, please visit the CDC's coronavirus disease page at:
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>*

Thank you for your understanding and we hope you all stay healthy and safe.

Mr. Yehuda Hoffner, LNHA, Administrator