



STATE OF WASHINGTON
DEPARTMENT OF VETERANS AFFAIRS
Spokane Veterans Home - 222 E 5th Ave. Spokane, WA 99202

April 15, 2020

Dear Spokane Veterans Home Families and Representatives:

We are sending this update out to everyone in an effort to provide each of you with the very latest information at the Spokane Veterans Home.

As of 2:00pm today, the Spokane Veterans Home has a total of 19 positive and 20 negative resident test results. All 19 positive cases are on the same floor. There are a number of tests pending and updates will be made through our website as we receive more information at www.dva.wa.gov/covid.

Yesterday, MultiCare tested 29 additional residents. Today we began testing residents on the other floor and now have enough tests available for all residents. Some residents have been tested more than once based on symptoms or exposure.

We also received confirmation that one of our employees at the Spokane Veterans Home also tested positive for COVID-19, the employee is now isolated at home. This brings the total number staff who have tested positive to two, the first employee has recovered. We are working to test all employees in the facility. In addition, a number of staff have utilized the available drive through testing site. Staff testing numbers are also available on the website listed above.

It is heartbreaking to face a challenge like COVID-19, please know that my thoughts are with all of you. It is important that we remain transparent and provide updated information so family members and our community know what is happening. I am grateful for the understanding and support that has been shared and want to reassure residents, staff and family members that we are working closely with the MultiCare Team provided by the Department of Health and the Spokane Regional Health Department to do everything we can to keep our veterans, their families and our staff safe.

In regard to the additional steps we are taking to monitor and care for residents and prevent further spread, the Spokane Veterans Home has been and continues to monitor all residents closely including 4-hour symptom and temperature checks for all residents. Any resident with symptoms is immediately isolated and monitored closely for symptoms by our clinical care teams.

Our Spokane Veterans Home staff also continue to monitor their own health. As part of our ongoing screening process, all staff are screened upon arrival at work each day, this has been occurring since March 6. This process includes a series of questions around whether symptoms are present and a temperature check. In addition, staff are taking their temperature at least twice a day and are also asked to report any symptoms that occur after coming to work. Our screening process also asks whether an employee has been tested for COVID-19 and gathers additional information based on the answers.

Since March 30, staff have been wearing additional personal protective equipment while providing resident care and staff caring for COVID-19 suspected or confirmed residents are wearing appropriate PPE. We are also limiting access to the affected area of the facility so that only necessary staff are entering resident rooms and providing care.

We are compiling information to determine when the employee last worked, where in the facility they worked, and what other staff or residents they may have had contact with. Additional environmental cleaning has been and continues to be performed on all three shifts throughout the entire facility to help prevent any additional spread.

We know that this news is difficult to hear and want to reassure residents, families and staff that we are doing everything within our power to keep them safe and healthy. Whenever we face tribulation we also see positive moments and acts. It is humbling to see the support of staff who come to work each day and are committed to their responsibilities. I have heard more than once that "we are here to take care of our veterans." I want to personally thank them for their sacrifices and the dedication to honor, protect, and serve our veterans who once served this great nation. We have the best employees and their compassion and love towards their fellow men and women is displayed here every day.

WDVA has developed a website to provide information to families and resident representatives <https://www.dva.wa.gov/covid>. We are also updating a recorded phone line with information at noon each day: 509-344-5073.

If you have additional questions or concerns, please feel free to contact me directly.

Sincerely,

A handwritten signature in dark ink, appearing to read 'Patrick McNabb', with a stylized, sweeping flourish extending to the left.

Patrick McNabb
Spokane Veterans Home Administrator