

*Queens Nassau*REHABILITATION & NURSING CENTER  
CERTIFIED SUB-ACUTE BRAIN INJURY REHABILITATION

# Recent COVID Data

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## Information on Pfizer-BioNTech Covid 19 vaccine

### How We Are Responding to COVID-19

Since the outbreak of COVID-19, Queens Nassau Rehabilitation & Nursing Center has employed a number of measures recommended by the NYS Department of Health (DOH) and the Centers for Disease Control and Prevention (CDC) to best protect the health and safety of our staff and residents:

- Visitation ongoing. Call Social Services for prior appointments to visit.
- Vaccination Clinic held at Queens Nassau every 14 days for any Residents & Staff that would like to get vaccinated. Please call Social Service or Nursing Supervisor to let us know ASAP. Next one scheduled is *July 19th*. Fact sheets and all information on benefits & possible side effects are available. Please request them.
- Call Social Services for end of life, medically necessary or Compassionate Care visitation.

### Visitation Guidance:

- Protect Yourself and Your Loved Ones From COVID-19
- Visitors agree that they will report any positive COVID-19 test or symptoms that occur 48 hours after visit.
- Wash your hands thoroughly with soap and water for at least 20 seconds or use alcohol Based Hand Sanitizer that contains at least 60% alcohol.
- Avoid close contact with people who are sick and stay home if you are sick.
- Visitors must wear a facemask or face covering and will be provided a mask if they do not have one.
- Avoid touching your eyes, nose, and mouth.
- Remember to maintain social distancing precautions of at least 6 feet.
- Visitors must have a pre-scheduled appointment EVERY time they visit. Anyone showing up with no appointment will not be allowed to visit. Thank you for your cooperation.
- Visitors must sign in and will be screened for signs and symptoms of COVID-19 prior to visit.
- Visitors must wear a facemask or face covering and will be provided a mask if they do not have one.
- Hand sanitizer will be used before and after the visit and as needed.
- Visitors are not permitted to walk throughout the facility and must stay in the designated visiting areas.

- There will be no more than 2 visitors per maximum 45-minute visit.
- Visitors 16 & under must be accompanied by an adult 18 & over.
- Visitors are strongly advised to bring a Negative COVID test within 72 hours of visit. If they can't get a test the Facility will provide rapid testing.
- 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.
- If you have questions, please contact- Social Services -718-471-7400 Ext.116
- Sample visitation schedule: Maximum 3 families for visiting & 3 families for Compassionate Care at any time slot.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 South	2 South	2 North	3 South	3 North	
11 am – 12 pm	11 am – 12 pm	11 am – 12 pm	11 am – 12 pm	11 am – 12 pm	11 am – 12 pm	
1 -2 pm	1 -2 pm	1 -2 pm	1 -2 pm	1 -2 pm	1 -2 pm	
	3-4 pm	3-4 pm	3-4 pm	3-4 pm	3-4 pm	

**VISITATION POLICY**

It is the of this facility to promote and support visitation for residents, families and resident representatives while ensuring safety and adherence to infection prevention strategies to minimize any potential spread of infection. This will be done in accordance with all State and Federal guidance for the prevention of COVID-19.

**PURPOSE**

To enhance resident quality of life by implementing visitation and activities to combat psychological impacts of isolation from family and representatives. NYSDOH CRITERIA (revised 3 25 21)

Nursing Homes may conduct limited visitation and activities under the following revised NYSDOH guidelines.

The facility is in full compliance with all state and federal requirements, state Executive Orders and guidance, state reporting requirements including COVID-19 focus surveys, HERDS and staff testing surveys, and federally required submission of COVID-19 data to the NHSN.

- The facility has protocols to separate residents into cohorts of positive, negative, and unknown as well as separate staff teams to deal with COVID-positive residents and nonpositive residents.

- The facility has completed the NY Forward Safety Plan and submitted a copy of the complete plan to [covidnursinghomeinfo@health.ny.gov](mailto:covidnursinghomeinfo@health.ny.gov). The facility must retain a copy of the plan at the facility where it is accessible and immediately available upon request of the Department or local health department.
  1. The plan must clearly articulate the space(s) to be used for visitation (outdoors and indoors) including the number of visitors and residents which could be safely socially distanced within the space(s)
- Adherence to written screening protocols for all staff during each shift, each resident daily, and all persons entering the facility or grounds of the facility, including visitors. Visitors may be asked for ID as needed.
- **Visitors are strongly encouraged to be tested within 2-3 days of visiting. If the visitors can't bring a test the FACILITY WILL PROVIDE POC TESTING**
- The facility will conduct screening of all who enter the facility for signs and symptoms of COVID-19, including temperature checks, questions about and observations of signs or symptoms. This includes denial of entry for those with signs/symptoms or close contact with someone with COVID-19 infection in the past 14 days.

