

FREQUENTLY ASKED QUESTIONS – COVID 19 CONCERNS

We have created a FAQ page for your reference. We hope that this will provide reassurance and alleviate concerns you may have. We will continue to update this document as information changes.

1. Have the residents been told that there is COVID-19 present in the facility?

We have provided education to residents that are able to understand the precautions being taken. This information may cause concern and anxiety for some of our residents. Our staff has been mindful in approaching this topic according to the individual needs of each resident and continues to observe for any emotional impact of these circumstances. We recognize that this is sensitive information and if you are uncertain how much information to provide to your loved one, please contact your social worker for guidance.

2. How long will the visitor restrictions be in place?

At this time, we don't know. We hope that these and other statewide preventive measures directed by the federal and state government will limit the spread of COVID-19 in our Home and that we can lift these restrictions as quickly as possible. We will notify families as soon as we have more information on the restrictions being lifted.

3. Can food or care packages be sent to the residents?

We are restricting deliveries and care packages at this time. In general, the risk is likely very low of the COVID-19 virus being spread from food products or packaging. It is important to follow safe food handling guidelines and practice hand hygiene after handling these items brought into the facility. We are attempting to limit the introduction of COVID-19 that may be present. If it is an item of extreme importance to the resident, please contact your social worker to discuss. Some items may be approved on a case to case basis.

4. Can family members have food delivered to the staff?

We greatly appreciate the thoughtfulness and generosity of families who would like to recognize and support our staff during this challenging time. Due to our preference to limit items entering the building from the external environment, we are restricting deliveries from entering building. Staff have access to meals within facility.

5. Can multiple family members be contacted via FaceTime/Skype?

We are making every effort to connect with all family members that have expressed interest in seeing their loved one via FaceTime, Zoom, or Skype. Due to the large numbers of family members seeking to connect with their loved ones, we are encouraging family members to coordinate a convenient time when multiple members of a family can join the video session at the same time. We appreciate your patience as we strive to keep you connected with your loved one. For more information please contact your family member's social worker.

6. Why might I receive a MJFSVH phone call from an unfamiliar phone number?

The Social Work and Therapeutic Recreation department will be reaching out to support the families and loved ones of our residents. We will make every effort to notify you if you will be contacted from a non-MJFSVH or blocked phone number. The Social Work staff will be coordinating with the Nursing staff in order to provide you with the most comprehensive information on your loved one's well-being.

7. How is the cleanliness of shared spaces, elevators, and common areas addressed?

An enhanced focus on cleaning frequently touched surfaces has been in place for the last several weeks throughout the Home. Frequently touched surfaces consist of but are not limited to the following; counters, tables, chairs, door handles, push plates, handrails, faucets, light switches, cart handles, elevator and elevator buttons, phones, call bell cords and computer keyboards etc. Neighborhoods with confirmed cases of COVID-19 will undergo additional cleaning and disinfection procedures. The Home is performing cleaning tasks with the CDC and EPA recommended disinfectants against COVID-19. Staff is also working diligently to reduce the potential for cross contamination by cleaning housekeeping carts and equipment each shift and by dedicating a cleaning cart for each neighborhood. Garbage collection and removal carts are dedicated to specific neighborhoods and sanitized prior to returning to the neighborhoods.

8. Are any extra precautions being taken on affected neighborhoods for residents with respiratory conditions?

As per South Dakota State Department of Health guidelines, contact and droplet precautions are being maintained. A procedure mask is also being placed on residents as tolerated. In addition, residents are being encouraged to remain in their rooms. All residents are being monitored for symptoms associated with COVID-19 twice daily and more often as needed.

9. Are residents being given hand sanitizers?

Outside of each room is a sanitizer dispenser. The resident can access this dispenser if they so choose. In addition, the residents each have their own private bathroom with soap dispenser for washing their hands and are encouraged to wash their hands frequently especially before meals.

10. If a resident were to test positive for COVID-19 will they be transferred out of facility? If a resident is identified with COVID-19, the SD Veterans Home will follow the recommended guidelines issued by the Centers for Disease Control and Prevention for contact and droplet precautions and isolate resident to their room. Resident will only be transferred out of facility if the resident requires a high level of care.

Please do not hesitate to contact us should you need additional information- Please leave a message if you reach a voicemail. All media requests should be sent to Audry Ricketts, Public Affairs Officer at 605-280-4303. To reach the social worker and set up an appointment please call 605-745-5127 x1500118.