



## Department of Veterans Affairs

Michael J. Fitzmaurice  
South Dakota Veterans Home  
2500 Minnekahta Avenue  
Hot Springs, SD 57747  
Phone 605.745.5127

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October 5, 2020

Dear Resident and/or Resident Representative,

As the weather turns colder, we at the South Dakota Veterans Home are working on solutions for continuing and improving visits with your loved one(s). Beginning Wednesday, October 7<sup>th</sup>, we will offer scheduled, monitored indoor visits in the lobby of the South Dakota Veterans Home.

We will have two (2) visiting areas available and will use Plexiglass partitions to bring you closer to your loved ones while still reducing the risk of transmission of COVID-19. We have also purchased hearing assistive technology to improve communication for those whose loved ones are hard of hearing or soft spoken. All visitors are expected to adhere to the visitor guidelines provided on the following page.

To those who are not able to visit in person, we encourage you to reach out to our social workers to coordinate visits via Facetime, Skype, and other means.

The safety and well-being of our residents and staff remains our top priority during this time. We will continue to review SD Dept. of Health and CDC updates and will notify you of any policy changes.

Sincerely,  
Rachelle Butler, RN/Infection Preventionist

## VISITOR GUIDELINES

- Approved visiting hours are Monday – Friday: 9:00 am–11:00 am and 1:00 pm–3:00 pm
- **Visit must be scheduled with a social worker prior to arrival:**
  - Amanda – 605-745-5127 ext. 1500118 – Jasco, South Pacific, Custer, and Joe Foss households
  - Anita – 605-745-5127 ext. 1500331 – Veterans Lane, Old Glory, Stars & Stripes, and Nasa households
- Only two visitors at a time.
- Visit duration is 60 minutes.
- Per CDC and SD Dept of Health guidance, no touching, hugging, or handshakes are permitted.
- Visitor(s) must wear a face covering or face mask during the entire visit. Please bring your own face mask if you have one. If you do not have a face 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 stay in the designated visit area (first floor lobby).
- Visits are restricted to children 12 years of age or older. Visitors with children must be able to manage them, and the child(ren) must be able to wear a face mask during the entire visit.
- Visitor(s) must sign in and provide contact information.
- Visitor(s) must not have signs/symptoms of COVID-19 (including fever at time of visit); must attest to their COVID-19 status (testing results, if tested); and if they have had COVID-19, they must provide documentation (e.g., doctor’s note) that they no longer meet CDC criteria for transmission-based precautions.
- 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 muffin from store, etc.).
- Restrooms will be available upon request. Only one individual may be in the restroom at a time. We highly encourage using the restroom prior to arriving at the facility.
- **PLEASE NOTE:** The availability of these visits is subject to change at any time based on recommendations from local, state, and national officials. If a case of COVID-19 were to occur at the home and/or if county positivity status in Fall River County changes to high, these visits may be suspended and you would receive notification from our Social Workers to cancel/reschedule the visit.