



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



**BRAD LITTLE**  
Governor

**MARV HAGEDORN**  
Chief Administrator

Central Support Office  
351 Collins Road  
Boise, ID 83702  
Ph: (208) 780-1300  
Fax: (208) 780-1301

July 8, 2020

To Our Valued Residents and Family Members or Representatives:

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

As of today (July 8, 2020), the Lewiston and Pocatello Veterans Home do not have a COVID-19 case in these facilities. We, however, do want to share an update on our sister facility, as earlier today the Boise Veterans Home received information from the laboratory confirming at least three cases of COVID-19: one resident and two staff members. Our team has been prepared for this potential and have enacted the additional enhanced precautions. They are also closely working with and following the recommendations of state and local public health officials as well as the CDC to prevent the spread of the virus among additional residents and staff within our Boise Home.

We want to assure you that our priority remains keeping our residents, our staff, and you safe and healthy. The changes we have had to implement have been hard on everyone, especially our residents and you, their family and friends. We 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 know there is no substitute for being there in person, but for now it is as close as we can safely get with the current community transmission in each county. If you would like to schedule a visit, please call the facility, and staff will coordinate with you to schedule.

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 is diagnosed with COVID-19.

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.

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

Sincerely,

Marv Hagedorn  
Chief Administrator  
Idaho Division of Veterans Services