**In addition to screening questions, the visitor will agree that they will report any positive COVID-19 test or symptoms that occur 48 hours after a visit.** Exposures will follow Contact Tracing guidelines. This will include initiating Contact Tracing upon notification from a visitor that he/she tested positive for SARS-CoV-2 by a diagnostic test, and/or developed symptoms associated with COVID -19 during the forty-eight hours following visitation. The facility will use the following guidelines to determine the potential for exposure

1. The visit was supervised by a staff member and all IC principles were followed, including the use of face mask/face covering, 6 feet physical distancing between the resident/visitor and all other residents/visitors.
  2. The visit was conducted in a common area or outdoor area that doesn't require the visitor to enter a resident unit.
- If all IC principles met as above, the resident they visited will be placed on Transmission-Based Precautions in a single room for 14 days under observation. The resident will be tested for COVID-19 infection every 3-7 days x 14 days.
  - If all IC principles were not met in an exposure, the facility will initiate outbreak response including Transmission-Based Precautions on affected unit(s) or entire facility as necessary. Serial testing for all staff and residents every 3-7 days until there are no positives in 14 days.
  - Documentation of screening will be maintained in an electronic format and available upon request of the NYSDOH.
  - Resident monitoring must include daily symptom checks, vital signs, and pulse oximetry.
  - A copy of the facility's formal visitation plan is posted to their public website and broadcasted via email or social media to provide visitors with clear guidelines for visiting and to announce if and when visitation is paused due to regulatory reasons associated with COVID-19 infection.

### **PROCEDURE**

- The facility will expand visitation and/or activities while following NYSDOH and Federal guidance.
- Facility visitation can be conducted through a variety of means:
  1. In resident rooms (only with approval of Administrator and/or DON)
  2. Indoors – 1st floor patio
  3. Outdoors (preferred, weather permitting)
  4. Window visitation (when facility is in an outbreak or in 14 day quarantine period).
- In order to limit movement in the facility during visitation, the following guidelines will be followed:

1. When weather permits, visitation will take place in the designated outdoor area(s).
  2. When weather does not permit, visitation will take place in the designated monitored indoor area(s).
  3. In instances when the resident cannot leave his/her room due to medical/psychosocial reasons, visitation may take place in the resident's room.
    - Visitor(s) will go directly to the resident's room or designated area.
    - If a resident shares a room, visitation will not be conducted in the resident's room (arrangement will be made for designated room/area)
1. Visits will be made in advance and scheduled by the Social Service department / designee via phone.

### **INDOOR VISITATION**

Facilities should **allow indoor visitation at all times and for all residents** (regardless of vaccination status), **except for a few circumstances** when visitation should be limited due to a high risk of COVID-19 transmission. An exception for compassionate care visits should be permitted at all times. These scenarios include limiting indoor visitation for:

- **Unvaccinated residents if the nursing home's COVID-19 county positivity rate is >10% AND less than 70% of residents are vaccinated**
- **Residents with confirmed COVID-19 infection, whether vaccinated or unvaccinated until they have met criteria to discontinue Transmission-Based Precautions or**
- **Residents in quarantine, whether they are vaccinated or unvaccinated until they have met criteria for release from quarantine**

**Indoor visitation can still occur when there is an outbreak, but there is evidence that transmission is contained to a single area /unit. The facility will initiate serial testing and resume visiting based on the following:**

1. If the first round of outbreak testing reveals no additional COVID-19 cases in other areas (e.g., units) of the facility, then visitation can resume for residents in areas/units with no COVID-19 cases. However, the facility should suspend visitation on the affected unit until the facility meets the criteria to discontinue outbreak testing. Example – if the first round of outbreak testing reveals two more COVID-19 cases in the same unit as the original case, but not in other units, visitation can resume for residents in areas/units with no COVID-19 cases.
2. If the first round of outbreak testing reveals one or more additional COVID-19 cases in other areas/units of the facility (e.g., new cases in two or more units), then facilities should suspend visitation for all residents (vaccinated and unvaccinated), until the facility meets the criteria to discontinue outbreak testing in accordance with CMS guidance 42CFR 483.80(h) of testing all residents and staff every 3-7 days until there are no new positives for 14 days.

