



Frequently Asked Questions on COVID-19 and the Veterans Homes Visitor Policy for Residents and their Families

Who decides if an exception to the no visitation rule can be made for compassionate care cases such as end of life?

Our Physician or Social Work teams will work to determine whether visitors can be allowed under the exception.

How can I communicate with my family member or loved one?

Video calls and phone calls are the best way to stay in touch. If you need help setting this up on a resident's personal cell phone or computer, the Activities and Recreational Therapy teams are available to assist.

- Orting Soldiers Home – 360-893-4568 or 360-893-4567 or 360-863-4566 or 360-893-4511
- Port Orchard, Washington Veterans Home – 360-895-4376
- Spokane Veterans Home – 509-344-5788 or 509-344-5075
- Walla Walla Veterans Home - 509-394-6800

How long will the visitor restrictions be in place?

At this time, we don't know. We hope that these and other statewide preventive measures directed by the federal and state government will limit the spread of COVID-19 in our communities and that we can lift these restrictions as quickly as possible. We will notify families as soon as we have more information on the restrictions being lifted.

What will be the process for family members who pick up and drop off personal laundry

Families can call the number below to set up a time to drop off or pick up laundry at the main entrance where staff screening is taking place. Families must bring clean laundry in a plastic bag CLEARLY marked with the resident's name and room number. Families will be directed to the screening station at the main entry of the home, but will not be allowed any further. They will leave the laundry with the staff member at the screening area and it will be delivered to that resident's room. When a family needs to pick up dirty laundry they should notify the number below that they will be coming in so it can be ready to deliver to the family at the screening area. When you call, be sure to check on the hours that drop-off and pick-up are available.

- Orting Soldiers Home: Station I 360-893-4532; Station II 360-893-4535
- Port Orchard, Washington Veterans Home: 360 895-4700
- Spokane Veterans Home: (509)344-5770
- Walla Walla Veterans Home: 509-394-6800

Can items still be dropped off for residents?

This can occur on a case by case basis, depending on the items being delivered and the resident's dietary or other restrictions. Please call the number below so we can discuss your loved one's situation.

- Orting Soldiers Home: Station I 360-893-4532; Station II 360-893-4535
- Port Orchard, Washington Veterans Home: 360 895-4700
- Spokane Veterans Home: (509)344-5770
- Walla Walla Veterans Home: 509-394-6800

Will residents still be permitted to leave campus?

We are educating any residents who leave campus about the risks posed by COVID-19 to themselves, other residents and staff in the building. We are also offering additional opportunities for personal shopping. Our facilities cannot involuntarily keep a resident from leaving and [current restrictions on visitors](#) do not address resident's ability to leave. Any resident who leaves the facility must be screened upon return and is closely monitored for symptoms.

How can I keep track of whether a Veterans Home has tested a resident or staff member and what the results are?

We know that these times bring great uncertainty for everyone, especially for residents, families and staff members. We are working hard to ensure information is available and regularly updated. Please visit www.dva.wa.gov/covid for information on whether tests have been performed and what the results are.

How are COVID-19 tests being performed?

WDVA has a contract with LabCorp to do laboratory work. LabCorp has provided our clinical teams instructions on how to collect samples. If a test is ordered, samples are collected and picked up by LabCorp. As soon as results are available to us, they are posted at: www.dva.wa.gov/covid.

Who decides if a test should be done?

The clinical team, including the physician, determines whether symptoms are consistent with those of COVID-19. If they are, testing is ordered.

Will families be notified if their family member is being tested?

Yes. The family member or resident representative will be notified. We will also notify all residents, families and staff members that a test has been performed within the facility. This notification will not identify the resident.

If you have questions that aren't answered here, please contact the Administration Office at the following numbers:

- Orting Soldiers Home: 360-893-4515
- Port Orchard, Washington Veterans Home: 360 895-4700
- Spokane Veterans Home: (509)344-5773
- Walla Walla Veterans Home: 509-394-6800