



FREQUENTLY ASKED QUESTIONS – COVID-19 CONCERNS

This FAQ page was created to answer questions about the 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. Which COVID-19 vaccine is available to staff and residents at TSVH?

Vaccination efforts are ongoing at our four State Veterans' Homes utilizing the Moderna COVID-19 vaccine. The FDA has authorized emergency use of the Moderna vaccine to prevent COVID-19 in individuals at least 18 years of age under an Emergency Use Authorization (EUA).

2. Is the COVID-19 vaccine safe and effective?

Yes, the vaccine has gone through the same rigorous testing phases for safety and effectiveness as other vaccines. The testing involved thousands of patients in the vaccine trials, including older adults. To date, the vaccine has been proven to be 95% effective at preventing symptomatic COVID infection, with only mild side effects and no serious adverse reactions.

3. Should everyone take the vaccine?

Yes, everyone should take the vaccine, even if you have had COVID-19 in the past. It is unknown whether long-term immunity will be present with COVID-19 infection, and the vaccine should be administered even with a history of infection.

The COVID-19 vaccine is the best opportunity to stop the serious life-threatening infection. Not only should we get the vaccine for our own health and safety, but to prevent infection in the most vulnerable population in which we care for daily.

4. Is personal protective equipment [PPE] still necessary after receiving the vaccine?

Yes, until further notification from the Center for Disease Control (CDC) or state health officials, PPE including masks, face shields, gloves, and gowns will be utilized.





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

At this time, we don't know. We hope that the vaccine and other statewide preventative measures will limit the spread of COVID-19 in our communities and allow for the relaxing of the mandated regulations that restrict visitation. We will notify families as soon as we have more information on the restrictions being lifted.

6. 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 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.

7. 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.

8. 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.

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

Our 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 the nurses' station directly to speak with one of the nurses about your loved one.





10. 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.

11. 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.

12. 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. TSVH continues to follow all guidelines issued by the Tennessee Department of Health, the CDC, and the Centers for Medicare & Medicaid Services (CMS).