**\* Note: The facility will follow all NYS Executive Orders that are in effect, including 202.88 which presently requires staff testing twice weekly. This Executive Order is set to expire on 4/20/21.**

- The facility will assign staff to assist with the transition of residents, monitoring of visitation, and cleaning and disinfecting areas used for visitation after each visit using an EPA-approved N-List disinfectant.
- The facility will post signage regarding facemask utilization and hand hygiene and uses applicable floor markings for social distancing.
- A log will be kept for all visitors that includes:
  - First and last name of the visitor;
  - Physical (street) address of the visitor;
  - Daytime and evening telephone number;

- Date and time of visit;
  - Email address, if available;
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- Visitors and residents must wear a facemask or face covering (must always cover both the nose and mouth when on the premises of the facility). Masks will be available on hand for visitors as needed.
  - Visiting areas will have easily accessible Alcohol-Based Hand Rub for residents, visitors, and staff.
  - Visitors who are younger than 16 years old must be accompanied by an adult 18 years of age or older.
  - The facility will allow the number of visitors based on the ability to adhere to IC principles, including the ability to maintain 6 feet physical distancing between all residents and all visitors.
  - Facility staff will ensure residents /visitors do not interact with other residents and their visitors
  - The facility will provide times allocated for each visit session to ensure all residents/loved ones can be accommodated with scheduling.
  - Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine or observation period are not eligible for visits.
  - The facility will provide and post a fact sheet outlining visitor expectations including appropriate hand hygiene and face coverings. The fact sheet will be provided upon initial screening to all visitors.
  - Facilities should limit movement in the facility.
    1. e. Visitors should not walk around throughout the facility. Instead, they should go directly to the area dedicated to visitation or the resident's room. If a resident shares a room, visitation should not be conducted in the resident's room. For situations where there is a roommate and health status of the resident prevents them from leaving the room, facilities should try to facilitate in-room visitation while following principles of COVID-19 infection prevention.
  - Residents will also be assisted to go outdoors with staff supervision weather permitting. The appropriate infection control and safety and social distancing requirements must be maintained.
  - The IDT Team will review the Visiting Program and monitor for any needed adjustments and report to QA Committee as needed.
  - If any visitor fails to adhere to the protocol, he/she/they will be prohibited from visiting.

### **COMPASSIONATE CARE VISITS**

Compassionate Care Visits are permitted when visitation may not otherwise be permitted (in accordance with NYSDOH current visitation guidance), with the requirement of a visitor presenting a negative COVID-19 test prior to commencement of such visit under the following circumstances:

- Newly admitted residents with difficulty adjusting to the facility environment and lack of in-person family support.
- Residents recently grieving the loss of a friend or loved one.
- Residents who previously received in-person support and/or cueing from family for eating and drinking and are now experiencing dehydration and/or weight loss.
- Residents who are exhibiting signs and symptoms of emotional stress (i.e. seldom speaking or crying more frequently when the resident had rarely cried in the past, refusing to participate in an activity/activities, staying in bed longer than usual, exhibiting behavior considered abnormal for the resident).
- Residents who receive religious or spiritual support from clergy or another layperson.

The situations above are not intended to be an exhaustive list. Additional companionate care situations may be considered by the facility on a resident-specific basis. Testing to be encouraged / facilitated wherever possible.

**END OF LIFE VISITS**

For any resident assessed to potentially be at the end-of-life, family/resident representative will be contacted by SW/Designee to allow visitation. Testing is not required for end-of-life visits – the facility will offer POC testing. Family will be screened, provided with PPE and escorted to resident's room.

**SUMMARY OF VISITATION:****Window Visitation:**

When the facility HAS a positive COVID-19 outbreak in staff or residents and/or is in a 14 day quarantine period there will be only window Visitation:

- A) Visitation by resident's family can be only through the main dining room window. Family members can be outside the window and see their loved ones. Family members are not permitted in the facility and the resident's are not permitted to go outside to the family members. This will ensure minimization of COVID-19 exposure to everyone.
- B) Visits – including WEEKENDS – must be scheduled in advance with Social Work staff only! Please call Monday – Friday to schedule your visit appointment.
- C) Maximum 2 visitors allowed at one time for each resident.
- D) Maximum 30 minutes per visit.
- E) Visitation for medically necessary or end of life services can be arranged through Social Services.

**Indoor &/or Outdoor Visitation:**

In these cases the following option of visitation by resident's family is permitted:

