



STATE OF WASHINGTON  
DEPARTMENT OF VETERANS AFFAIRS

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

January 11, 2021

Dear Washington Veterans Home Residents, Family and Representatives,

The past 11 months have certainly challenged our residents, families and staff members. The lack of in-person interaction with loved ones, closure of community businesses and resources, and additional pressures facing health care providers have impacted everyone in our Veterans Home Family. Thank you for your perseverance and patience as we continue learning together how to safely provide care through this pandemic.

Today I'm writing to update you on a few changes the Veterans Home is making to ensure we maintain the highest quality care. Today, our Home is caring for 214 residents and has 26 vacant beds. While our COVID-19 positive tests have been relatively few, they have resulted in staff members being unable to work until they have recovered. In addition, higher community transmission rates mean that staff and their family members, as well as temporary staff that we would normally call in, may be exposed to COVID-19 and also be unable to work. Unplanned call-ins do also happen and when all of these things are combined, they have made balancing our staff more challenging than normal.

To ensure we're providing the quality care our residents deserve, and you expect, we will be *temporarily* relocating about twenty residents, essentially vacating one wing of the Home, and consolidating staff members. This will provide us with several additional staff members to care for residents throughout the day.

We are working hard to ensure that residents remain with their primary care team, but there will be occasions residents have different staff members providing their care. We know this can be difficult, especially during what is already a difficult time, and staff will be monitoring residents closely.

If you have been reading our regular COVID-19 update letters, you know that we have had several COVID-19 positive residents since mid-December, our most recent was Saturday, January 9. We will not be making any transfers in or out of the areas where the positives have occurred. Please also know that as residents are transferred to their new rooms, they will be asked to wear masks or face shields and staff will also be

wearing appropriate PPE. All rooms that residents are moving into have been deep cleaned and we will continue taking all of our other COVID-19 precautions.

I know that this change will be difficult, but please know that we would not make these changes if we did not feel that it was necessary to preserve the high standards of care we are committed to providing. If you have any questions, please feel free to let me know at 360-895-4700.

In an effort to provide information as quickly and accurately as possible, we have developed a website to provide information to families and resident representatives, [www.dva.wa.gov/covid](http://www.dva.wa.gov/covid).

Signed,



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