



STATE OF WASHINGTON

**DEPARTMENT OF VETERANS AFFAIRS**

**Walla Walla Veterans Home**

**92 Wainwright Drive • Walla Walla, Washington 99362 • 509-394-6800**

May 15, 2020

Dear Family, Friends, and Loved Ones

In an effort to provide more interaction with families and help alleviate loneliness and boredom, we are going to extend an invitation for compassion care window visits beginning Monday, May 18. While we would still like to encourage virtual visits with our residents, we acknowledge that physical visits, even through a window, can play a fundamental part of maintaining emotional and mental health, particularly in a time of great stress.

To keep our residents, staff, and you safe we must insist that the following rules are abided by.

- Only one household at a time per resident – gatherings are not permitted
  - This extends to families – if you do not live in the same household together, do not congregate at our facility. Coordinate with those outside of your household so that you do not visit at the same time
  - No more than 3 visitors at a window. All 3 visitors must be of the same household
  - Do not socialize or loiter in the parking lots, courtyards, or window areas
- Call ahead of your visit. This allows staff to ensure your loved one is ready or willing to have a window visit. Note the resident, date, and approximate time of your visit.
- Visitors will provide own and wear a mask (cloth or surgical) at all times when on campus. For infants and small children, please review guidance from the Centers for Disease Control
- Visitors and residents may not open windows
- Social distancing is maintained. 6 feet between your group and other groups, and staff. Absolutely no contact with residents
- Residents may not go outside for the visit
- If you feel ill (fever, shortness of breath, fever, chills, muscle pain, sore throat, new loss of taste or smell.), postpone your visit until you are symptom free for 72 hours or more
- As always, practice good hand hygiene before and after your visit

The Walla Walla Veterans Home is within the federal VA medical center campus. The Poplar Street entrance is the only access point to our facility and there is a screening station as you enter. Visitors are permitted for the sole purpose of window visits. The campus is otherwise closed. We will email you a pass that you may either print or pull up on your cell phone to present to the federal VA screeners. Please call 509-394-6800 to express your interest in participating in the compassion care window visits and obtain the accompanying pass. You will need to call ahead of each visit, even after hours and on the weekend.

We keep the safety and health of everyone very seriously. If we see violations of the above stated rules, you will be asked to leave the campus immediately. We will not hesitate to scale this back again. We want very much to support the well-being of our residents and their loved ones, so please review this carefully and respect the outlined requirements.

Sincerely,

Daniel Knapp - Administrator