



STATE OF WASHINGTON  
DEPARTMENT OF VETERANS AFFAIRS

*Spokane Veterans Home • 222 E. 5th Ave • Spokane, WA 99202 • (509) 344-5770*

June 4, 2020

Dear Resident Family or Representative:

We are writing today in our continued effort to keep you informed on what is happening at the Spokane Veterans Home.

As Counties move into different phases in the Governor's Safe Start Plan, our Home will receive guidance from the local health department on what re-opening looks like in our County. Please remember that in addition to the County guidance, Spokane Veterans Home will also follow guidance from the Governor's Office, Department of Social and Health Services, and Centers for Medicare and Medicaid Services. We will share information with you as it is available, but ask for your continued patience as our plan may look slightly different than other nursing homes in the area. Our ultimate goal remains keeping COVID-19 out of our Home and it will take our continued efforts for us to be successful.

At this time, restrictions on Visitors in Nursing Homes remain in place. It is still unclear when and how the restrictions will be lifted, but we do know that in order to protect the health and safety of your resident and our staff, it will be a slow and deliberate process. We know that the continued isolation has been hard on all of our residents. For those of you who regularly participate in virtual visits, please continue to do so. The interaction is incredibly beneficial for your loved one and really improves their emotional well-being. The Spokane Veterans Home has facilitated over 300 virtual visits, and this doesn't include those residents who are communicating with their loved ones without needing our assistance! If you would like to schedule a virtual visit, please contact Jeanette at 509-344-5788.

Below is an update on our continued efforts to keep residents and staff safe:

- Daily **screening** of every employee or contractor who enters the nursing care building. In addition to temperature checks, employees are asked a series of questions to determine whether they have symptoms of COVID-19 or are able to report to work.
- Constant **cleaning** of frequently touched surfaces. Our custodial teams are working around the clock using disinfecting sprays, wipes, and will even be adding ultraviolet lights technology to keep our Home clean. Their work is critical to stopping COVID-19.
- Wearing appropriate **personal protective equipment** when providing care. Our PPE supplies are good thanks to the incredible work of our Home and Central



Office procurement staff and when one of our four Homes has a need for a particular item, we have been able to share PPE to ensure all of our staff and residents are protected.

- **Testing** of any residents or staff with symptoms. The State Veterans Homes have completed our baseline testing required of all nursing homes in Washington State; however, we will continue to test residents with symptoms and require staff to be tested by their healthcare provider or local health authority.
- **Window Visits** Please call Jeanette Sauer-Smith to schedule a window visit with your loved one at 509-344-5788 or 509-993-4522. Available from 10:00 am to 4:30 pm, seven days a week.
- **Outside Window Visits** Please be careful when looking for your loved one's room from outside of the facility. If the resident you hope to see has been moved from that specific room, it may be upsetting to the resident that is now residing in that room. We discourage you from doing this.

Each of our four Veterans Homes has experienced some level of COVID-19 and we understand clearly how important our preventive work is.

I'm pleased to report that we have not had a new positive test result since May 11. With this positive news, we have welcomed residents back from the Mann-Grandstaff VA Medical Center over the past week. We will continue the homecomings until all residents are ready and able to return home. These milestones were made possible by the incredible work of our Spokane Veterans Home team who worked tirelessly to create the COVID-19 Recovery Wing and make it ready for our residents to return.

I also want to share a heartwarming virtual message that the other three State Veterans Homes created for our residents and staff. The love and support shown to us by our fellow WDVA staff and Veterans Home residents has been nothing short of incredible, <https://www.youtube.com/watch?v=M7PUKRXE48U>.

As our COVID-19 journey continues, we will continue sending information and updates. Should you have questions or concerns along the way, please feel free to contact Patrick McNabb at 509-344-5775 or Wendy Borton at 509-344-5783.

Sincerely,



Patrick McNabb, Administrator