



STATE OF WASHINGTON
DEPARTMENT OF VETERANS AFFAIRS

Washington Veterans Home • 1141 Beach Drive E • Port Orchard, Washington 98366 • (360) 895-4700

October 22, 2020

Dear Washington Veterans Home Residents, Family and Representatives,

I need to ask for your help when it comes to deliveries of food and items to residents at the Washington Veterans Home.

Because only essential personnel are allowed to enter our Veterans Home campus, we established the guard station on the driveway. We are doing our very best to help distribute items to residents, but we need to re-establish some expectations for how items can be delivered:

- 1) Items dropped off by families cannot be delivered immediately. We simply do not have enough staff to deliver items 'on-demand', so if you bring things like food or coffee, they may not be hot by the time they reach your resident. Items will be picked up intermittently throughout the weekday and delivered to residents as staff are available. Weekday deliveries made after 1530 or before 0900 will likely experience delays as we have fewer staff available.
- 2) Families wishing to drop off small items may do so, please refrain from dropping of large quantities or large items and coordinate with your resident's care team to determine what items might be necessary.
- 3) We allow Door-Dash, Uber Eats, and local restaurants to drop off food items, preferably during those designated weekday times of 0900 and before 1530.
- 4) Until further notice we will not have weekend deliveries until we find additional resources and a process that meets all needs that we can implement.

Providing quality care in a safe environment is our absolute first priority which means that deliveries may have to wait. Thank you for your continued patience as we all navigate these new waters together.

As our Covid- 19 journey continues, we will continue sending information and updates. Should you have questions or concerns, please feel free to contact us at 360-895-4700.

Signed,



William McElya, BSNS MBA LNHA
Administrator U.S. Army
Washington Veterans Home
Department of Veterans Affairs



"Serving Those Who Served"