



Maryhaven Center of Hope
Catholic Health Services
At the heart of health

May 18, 2020

Dear Families,

It is nearly two months since you have visited with your loved one due to the onset of COVID-19. Undoubtedly, this has taken a toll on your family. Several families have reached out to me to learn when site visits would be permissible. I cannot answer this question with any degree of certainty. Unfortunately, restrictions related to family visitation have not yet been lifted. However, please know that I am in regular contact with our Clinical Team at Maryhaven, which takes direction from the Department of Health and the Office for People with Developmental Disabilities. It is my belief that once New York State meets all seven requirements on health indicators and readiness measures (currently at 5), guidance to permit safe visitation will be issued.

In preparation for such notice, Maryhaven is already devising a plan to facilitate outdoor, site based visits with your child while socially distancing and wearing Personal Protective Equipment. Family members would be screened for signs of illness upon arrival. A protocol will be distributed to all families when we get approval to do so.

Please keep in mind that our current safety practices inclusive of social distancing, use of personal protective equipment, employee screenings, and disinfection practices have contributed greatly to our success in managing our infection rates.

Thank you again for being so patient under such unusual and extreme circumstances. I wish you all continued good health!

Sincerley,

Charles Vanek
Chief Administrative Officer