



STATE OF WASHINGTON

DEPARTMENT OF VETERANS AFFAIRS

Washington Soldiers Home, 1301 Orting Kapowsin Hwy E • Orting, Washington 98360

Serving Those Who Served

4.10.2020

Dear Veterans Home Family or Representative:

We are sending this letter in our continuing effort to keep you informed of the status of our Home during the COVID-19 crisis.

As of today, the Washington Soldiers Home has not had a COVID-19 case in our facility. We do want to share an update on our sister facility though, the Spokane Veterans Home had two residents test positive for COVID-19. Sadly, one of those residents, who had been on end of life care, passed away on Wednesday. Together we mourn the passing of this veteran and honor their service to our country. The Spokane Veterans Home has isolated the affected floor and staff are wearing masks and gloves throughout the facility. There is an adequate supply of PPE right now and we are securing more to ensure we can care for all residents safely while also protecting staff. At all of our Homes, custodians are frequently cleaning surface areas, including frequently touched places like handrails, door handles, touch screens and carts.

I want to acknowledge the incredible work that is being done by our entire Soldiers Home team! None of us have ever experienced a situation like this, yet our dedicated staff leave their home each day to serve our Veterans and their Families with the utmost compassion. I want to personally thank each and every one of them for their perseverance and passion to serve our heroes.

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. Our team continues to coordinate virtual visits with family members and to date, we have conducted over 35 video visits. We know this is no substitute for being there in person, but for now it's as close as we can safely get. If you would like to schedule a visit, please call Terry Nisbet at 360-893-4511 or 253-310-1441. Our Activity Department continues to provide many 1:1 activities and individual opportunities to keep residents engaged throughout the day.

Our Clinical Team is also working hard to ensure each resident receives care from providers outside the Washington Soldiers Home using telehealth. So far, we've been able to schedule more than 10 visits with providers at the VA Medical Center, this is in addition to the routine visits our in-house provider is conducting.

We also have a request for you. We need to ask that you continue to follow the Stay Home, Stay Healthy Order. This includes not coming on to the campus for 'window visits' and not asking your loved

one to come outside the facility to meet in the parking lot. The CDC warns that individuals can carry and spread this virus and not even know they have it. For many people, the effects of the virus may be mild, but please remember that people age 65 and older, and those with underlying medical conditions, are most at risk for life-threatening complications and these are the very people we care for in our Homes. We will only prevent the spread of the Coronavirus if we all do our part to limit the opportunity for the virus to spread, which includes staying home unless travel is essential.

Thank you for your understanding and your efforts as we work to get through this challenging time together.

Sincerely,



Robert Pence, Administrator
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