



STATE OF WASHINGTON

DEPARTMENT OF VETERANS AFFAIRS

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

September 21, 2020

Dear Washington Veterans Home Residents, 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 Pandemic.

One of our Veterans Home residents was diagnosed with COVID-19. Our care team is monitoring the resident closely to ensure they have the care they need, and they are isolated in their room.

We have isolated the affected area of the Home and all staff are wearing appropriate PPE while providing care to the resident. All staff continue to wear procedure masks and face shields or wrap around goggles while in resident care areas of the Home. We have also notified all residents and staff who may have had close or direct contact. The Veterans Home will conduct enhanced surveillance, including 4-hour symptom and temperature checks, for all residents for the next 14 days.

The Veterans Home has sufficient PPE and continues to secure more to ensure the safety of our residents and employees. Teams on all three shifts are cleaning surface areas, including frequently touched places like handrails, door handles, touch screens and carts.

We realize this news is concerning and we want to reassure residents, staff and family members that we are working closely with the Kitsap Health District and following guidance from CDC, CMS and our State Department of Health to ensure we are taking every possible precaution. We are in the process of notifying and testing residents and staff based on guidance from the Kitsap Health District. In addition, the Veterans Home, is following new guidance from the Centers for Medicare and Medicaid Service, which requires regular testing of all long-term care facility staff, this testing was scheduled to begin today and will continue until all staff are tested. With increased staff testing, it is possible that additional asymptomatic carriers will be identified. If this occurs, we will notify you, as we have in the past, and follow all of our regular procedures including contact tracing (which may result in pro-active testing of residents), deep cleaning and sanitizing.

Our team will continue to coordinate virtual visits with family members. 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 Tami Reuter, Activities Director at 360-895-4376.

I want to acknowledge the incredible work that is being done by our entire Veterans 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.

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

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 us at 360-895-4700.

Sincerely,



Helen Taylor, RN, MSN, MBA

Director of Nursing

Washington State Department of Veteran Affairs (WDVA)

Washington Veterans Home Port Orchard, WA

1.360.895.4670



*"Serving Those Who Served"*