



# MAINE VETERANS' HOMES

*caring for those who served*

*An independent nonprofit organization serving Maine's Veterans and families*

March 14, 2020

Dear Residents, Family and Visitors:

As you are well aware, there is mounting concern regarding the Corona Virus or COVID-19. Our priority is to keep our residents and your family safe from the possibility of acquiring this virus. Please take into account the seriousness of this virus. Our population is at risk for infection due to chronic medical conditions or current health state. The Centers for Medicare and Medicaid Services (CMS) is currently directing nursing homes to “**restrict** visitation of **all** visitors...” “except for certain compassionate care situations, such as an end-of-life situation.” We understand that contact with loved ones is very important so we encourage the use of the phone, Skype, FaceTime or other means of communication at this time.

If you believe your visit is an exception due to an end-of-life situation, please call us in advance. If the visit is approved, you will be screened upon arrival at the front door for symptoms. Those who are screened with symptoms will be restricted from visiting until recovered. You must wear a mask, frequently perform hand hygiene, and will be directed to a designated visiting area to visit only one person. All visitors must self-monitor after the visit for 14 days and report to us any symptoms discovered during that time.

The information and guidance is changing frequently so please consult the MVH web site for the latest information: <https://mainevets.org> the COVID-19 updates have their own button near the top of the page.

We will also have MVH – Bangor conference calls on Tuesdays and Thursdays at 12:00pm until further notice. Please use 207-299-1575 with access code 04401. These calls will be about ½ hour and will be an opportunity to ask general questions and get up to date information. ***Please refrain from asking personal healthcare questions as we must respect everyone’s privacy and comply with privacy regulations. This call is for Residents, Family members, and Responsible parties and not intended for members of the media. All of our comments and those questions from family members are strictly off the record.***

We greatly appreciate your attention to this information. We are all invested in the health and safety of your loved ones and those of others who reside with us. We understand that there may also be extenuating circumstances and we encourage you to please call us with any questions or concerns at 207-942-2333.

Respectfully,

Greg Urban  
Administrator

AUGUSTA  
310 CONY ROAD  
AUGUSTA, ME 04330  
1-888-684-4464

BANGOR  
44 HOGAN ROAD  
BANGOR, ME 04401  
1-888-684-4665

CARIBOU  
163 VAN BUREN ROAD  
CARIBOU, ME 04736  
1-888-684-4667

MACHIAS  
32 VETERAN WAY  
MACHIAS, ME 04654  
1-877-866-4669

SCARBOROUGH  
290 US ROUTE 1  
SCARBOROUGH, ME 04074  
1-888-684-4666

SOUTH PARIS  
477 HIGH STREET  
SOUTH PARIS, ME 04281  
1-888-684-4668

CENTRAL OFFICE  
460 CIVIC CENTER DRIVE  
AUGUSTA, ME 04330  
1-800-278-9494