



# Mills County Veterans Affairs

March 19, 2020

Dear Veteran

With the health concerns over the spread of the Coronavirus, especially with those that have underlying health conditions, we hope you are staying well.

We understand that these are uncertain times. If you are ill or are choosing to stay in to avoid contact with people, we have included a list of area pharmacies and grocery stores that may deliver in your area. This is only a partial list and these resources may change based on circumstances. Please see the attached sheet with that information. Also attached is some information on how to manage stress from the Centers for Diseases Control and Prevention.

Also included is some information regarding the VA medical facilities in the area, claims, office hours and the DAV van.

**This information is current as of the date of this letter. Please call if you have any questions.**

## VA Medical Facilities

Those who are using the VA Nebraska-Western Iowa Health Care System there are various updates. This information is valid as of today. Please call your provider if you have any questions.

If you need to reach the Pharmacy Call Center for refills, renewals or questions, contact 1-855-560-1722 ext. 2.

If you have any questions about your appointment or want to reschedule call 1-800-451-5796.

Please also note:

- The Omaha VA is limiting visitors. No one under the age of 18. Only those people without symptoms will be permitted to enter any VA medical facility, including the Bellevue and Shenandoah Community Based Outreach Clinics. Only one caregiver per patient will be allowed at this time.
- The following clinics at the Omaha VA have been curtailed:
  - o The Audiology Clinic is closed to walk-ins
  - o Ophthalmology – Emergencies only, call ahead
  - o Dental Clinics – Emergencies only, call ahead
  - o Surgery Clinics – Routine/elective referrals are cancelled. Emergency referrals only
  - o All clinics are pre-screening appointments to maximize tele-care.

## **Disability and Pension Claims**

Our offices are closed but we are available to meet over the telephone, work via email and will send out paperwork to you for your signature through regular mail. We do not anticipate any disruption in the normal flow of business in processing those claims. However, our office is closed to the public to protect those veterans who are of higher risk to the Coronavirus. Please do not stop by to drop off paperwork or visit with our staff.

A very small number of area veterans may be currently working with Board of Veterans Appeal with a claim. This is NOT the more typical type of appeal some of you use. The Board of Appeals is suspending all video and Central Office hearings through at least May 1, 2020. Please work with your representative on rescheduling these hearings.

## **DAV VAN**

As of today, the DAV Van program is suspended. There will not DAV vans available to take veterans to any further appointments. If you need transportation to a VA mandated appointment, please contact the Veterans Transportation Network at 402-995-4469.

## **Mental Health Concerns**

These are stressful times for all of us. If you are experiencing stress or anxiety, please feel free to contact the Veterans Crisis Line at 1-800-273-8255, press 1.

## **Telephone Hotlines**

If you believe you may be experiencing symptoms of the COVID 19 virus, please call this screening number to discuss your symptoms This number at Nebraska Methodist will screen you and your symptoms. The number is: 402-815-7425

Governor Reynolds has a public hotline for lowans with questions about COVID-19. This number is available 24/7.

The number is: 1-800-244-7431

## **Office Contact Information**

Please call or email me or Christina, with any questions or concerns you may have at this time. As a county office, we will be following the same schedule and procedures as other county offices such as the Courthouse.

Our office phone number is: 712-527-5621

My email is: [erichardson@millscoia.us](mailto:erichardson@millscoia.us)

Christina's email is: [chankins@millscoia.us](mailto:chankins@millscoia.us)

Thank you for your service to our country – it is an honor to serve you now.



Elizabeth Richardson

Administrator

Mills County Veterans Affairs

602 South Locust Street

Glenwood, Iowa 51534

## Area List of Pharmacies/Grocery Stores

Remember this is a partial list and the services they are currently providing may change. Please call ahead to be certain of what hours they are open and if they deliver in your area.

### Glenwood

Medicap Pharmacy 712-527-1200

Ruffner Pharmacy 712-527-4006

HyVee Pharmacy 712-527-4006

Will deliver in city limits

HyVee in Plattsmouth 402-298-7600

Will deliver in Glenwood for a fee

No Frills Supermarket 712-527-4632

Will deliver groceries on a case by a case basis

Many different area restaurants are also delivering in the area for a fee. Please call and talk with them directly.

### Tabor

Stoner's Pharmacy 712-629-2945

Tabor Grocery 712-629-2115

### Malvern

Muholland's Grocery 712-624-8448

Kohl's Rx 712-624-9036

### Emerson

Fareway Grocery (Red Oak) 712-623-2651

Hy Vee Pharmacy (Red Oak) 712-623-3370

Medicap Pharmacy (Red Oak) 712-623-1900

### Other stores

All General Dollar stores will be open from 8 – 9 am for the elderly and those with compromised health conditions.

# Manage Anxiety & Stress

## Stress and Coping

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

**Everyone reacts differently to stressful situations.** How you respond to the outbreak can depend on your background, the things that make you different from other people, and the community you live in.

People who may respond more strongly to the stress of a crisis include

- Older people and people with chronic diseases who are at higher risk for COVID-19
- Children and teens
- People who are helping with the response to COVID-19, like doctors and other health care providers, or first responders
- People who have mental health conditions including problems with substance use

**If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others call**

- 911
- Substance Abuse and Mental Health Services Administration's (SAMHSA's) Disaster Distress Helpline: 1-800-985-5990 or text TalkWithUs to 66746. (TTY 1-800-846-8517)

**Stress during an infectious disease outbreak can include**

- Fear and worry about your own health and the health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Increased use of alcohol, tobacco, or other drugs

**People with preexisting mental health conditions should continue with their treatment and be aware of new or worsening symptoms. Additional information can be found at the Substance Abuse and Mental Health Services Administration website.**

Taking care of yourself, your friends, and your family can help you cope with stress. Helping others cope with their stress can also make your community stronger.

**Things you can do to support yourself**

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.
- **Information provided by Centers for Disease Control and Prevention.**