



1600 Veterans Drive  
Lisbon, ND 58054  
701-683-6500

April 24, 2020

Dear NDVH Family Member:

As this week ends, we are keeping our commitment to keep you informed on the situation here at our Home. Here is what's happening as of today:

- As of this writing, we continue to have no cases of COVID-19 or residents considered persons under investigation (PUI). Our strict infection control policies are having a positive impact.
- I want to reassure you that we have plenty of personal protective equipment (PPE) that includes masks, gowns, shields and gloves. We are following all guidelines in the usage of PPE and do not anticipate any shortages for our Home.
- We continue to maintain a no-visitor policy, and we are grateful to all families for their full cooperation. Again, exceptions are being made for those residents in an immediate end-of-life situation.
- As of 4-6-2020 all staff are now wearing masks.
- We want to assure families that residents are being monitored daily for any changes via respiratory assessments.
- Extensive cleaning is taking place in the households 3 to 4 times a day.
- There has been extensive staff training as our team learns more about COVID-19 and best practice methods for utilizing PPE.
- Most medical appointments are now being done via video conferencing.
- Residents will be given cloth masks to wear when social distancing is not feasible.
- We continue to screen all employees on all shifts for illness including a temperature check. We are very pleased to report that we have no employees that have the COVID-19 virus currently.
- As the weather gets nicer, we still encourage remote visits, visitors are not permitted on campus.

- Our Social Work and Activities Departments continue to work with you and your loved one through FaceTime, Skype, video chatting or phone conversation. Again, please reach out to our Activities Department at 701-683-6557 to arrange a video visit.
- We have received many donations from veteran service organizations and individuals. The residents and staff are very appreciative for all the well wishes, gifts, and monetary donations. Thank you!
- If you would like to receive updates via email, please contact the resident's case manager and provide your e-mail.
- We are pleased to report residents remain actively engaged and in good spirits.

Again, we realize how difficult this must be for you and your entire family. Please know that I have stressed to all our team members that they now have become surrogate family members during this unprecedented event. With no end date in sight, we remain vigilant and committed to providing the very best care we can to your loved one. As always, we are a phone call away. Please continue to follow proper precautions for you and your family for days and weeks ahead.

Sincerely,

Mark B. Johnson  
Administrator  
701-683-6501

Wanda Cavett  
Director of Nursing  
701-683-6515

Kelly Lyons  
Infection Control, CCP  
701-683-6585

Kristin Lunneborg  
CFO  
701-683-6503

Jann Neameyer  
Director of Social Services/Activities  
701-683-6534