



STATE OF WASHINGTON
DEPARTMENT OF VETERANS AFFAIRS
Spokane Veterans Home • 222 E. 5th Ave • Spokane, WA 99202 • (509) 344-5770

March 24, 2020

Dear Spokane Veterans Home Family or Representative,

We are sending this letter in our continuing effort to keep you informed of how our Homes are modifying services during the COVID-19 crisis.

As of today, we have no cases of COVID-19 in any of our Veterans Homes. Our priority remains keeping our residents, our staff, and you safe and healthy. The changes we've had to make to do this have been hard on everyone, especially our residents and you their family and friends.

Testing Update as of March 24 at 8:40am:

RESIDENTS

Residents with a **positive** COVID-19 test:

- WA Veterans Home in Port Orchard: 0
- WA Soldiers Home in Orting: 0
- Spokane Veterans Home: 0
- Walla Walla Veterans Home: 0

Residents with a **negative** COVID-19 test:

- WA Veterans Home in Port Orchard: 4
- WA Soldiers Home in Orting: 1
- Spokane Veterans Home: 3
- Walla Walla Veterans Home: 0

Total number of residents **tested**:

- WA Veterans Home in Port Orchard: 5
- WA Soldiers Home in Orting: 1
- Spokane Veterans Home: 6
- Walla Walla Veterans Home: 1

STAFF

Staff with a **positive** COVID-19 test:

- WA Veterans Home in Port Orchard: 0
- WA Soldiers Home in Orting: 0
- Spokane Veterans Home: 0
- Walla Walla Veterans Home: 0

Staff with a **negative** COVID-19 test:



- WA Veterans Home in Port Orchard: 2
- WA Soldiers Home in Orting: 0
- Spokane Veterans Home: 1
- Walla Walla Veterans Home: 0

Total number of staff **tested**:

- WA Veterans Home in Port Orchard: 5
- WA Soldiers Home in Orting: 3
- Spokane Veterans Home: 2
- Walla Walla Veterans Home: 1

This information is updated frequently on our website at www.dva.wa.gov/covid.

Also included with this letter is a list of frequently asked questions regarding visitors, COVID-19 testing, and other topics.

Staff in our homes are doing the very best they can to keep residents active and engaged by offering new in-room or appropriately socially-distanced activities in the Homes. They are also working hard to schedule and assist with virtual visits using technology. We ask for your patience as we continue to learn some of this new technology along with you and our residents! We might not get it right the first few times, but over time, we will all get better at this!

Here are some of the things our Activities and Social Work staff are doing to work with residents and provide emotional support:

- Activity carts throughout the facility including Talking books and Music and Memory I-Pods
- Dress-up days once a week such as western day, ugly sweater/shirt day, mis-match day, crazy hat day, sports day, etc.
- Fun facts handouts and posters giving veterans and staff interesting things and quotes to talk about.
- An arts contest is in the works!
- For families with Apple Phones, we now have an I-Pad and can schedule a Face Time call with you! If you have another device, just let us know how we can set up a virtual visit.
- If you'd like to send photos for staff to share with your resident, please send them to JeanetteS@DVA.WA.GOV.
- Our activities team is here for you so let them know how else we can help!

While you've probably seen some very heartwarming stories about residents 'visiting' through the windows with their family members, now that we are under a [Stay Home, Stay Healthy](#) order from Governor Inslee, we ask that you please follow this order. We will only prevent the spread of COVID-19 if we all do our part to limit the opportunity for the virus to spread, which includes staying home unless travel is essential.

I want to thank you for your cooperation and understanding through all of the changes that are taking place. Our staff are working hard to keep your loved one safe and I can't tell you how much we appreciate their work. We will continue to update the WDVA Website with messages like this as well as updates on COVID-19 tests performed and their outcomes.

www.dva.wa.gov/covid.

If you have questions, please contact us at 509-344-5773 or charlenel@dva.wa.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Patrick McNabb', with a stylized flourish extending to the left.

Patrick McNabb, Administrator
Spokane Veterans Home



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 - 509-394-6809

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: Staff does resident personal laundry 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: Staff does resident personal laundry 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