

Visitor Guidelines

Visitation is available 7 days a week – Normal visiting hours are 8am to 10pm

If you would like to visit outside of these hours, please contact the facility to set up an alternative time. Per CMS: “Visits should be conducted in a manner that adheres to the Core Principles of COVID-19 Infection Prevention and does not increase risk to other residents.”

- Visitor(s) must not have signs or symptoms of COVID-19 (including fever at the time of visit).
 - Visitor(s) with confirmed COVID-19 infection or compatible symptoms should defer non-urgent in-person visitation.
 - For visitor(s) who have had close contact with someone with COVID-19 infection, it is safest to defer non-urgent in-person visitation until 10 days after their close contact if they are unable to wear source control.
- Visitor(s) must wear a face covering or mask when indicated by the Community Transmission Rate. Please pay attention to and follow the signage posted at the front door indicating the transmission rate and whether or not masking is required. If you do not have your own mask, the facility will supply you with one upon arrival.
- Visitor(s) must use alcohol-based hand rub before and after visits.
- Visitor(s) must sign in and provide contact information at the kiosk in the front entrance.
- Visitor(s) must remain in the residents room for the visit.
 - If masking is required, the mask may come off once inside the resident’s rooms.
- Visitor(s) may bring single serving, commercially packaged food items to residents during visits. This includes carry-out items from local restaurants (still in restaurant packaging), candy bars, pre-packaged food items from the store, etc.
- Physical Contact – below is the exact guideline from CMS:
 - “We also acknowledge that there is no substitute for physical contact, such as the warm embrace between a resident and their loved ones. Therefore, if the resident is fully vaccinated, they can choose to have close contact (including touch) with their visitor. Regardless, visitors should physically distance from other residents and staff in the facility.”
- Restrooms will be available in the main lobby – we encourage visitors to use this restroom before going to residents room.
 - If you need to use the restroom once on the household, please alert staff by ringing the call light and ask to use the public restroom available on the household (staff will need to unlock it first).
- We highly encourage visitors to be vaccinated against COVID-19 before coming, if eligible.
- We highly recommend that visitors be tested for COVID-19 before coming to the facility (e.g., 2-3 days before).
- Pet Visit – Vaccinated & potty-trained pets may be brought for a visit to specific resident rooms.
 - One pet at time, must be manageable, and on a leash.
 - Vaccination records must be provided 1 week in advance.

PLEASE NOTE: If a case of COVID-19 were to occur at the home, the facility will be in Outbreak Status; visitation will continue but all visitors are required to wear a mask at all times when inside the facility.

For most current COVID-19 status and updates for SDVH, please call 605-745-5127 and press option 9