

7-14-2022

Dear Residents and Designated Representatives, HCP's and Family Representatives:

This letter is to give you an update you on the happenings at Ozanam Hall in relation to the recent increase in community rate COVID-19 and to review with you facility communication information.

### **Covid-19 Community Rate**

As you may be aware the Queens County community Covid -19 positivity rate remains high at 10.9% <sup>1</sup>(7 days average). We remind you that all visitors are required to wear a facemask given to you at security, as well as completing the screening questionnaire and provide proof of a negative covid-19 test. The facility provides free of cost Covid-19 rapid test which you obtain at the security point. If you visit your loved one frequently, you can receive a pass at security that is valid for 48 hours once you show a negative Covid test. We can provide you with a Covid 19-rapid test to take home and take within 24 hours of your visit and take a picture which you can show to security when you visit to avoid waiting in front of the building for 15 minutes for the negative rapid test result.

On your visit with your loved ones on the units, please remember that you cannot visit with them in Unit common areas for the protection of other residents. Also we encourage you to limit the number of visits to 3 people at one time and to keep your face coverings during your visit for the protection of the resident. You may be asked to wear additional PPE if your loved one is in an area with a restriction.

All our Staff has been Covid-19 vaccinated. Currently our staff is testing weekly for Covid-19 according to the Department of Heath recommendations. We continue to provide weekly Covid-19 Vaccination clinics for first time vaccination for our residents or Boosters for residents and our personnel.

### **Communication**

We continue to send daily Covid -19 updates emailed to the residents HCP. We also post the Covid -19 daily updates in the resident units for their information. If you are the HCP and do not receive daily Covid-19 emails you can send us a message via our website or call the main number.

If you are trying to reach your loved ones Unit by phone and are unable, please let the receptionist know to page the Nursing supervisor or a supervisor for the department you are trying to reach. It is particularly challenging to answer calls during meal times and change of shifts, we do appreciate your patience.

If there are any concerns you feel are not addressed to your satisfaction, you can call the main number and ask to speak to someone from Administration and Director of Nursing.

Thank you for your understanding and God Bless you.

Sincerely,

Sr. Philip Ann

