

Good Morning,

I hope this email finds you well. I wanted to provide a quick reminder for window visits. Many of our Veterans and Members are fortunate enough to have rooms where family and friends can just walk up to the window and visit whenever they want, unfortunately not all of our Veterans and Members have this ability. Recently we have been experiencing an increase in family members showing up at the facility requesting a window visit for a loved one that does not have a room that can be accessed by the family member, usually because their room window opens into one of the many courtyards that are enclosed by four facility walls.

The incredible staff at VVH has been working very hard to try to accommodate these visits but the volume has increased to a point where we can no longer sustain these visits. The increase in volume is causing staff to have to be redirected from hands on care to moving a Veteran or Member to an area where they can have a window visit.

VVH's only formal visiting program is our indoor visits. I am reviewing the number of visits this week to see what changes can be made, if any, to increase the days in which visits are available. If we make any changes I will be sure to notify you.

I have included the staff, the Ombudsman, and the Home's board of Trustees on this email. The staff is being given the ability to say "no" if they cannot facilitate a window visit. Please do not place the staff in the position of having to tell you they cannot bring you loved one to a common area to facilitate a window visit. They hate saying no to your loved one and to you but they must ensure all the Veterans and Members they are responsible for receive adequate care and services.

Several of you have reached out asking if you can volunteer at the facility and assist with visits. I appreciate the offer but due to the increasing community spread of COVID-19 we are not currently allowing volunteers or any nonessential individuals in the building. We monitor the community spread weekly via the ACCD map and will consider allowing volunteers and nonessential individuals in the building at a later date.

I want to acknowledge that these are not easy times for our Veterans, Members, their family members, and our staff. We evaluate all decisions, such as this one regarding window visits, very carefully balancing what is best for each individual Veteran and Member with that of everyone residing at VVH.

The staff and I appreciate your continued support. As always please let me know if you have any questions and concerns.

Melissa A. Jackson, MBA, LNHA, FACHCA  
Chief Executive Officer  
Vermont Veterans' Home  
[www.Vvh.vermont.gov](http://www.Vvh.vermont.gov)