- A) outside back patio – weather permitting
  - B) 1st floor lounge – backup area in inclement weather
- 1) Visits – including WEEKENDS – must be scheduled in advance with Social Work staff only! Please call Monday – Friday to schedule your visit appointment.
  - 2) Maximum of 2-4 residents will have visitation scheduled per day (either outside or inside).
  - 3) Maximum 2 visitors allowed at one time for each resident for maximum of 45 minutes..
  - 4) Visitors may be asked for ID as needed.
  - 5) All Visitors will have temperature taken, wear masks, & have health questionnaire filled out and reviewed prior to visitation.
  - 6) All visitors are strongly advised to bring with them a negative test in past 72 hours. If visitor cant bring test the Facility will provide rapid testing.
  - 7) If visitor answered yes to any questions or has high temperature (100+) they will not be allowed to visit.
  - 8) **Maximum 45 minutes per visit.**
  - 9) No Visitors under 16 years of age unless supervised by adult 18 years or older.
  - 10) Visitors & Residents will be monitored during visits by staff & safely spaced 6 ft from each other (in the outdoor back patio visitation area or 1st fl. dining room).
  - 11) Social distancing clearly marked on floor.
  - 12) Signage for PPE and hand washing will be posted.
  - 13) The number of visitors will not exceed 20% of the resident census at any time.
  - 14) Visitors that do not comply with all guidelines will be requested to leave.
  - 15) The facility will have 14 days of total negative infections from residents & staff.
  - 16) Upon first positive infection the facility will suspend visitation and recount 14 days of total negative infections.
  - 17) Any visitor without a PRIOR confirmed appointment will not be permitted to visit.
  - 18) Visiting hours for maximum of 2-4 residents per day will be scheduled Monday – Friday at 11am-12pm, 1-2pm & 3-4pm. Sunday will be scheduled at 11am-12pm & 1-2pm.
  - 19) Visitation for medically necessary & end of life hospice services must be arranged through Social Services.
  - 20) Current COVID-19 positive residents, residents with COVID-19 signs or symptoms, and residents in a 14-day quarantine or observation period are not eligible for visits.
  - 21) The facility will provide and post a fact sheet outlining visitor expectations including appropriate hand hygiene and face coverings. The fact sheet will be provided upon initial screening to all visitors.
  - 22) Housekeeping will sanitize all contact surfaces before and after all visitation to ensure compliance with Infection Control.

- CMS Queens Count COVID-19 infection rate for 14 day period – June 23- July 6, '21 – is at 0.7%. The test classification = 'Green' (between 5-10%).
- NYC Health COVID-19 data for July 4-10, '21– shows Far Rockaway area at 0.94% positive rate.

- Good news. Far Rockaway is cleared of all zones. We continue to take all precautions to protect residents & staff.
- As of July 15, 2020, NYSDOH has issued new guidelines & criteria for Nursing Homes to begin the process of limited visitation – preferably outdoor area.
- ALL visitors are strongly advised to show a negative test. Facility is offering on site rapid testing.
- Visitors may be asked for ID as needed.
- **Staff Wearing a face mask:** Healthcare personnel & facility staff shall wear a face mask and gloves while within six feet of residents & one another.
- **Limitation of non-emergency offsite appointments:** non-medically necessary offsite appointments are canceled to prevent potential for exposure.
- **Staff Health check/screening:** All individuals are screened upon entrance to the facility by answering designated questions and a physical temperature check. Any adverse response, fever, or cold symptoms will be addressed accordingly and the individual will not be permitted to remain in the building.
- **Staff Testing: Effective June 25, 2021 Governor Cuomo requires 1/month staff testing only for unvaccinated staff .**
- **Communal dining & Hairdresser services:** Communal dining is now resuming for a limited number of residents. Hairdresser is still suspended until further notice.

### Executive Order 202.18 – Notification & Communication to Residents / Families

Queens Nassau Rehab & Nursing Center is committed to providing Residents & their next of kin with novel coronavirus (COVID-19) informational updates posted on our website, nursing units, personal updates via telephone, and a designated call-in Covid-19 extension.

Executive Order 202.18 issued by Governor Andrew M. Cuomo on April 19, 2020, states that all nursing homes licensed by the New York State Commissioner of Health shall notify Residents and next of kin if any resident or staff tests positive for COVID-19 or if any resident or staff suffers a COVID-19 related death, within 24 hours of such positive test result or death.

In accordance with Executive Order 202.18, Queens Nassau will post this information as needed on our website, [www.queensnassaurehab.com](http://www.queensnassaurehab.com) & on the nursing units. The information will include the number of new COVID-19 positive tests and COVID-19 related expirations' for the past **24-hour period**. We have also established a dedicated extension on our phone system as an additional avenue of communication. Anyone can dial **718-471-7400 ext. 311** to reach our **designated COVID -19 Family extension** where you can listen to COVID 19 updates. You can also leave messages related to COVID-19 and a staff member will call you back as soon as possible. Queens Nassau Rehab & Nursing Center will continue to be available to family members to respond to any questions you may have. Do not hesitate to contact your Social Worker for assistance and/or in scheduling Audio or Video calls with loved ones.

Date	July 13, 2021
Number of new COVID-19 positive cases	0
Number of new COVID-19 related expirations	0

Please know that we are thinking of you & your family and hope that you remain safe.

Sincerely,

Joshua Teitelbaum  
Administrator

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