



State of Idaho
DIVISION OF VETERANS SERVICES
"Caring for America's Heroes"



BRAD LITTLE
Governor

MARV HAGEDORN
Chief Administrator

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April 13, 2020

To Our Valued Residents and Family Members:

We are sending this letter in our ongoing effort to keep you informed of the status at our three State Veterans Homes (Boise, Lewiston and Pocatello) during the COVID-19 public health crisis.

As of today, we have no confirmed cases of COVID-19 in any of our facilities.

Please be assured that the Idaho Division of Veterans Services is continuing to implement aggressive precautionary measures, as well as follow the strictest infectious disease control protocols and follow the most current guidance of state and federal public health officials to ensure all possible steps are being taken to protect our residents and staff.

While the "No Visitation" policy remains in effect for an indeterminate length of time to reduce the coronavirus exposure risk to our residents and team members, "Virtual Visits" are now being offered at all three of our State Veterans Home. To schedule a time to virtually visit with your loved one, please contact your Veterans Home team at the phone number listed below.

Boise Veterans Home: (208) 780-1600
Lewiston Veterans Home: (208) 750-3600
Pocatello Veterans Home: (208) 235-7800

Currently, the Homes have an adequate supply of personal protective equipment and we are securing more to ensure we can care for all residents safely while also protecting our staff. We have also received several generous donations of personal protective masks and equipment, in which we wish to thank our community for their love and support to our veterans and to our mission.

In addition, I want to personally express my heartfelt appreciation to all our heroic staff at all our bureaus. They are all doing an outstanding job of adapting and moving forward through these unprecedented times. Their commitment to safeguarding the lives and health of our residents while balancing their own personal and professional commitments is truly epic. It takes a village of people in every department who are willing to step up bravely and assist when called upon.

We remain committed to providing excellent care, and we welcome your questions anytime. Should you have any questions or concerns, please don't hesitate to reach out to us.

Sincerely,

Marv Hagedorn
Chief Administrator
Idaho Division of Veterans Services