



## Department of Veterans Affairs

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

October 19, 2020

Dear Resident and/or Resident Representative,

We are updating the times available for indoor visits and how indoor visits are scheduled. The below information will go in effect on **Monday the 26<sup>th</sup> of October**.

Updated visit times are:

Monday – Friday: 9:45 – 10:45 am; 12:30 – 1:30 pm; 2:30 – 3:30 pm; 3:45 – 4:45 pm

\*Sunday: 1:00 – 2:00 pm; 2:15 – 3:15 pm; 3:30 pm – 4:30 pm

\*Please note, the Sunday hours are very limited and are intended for those who absolutely cannot visit during the week.

As a reminder, all indoor visits **must be scheduled in advance**. No exceptions will be made. To make an appointment for an indoor visit (*starting the 26<sup>th</sup> of Oct*), please call Lanae Romey at 605-745-5127 extension 1500116. When making the appointment, you will be asked to provide: name(s) of visitor(s), relationship to resident, and a phone number. You will also be asked to confirm your understanding of the visitor guidelines on the following page.

To ensure visits have not been suspended due to a higher COVID positivity percentage, we ask visitors to call the Veterans Home at 605-745-5127 Ext 1500343 to confirm your visit beforehand.

As a reminder, visits will be suspended **if at any point** Fall River County's positivity rate for COVID is **over 10%**. If this happens, you will receive a call at the number you provided when making the appointment and we will assist you in rescheduling the visit. The county positivity rate is checked daily.

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.

- Amanda – 605-745-5127 ext. 1500118 – Jasco, South Pacific, Custer, and Joe Foss
- Anita – 605-745-5127 ext. 1500331 – Veterans Lane, Old Glory, Stars & Stripes, and Nasa

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: 9:45–10:45 am; 12:30–1:30 pm; 2:30–3:30 pm; 3:45–4:45 pm / Sunday: 1:00–2:00 pm; 2:15–3:15 pm; 3:30 pm–4:30 pm
  - \*Please note, the Sunday hours are very limited and are intended for those who absolutely cannot visit during the week.
- **Visit must be scheduled prior to arrival. No exceptions.**
- Only 2 visitors at a time.
- Visit duration is 60 minutes.
  - Rescheduled visits may occasionally be reduced to 30 minutes based on resource availability.
- Per CDC and SD Dept of Health guidance, no touching, hugging, 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.
  - Please note this means you may not eat with the resident.
- Visitor(s) must use alcohol-based hand rub before and after visits.
- Visitor(s) must stay in the designated visit area (first floor lobby).
- Visitors with children must be able to manage them, and the child(ren) must be able to wear a face mask and stay in the designated visit area 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 SDVH to cancel/reschedule the visit. Some rescheduled visits may be reduced to 30 minutes in order to accommodate all those needing to reschedule.