



## MEMORANDUM

TO: Families and Residents  
FROM: Mark L. Koblenz, CEO  
DATE: March 14, 2021

As we have noted in prior Memoranda, under both the Governor's Executive Orders and the NYS Department of Health's ("DOH") directives, assisted living facilities, including The Massry Residence, are only permitted to have in-person visitation when no residents or staff have tested positive for COVID-19. If any resident or staff member does test positive for the virus, in-person visitation must be discontinued for at least 14 days.

I regret to advise you that, as of this morning, we have had a staff member who did test positive for the coronavirus, and who is now quarantining at home. (In this instance, the staff member had been fully vaccinated.)

As a consequence of the positive test result, we are mandated to suspend our in-person visitation program. We will let you know when we can once again re-open to visitors.

Please be aware that, as part of our infection control protocol to quickly identify any potential COVID outbreak and immediately isolate it, we will be re-testing all of the residents for the virus this week. As in the past, if any resident tests positive, we will directly inform the resident's primary contact person of the results; otherwise, we will share general information for everyone else through these Memoranda.

We will continue to make window visits and virtual visits available. To schedule a window visit or FaceTime visit, please call Marisa Rotolo at 518-724-3402.

If you have any further questions, please feel free to contact Sharon Rosenblum at 518-724-3404.