



**STATE OF CONNECTICUT**  
**DEPARTMENT OF VETERANS AFFAIRS**  
OFFICE OF THE COMMISSIONER  
287 West Street  
Rocky Hill, CT 06067



***Thomas J. Saadi***  
***Commissioner***

**Subject:** Modification # 3 to COVID-19 Protocols  
Healthcare Center (HCC) Window Visits with Veteran Patients

**Effective Date:** May 26, 2020 at 9:00 AM

## **SECTION 1. INTRODUCTION**

In response to the COVID-19 health emergency, the Department of Veterans Affairs (DVA) implemented Enhanced Health and Safety Protocols in early March. These protocols have been continually updated in accordance with COVID-19 guidance issued by federal and state authorities. These protocols include, among many other COVID-19 mitigation provisions, a restriction of all visitors on campus, except for end-of-life compassionate visits at the HCC.

On May 9, 2020, the Commissioner of State of Connecticut Department of Public Health issued an order regarding visitations to nursing home facilities, residential care homes and chronic disease hospitals. This DPH order mandated window visits for patients. The HCC has been facilitating virtual visits with computer and smartphone technology and this modification is being implemented to comply with the DPH mandate to include window visits. Additional modifications will be made based on updated guidance and mandates issued by federal and state authorities.

The DVA herein amends the Enhanced Health and Safety Protocols, most recently updated April 29, 2020 and as may be further amended or modified, as follows:

## **SECTION 2. HCC WINDOW VISITS FOR VETERAN PATIENTS**

- A. Commencing May 26, 2020 at 9:00 AM, the HCC will permit window visits with Veteran Patients and their family or other responsible party.
- B. Window visits must be scheduled in advance and will take place in the Front Lobby Reception area of the HCC or at the Exit Door Area of A-Wing of the HCC consistent with HCC health and safety procedures. The windows will be cleaned on the inside and outside before and after each visit.
- C. Each Veteran Patient is permitted to have one window visit per week between the hours of 9:00 AM and 3:00 PM, Monday through Friday. As two separate locations have been identified to hold the window visits, two simultaneous visits may occur as determined by the HCC with no more than one visit per location at one time.
- D. No more than two persons may participate in each window visit at one time. The visit may not exceed twenty minutes.
- E. The visitors scheduled to participate in the HCC Window Visits will be allowed entry to the DVA Campus subject to screening by DVA Security for signs and risk factors for COVID-19. Any visitor deemed to be at risk will be denied entry to Campus and will be asked to reschedule the visit.

- F. The visitors will be limited to the location of their window visit as scheduled, either outside the front lobby window or the exit door area of A-Wing. The visitors will not be allowed entry into the HCC or to any other location on the DVA Campus except of the purpose of driving to and from the HCC.
- G. All other visitors continue to be restricted from Campus.

### SECTION 3. NO ADDITIONAL CHANGES

There are no further changes to the Enhanced Health and Safety Protocols; all other protocols remain in full force and effect as implemented, amended or as modified prior hereto.

Signed:



Thomas J. Saadi  
Commissioner

May 21, 2020