



FREQUENTLY ASKED QUESTIONS – COVID-19 CONCERNS

This FAQ page was created to answer questions about Tennessee State Veterans' Homes operations during the COVID-19 pandemic. We hope this will provide reassurance and alleviate concerns any family members may have about the well-being of their loved ones. We are committed to providing the highest level of care possible for our veterans and encourage you to contact us should you need additional information.

1. What type of visitation is currently allowed?

According to the new guidelines by CMS and the Tennessee Department of Health, outdoor visitation may begin on October 1, 2020 if the following safety precautions are met:

- Visitors must be screened before entry into the visitation area
- Residents and visitors will be required to wear masks and use proper hand hygiene
- Visitors must stay at least six feet apart from residents
- Visits will be limited to 45 minutes with up to two adult visitors
- Staff member must be present to ensure all precautions are followed
- Visitation must be scheduled in advance
- Facilities reserve the right to rapid test visitors

Indoor visitation may begin if the above precautions are met and the facilities have had no new COVID-19 cases among residents or staff members for at least 14 days. Upon scheduling your visit, you will be notified if the facility where your loved one resides is allowing indoor visitation.

Appointments can be made by calling your facilities' Social Services Department during normal business hours (Monday – Friday, 8AM-4PM). Time slots for both indoor and outdoor visits will be available 7 days per week to best accommodate all schedules.

Murfreesboro: 615-895-8850

Humboldt: 731-784-8405

Clarksville: 931-245-4700

Knoxville: 865-862-8100

2. How long will the visitor restrictions remain in place?

At this time, we don't know. We hope that these and other statewide preventative measures directed by the federal and state government will limit the spread of COVID-19 in our communities and that we can lift these restrictions as quickly as possible. We will notify families as soon as we have more information on the restrictions being lifted.





3. Who decides if an exception to the no visitation rule can be made for compassionate care cases such as end of life?

Visitors will only be allowed to enter a resident's room under narrow circumstances (i.e. the resident is unable to leave the room), and all compassionate care visits will be determined on a case-by-case basis. Our facility Medical Director or Clinical Services team will work to determine whether visitors can be allowed under the exception.

4. Have residents been given hand sanitizers?

Each room is equipped with an alcohol based sanitizer dispenser. The resident is able to access this dispenser if they so choose. In addition, the residents' hands are being frequently washed with soap and water and cleaned with alcohol based sanitizer wipes on a routine basis and prior to meals.

5. Can food or care packages be sent to the residents?

We are discouraging deliveries and care packages at this time. We are attempting to prevent the introduction of COVID-19 that may be present on packages, bags, and boxes. If it is an item of extreme importance to the resident, please reach out to our Social Services team to discuss. Some items may be approved on a case to case basis. All approved packages must be left at the front entrance. Again, family members and delivery services may not enter the building.

6. Can family members have food delivered to the staff?

We greatly appreciate the thoughtfulness and generosity of families who would like to recognize and support our staff during this challenging time. Due to our preference to limit items entering the building from the external environment, we feel it would be best to send a letter or video of appreciation to acknowledge the dedication of our staff in caring for America's heroes.

7. Can multiple family members be contacted via FaceTime/Skype?

We are making an effort to connect with all family members that have expressed interest in seeing their loved one via FaceTime, Zoom, or Skype. Due to the large numbers of family members seeking to connect with their loved ones, we are encouraging family members to coordinate a convenient time when multiple members of a family can join the video session at the same time. We appreciate your patience as we strive to keep you connected with your loved one. Family members also have the option of scheduling front door visits through the glass. You may contact the Activities Department at the home where your loved one resides to schedule a visit.





8. How do I get an update on my loved one?

The Social Services team will be coordinating with the nursing staff in order to provide you with the most comprehensive information on your loved ones well-being. For privacy purposes, please note that only designated resident representatives will be contacted for updates. You are also welcome to call to the nurses' station directly to speak with one of the nurses about your loved one.

9. Is there enough Personal Protective Equipment (PPE) for staff?

TSVH continues to ensure Personal Protective Equipment (PPE) is available to all staff. The purchasing team continues to identify and order additional PPE (including gloves, gowns, masks, face shields and N95 respirators) and daily inventory reports are taken to ensure availability when needed.

10. How is the cleanliness of shared spaces and common areas being addressed?

An enhanced focus on cleaning frequently touched surfaces has been in place for the last several months throughout all Homes. Frequently touched surfaces consist of but are not limited to the following; counters, tables, chairs, door handles, push plates, handrails, faucets, light switches, cart handles, phones, call bell cords and computer keyboards etc.. The Homes are following all cleaning guidance put forth by the CDC and working hard to ensure the safety of all residents and staff.

11. What happens if a resident develops symptoms associated with COVID-19?

If a resident begins to exhibit symptoms commonly associated with COVID-19, the resident will be immediately moved to the isolation COHORT hall, tested for COVID-19, and placed under observation. As per Tennessee Department of Health and CDC guidelines, contact and droplet precautions will be maintained. All residents are being monitored for symptoms associated with COVID-19 daily and more often as needed.

12. If a resident tests positive for COVID-19, will they be moved to a private room?

If a resident is positive with COVID-19, the resident will immediately be moved to the isolation COHORT hall and the Home will follow the recommended guidelines issued by the Tennessee Department of Health and the CDC for contact and droplet precautions. Due to the very limited number of private rooms available, it is not guaranteed that a resident will be placed in a private room on the COHORT hall. If a resident must share a room on the COHORT hall, social distancing will be maintained and the room dividing curtain will be drawn to limit exposure.