



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



BRAD LITTLE
Governor

MARV HAGEDORN
Chief Administrator

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July 8, 2020

To Our Valued Residents and Family Members or Representatives:

We are sending this letter in our continuing effort to keep you informed of the status of our Home during the COVID-19 crisis.

Earlier today (July 8, 2020), we received laboratory confirmed cases of COVID-19 for one resident and two staff members within the Boise Veterans Home. Proper precautions have been taken with the resident and the staff members are no longer in the facility.

We want to assure you that our team has enacted enhanced precautions and we are doing everything we can to prevent the spread of the virus among residents and staff within our Home. We are working closely with our Medical Director as well as following the recommendations of state and local public health officials and the CDC. Some of our enhanced measures include requiring residents to remain in their rooms, increasing respiratory screening and monitoring of all residents for any symptoms, and requiring all healthcare personnel to be wearing appropriate personal protective equipment. We are also using our negative pressure and ionization air purification systems, as well as our UV lights to help prevent and reduce the risk of transmission. In addition, we are working closely with the VA Medical Center in Boise and continuing surveillance testing at our Veterans Home to ensure our residents and those who care for them are safe and not put at risk.

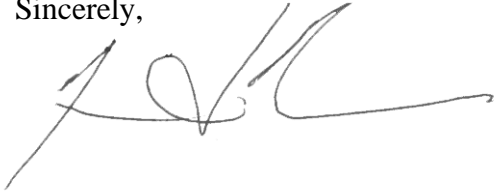
We know this is a difficult time for everyone and we will continue to provide you with updates as they become available. Please know that we are strictly adhering to all directions from the CDC and we will contact you if your loved one is suspected to have or diagnosed with COVID-19. We have established a dedicated Update Hotline (208-780-1336) to allow us to easily keep resident families and friends up to date with a daily message. We update this recording daily.

We also encourage you to call us for updates on the status of your loved one. We understand that you are concerned and will do everything in our power to give you as much information as we can. In doing so, however, please understand that resident, employee, and contractor health information is considered confidential and cannot be disclosed by our agency.

We further understand connecting with loved ones is incredibly important to our residents, and we will continue to help you connect with them through video chat, telephone, email, text, or other social media formats.

We appreciate your continued support and trust in us to care for you or your loved one.

Sincerely,

A handwritten signature in black ink, appearing to read 'Marv Hagedorn', with a long horizontal stroke extending to the right.

Marv Hagedorn
Chief Administrator
Idaho Division of Veterans Services