



State of Idaho
DIVISION OF VETERANS SERVICES
“Caring for America’s Heroes”



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Governor

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Dear Veterans, Residents, Family Members, Volunteers, Contractors and Visitors of our State Veterans Homes:

This is a follow up to our letters and/or communications dated March 9, 2020, March 12, 2020, and March 13, 2020.

Due to the rapidly changing information and guidance received related to the 2019 Novel Coronavirus (COVID-19) pandemic, on March 13, 2020, we implemented critical new measures necessary in order to protect our nursing home residents, who are at highest risk for infection and complications from COVID-19.

With large congregations of our vulnerable population, nursing homes are extremely susceptible to quick spread of the virus. As such, the following precautionary measures are essential and are based on the newest direction received from the Centers for Medicare and Medicaid Services (CMS) and the Centers for Disease Control and Prevention (CDC):

1. Temporarily, there will be **no visitation** in Idaho State Veterans Homes except in the case of end of life care situations.
2. Processes are being implemented to allow remote communication between residents and others.
3. An active screening for fever and respiratory symptoms is still in effect for all residents, health care personnel, and those authorized, under special circumstances, to enter an Idaho State Veterans Home. Those exhibiting a fever of 100.4°F or higher or who have an affirmative response to any of the risk questions will not be permitted to enter the facility at any time (even in end-of-life situations).
4. Those visitors who are permitted, will be required to perform hand hygiene and must wear a facemask while in the building and their visit will be restricted to the resident’s room or another location designated by the State Veterans Home. Unfortunately, at this time, decisions about visitation during an end-of-life situation will need to be made on a case by case basis.

While we recognize that visitor restrictions may be difficult for both our residents and families, these are crucial temporary measures for each of our residents' protection. To assist families and friends in connecting with your loved ones, our facilities are working to accommodate a variety of other ways you might consider connecting with them, whether that be via telephone, email, text and/or video conferencing.

As always, we appreciate your strong commitment to our veterans and their families, to our communities, and to our mission.

Should you have questions regarding these restrictions or questions about connecting with your loved one, please contact us.

Sincerely,

Marv Hagedorn
Chief Administrator
Idaho Division of Veterans Services

NOTE: The situation regarding COVID-19 is still evolving worldwide and can change rapidly. IDVS and our Veterans Homes adapt as CMS, the CDC, and other Health Agencies push out relevant information. For the most up to date information please regularly monitor the [IDVS webpage](#) and <https://coronavirus.idaho.gov/>.