Is Your Loved One in a VA Facility?

Six Questions to Ask VA Facilities during COVID-19:

1. Has anyone in a VA contracted nursing facility or in the state’s Veterans’ Homes tested positive for COVID-19?
   - What about staff and vendors?

2. What are VA contracted nursing facilities and state Veterans’ Homes doing to prevent infections and minimize the risk of spreading the virus among residents, employees, public/visitors and family members?
   - How are staff being screened, especially when the leave and return?
   - What precautions are in place for residents not in private rooms?

3. Do all nursing home staff, VA contract or state Veteran Home employees, have the personal protective equipment (PPE) – such as masks, face shields, gowns, gloves – they need to stay safe and keep safe?
   - If not, what is the plan to obtain PPE?
   - Has staff been trained on how to properly use PPE?

4. What are nursing facilities doing to help Veteran residents stay connected with their families or other loved ones during this time?
   - Does the facility help residents call their loved ones by phone or video?
   - Will the facility set up a regularly scheduled call between the Veteran and their family?

5. What is the plan for the nursing home to communicate important information to both Veteran residents and their families on a regular basis?
   - Will the facility be contacting family members by phone or email?
   - When will that communication occur?

6. Are VA contracted nursing homes and the state’s Veterans’ Homes currently at full staffing levels for nurses, aides and other workers?
   - If there are staffing shortages: What is the plan to make sure the needs of Veterans are being met – like bathing, feeding, medication management, social engagement?