

From: [Leno, Lonna \(DVA\)](#)
Subject: WWVH Visitation Update for Families
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Dear Resident Families and Representatives,

We're happy to share that starting Monday, November 23, we can resume outdoor booth visits once again! Please call **509-394-6890** to schedule. **Below are guidelines that must be followed by all families for any type of visit on campus. If you have any questions please let us know. Please share this information with any other family members who may request a visit, this letter is only being sent to the primary family point of contact.**

State Veterans Homes

VISITATION GUIDELINES

The purpose of these guidelines is to provide opportunities for visitation in a safe environment so as to support the mental and physical health of both residents and families. Again, please share this information with any other family members who may request a visit, this letter is only being sent to the primary family point of contact.

In order to maximize safety and visit time with your loved one, please read and adhere to the below guidelines before and during your visit to our facility. These guidelines have been developed by our medical staff, following regulations from the Governor's Office and CMS, in order to prevent unintended community or facility spread of the COVID-19 virus.

- **ALL VISITORS**

- **Any family member coming on to campus for a visit must make an appointment ahead of time. This includes essential support, end-of-life and compassionate care visits. Exception: For window visits, rather than scheduling an appointment, a notification phone call to the staff in your loved one's house IN ADVANCE of the visit is requested.**
- Plan to visit with members of your current household (no more than 2 for outdoor booth visits). That is, arrive only with those you know to be well and with whom you have been self-isolating. Parking is very limited. Please arrive in a single vehicle.
- If you have been unwell or think that you may have been exposed to someone with COVID-19 in the 2 weeks prior to your visit, please stay at home.
- **Staff members will monitor all outdoor and compassionate/end-of-life visits to ensure social distancing is maintained and masks remain in place.**
- Please adhere to a 6-foot social distance during the visit.
- Please do not bring pets, as they are not yet allowed back on campus.

- Do not bring food to share during the visit.
- All drop-offs are completely no contact. If the doorbell is not answered, please call 509-394-6800 and listen to the voicemail phone tree to be connected with someone in you loved one's house.
- Except for window visits, all visitors must check-in and be screened in the administration building (community center) upon arrival and sign a statement acknowledging the visitation guidelines. For some outdoor visits, screening may be done near the visiting booth. If you have a fever (100.1 F or greater) **OR** do not pass the screening, you will not be allowed to visit. Symptoms of COVID-19 can include fever, chills, headache, congestion, cough, shortness of breath, sore throat, muscle aches, extreme fatigue, new loss of taste or smell, nausea/vomiting and diarrhea. If in doubt about your own health, please stay home.

- **WINDOW VISITS**

- Please call your resident and/or staff in their house ahead of time. Resident windows must remain closed and you are not permitted to visit outside on the balcony or near the front doors.

- **OUTDOOR BOOTH VISITS**

- Please dress for the weather if you are attending an outdoor booth visit.
- Visits will be 45-60 minutes long. Please arrive 10 minutes prior to your scheduled visit time for check in and screening. Visits cannot be extended for tardiness.
- Two visitors per resident. Children must be 2 years or older and able to wear a face mask for the duration of the visit.
- Visitors must wear masks and must stay behind a plexiglass barrier during the visit. Please bring your own mask. Hand sanitizer will be available. [The booth is cleaned and sanitized between visits.](#)

- **COMPASSIONATE CARE, ESSENTIAL SUPPORT PERSON, AND END-OF-LIFE VISITS**

- These visits must be pre-approved on a case by case basis by the facility interdisciplinary team.
- Visitors will be signed-in and screened with a temperature check and questionnaire prior to the visit. If you have a fever (100.1 F or greater) **OR** do not pass the screening, you will not be allowed to visit. Symptoms of COVID-19 can include fever, chills, headache, congestion, cough, shortness of breath, sore throat, muscle aches, extreme fatigue, new loss of taste or smell, nausea/vomiting and diarrhea. If in doubt about your own health, please stay home.

Thank you for doing your part to stay healthy, and for making time

and putting forth the effort to visit your loved one at WWVH safely!

Lonna Leno

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WWVH



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