

Title: COVID19 On-site Visit Guidelines – Updated 7/23/20

Review: This policy will be reviewed with Staff, family members/advocates, and individuals (as applicable) prior to any planned visit.

Policy: This policy outlines expectations and will provide guidance to staff on how to support people receiving services to safely receive visitors while mitigating his/her risks in response to the COVID-19 pandemic. Visitors and individuals must also adhere to these guidelines. The guidelines will be consistent with NYS and OPWDD rules/regulations.

The Residence Manager (R.M.) will be responsible for ensuring all people involved in a visit are aware of the expectations contained within this policy. This includes an expectation to review the rules and plans for the visit with the visitor. This also includes working with the person we support to help them fully understand expectations so that they can help make it a safe visit for everyone.

The Residence Manager and Assistant Director will ensure that acceptable locations are available for visits to occur. Currently acceptable locations include outdoor areas on the home property, within a screen porch attached to the home if available, under the cover of a garage, outside of a closed window for a “window visit” or at a separate agency location such as a day program property. Areas should be equipped and arranged to naturally support , and a safe and comfortable visit (e.g.: patio chairs 6 ft apart, shaded area if possible, hand sanitizer available...). If planning to use space at an agency day program setting please refer to procedure at end of these guidelines.

Residence Manager/Shift Supervisor will ensure disinfecting procedures are completed before and after all visits.

Individuals / Homes that cannot receive visitors at this time: any home supporting an individual that is on “droplet precautions” or other heightened levels of quarantine due to symptoms or exposure. Residence Manager will explain reason for visit denial to the family/friend and provide an approximate time when visits can occur again.

Visit Guidance (These steps are only applicable to visits occurring at the IRA or other agency location):

1. All visits will be pre-scheduled/planned with the Residence Manager (or Assistant Director in his/her absence), and communicated to the other staff working in the home via the Shift Change Form and House Rec Calendar (if in use). The R.M. will ensure the following rules are communicated, understood and adhered to when scheduling visits:
 - a. Only one (1) person we support from each home may host a visitor(s) at a time.
 - b. Total number of visitors will be limited to two (2) at a time.
 - c. Length of visits will not exceed two (2) hours, unless there are no other scheduled visits that would be disrupted by a longer visit
 - d. Visits will be limited to the hours between 9 a.m. and 8 p.m.
 - e. Visitors will not be allowed to enter the home at this time
 - f. If the Visitor(s) have traveled out of the United States or to any of the identified states highlighted by NYS’s Travel Advisory (refer to Travel Advisory Guidelines for updated listing) within the last 14 days the visit will need to be delayed until such time that the required 14 day self-quarantine is completed by the requesting Visitor(s).
2. The Residence Manager will be responsible for “**Family Visit Log**” for the scheduled visit. This form will contain specific details about the scheduled visit including expected time / length of visit, who will be visiting, type of visit (outdoors, window, etc.), expectations during the visit, and other pertinent details. The “**Family Visit Logs**” will be placed in a binder for staff review, and saved in same binder for historical reference.

3. The “**Family Visit Log**” will be shared with the visitor to communicate general rules and information and will also provide the visitor(s) with a section for them to attest to having a full understanding of the rules and willingness to abide by them. The form will also have a place for the visitor to document the start and stop time of the visit. General rules will include:
 - a. Visitor should be 18 years of age or older for health reasons. If an exception to this age limit is desired it will require approval from the Program Director and agreement from the adult visitor that he/she will be responsible for ensuring the minor meets all associated safety expectations. (e.g.: mask use, social distancing, and hand washing).
 - b. Use of a surgical mask, provided by Lexington, will be required by the visitor at any point through the visit when a 6 foot social distance cannot be maintained. Surgical mask or cloth use will be required for the person we support (unless medically unable or completely unwilling). If the person we support is unable to use a mask or cloth covering then the visitor(s) will need to wear masks throughout and a 6 foot social distance should be maintained throughout.
 - c. Social distancing (maintaining 6 ft. perimeter) is recommended throughout the visit.
 - d. Visitor(s) and person we support will clean hands thoroughly prior to commencement of visit. Hand sanitizer will be provided by Lexington for this purpose.
 - e. Consumption of food and beverages during visits is discouraged, but not prohibited
4. Procedure to follow upon arrival of visitor(s):
 - a. Visitor will ring the doorbell/knock and will be greeted at the door by staff. Staff will then reference the specific “**Family Visitor Log**” to complete the following:
 - i. Staff will take the visitor’s temperature to ensure it is not above 100 degrees, and will review the screening questions.
 - ii. If symptomatic or exposure concerns are noted the visit will need to be rescheduled or limited to a window visit only.
 - iii. Staff will briefly review the safety expectations and arrangement for the visit.
 - b. Visitor will use the provided hand sanitizer prior to the visit beginning
5. During the visit, staff will provide privacy for the person and their visitor(s), but will periodically check in to monitor and assist as needed. If staff observe any safety concerns during the visit they should simply remind those involved of the expectations. Shift supervisor or Support Staff can note anything of significance from the visit on the “**Family Visit Log**”.
6. **Residence Manager** will “ ”The R.M. will ensure that any areas of safety concerns stemming from a visit are reviewed with their A.D. and follow up plans will be developed as applicable to promote safer visits in the future.
7. **Types of allowable on-site visits (limit of 2 visitors under each scenario):**
 1. **Window visits: Window should be closed during visit to avoid exposure concerns**
 2. **Outdoor visits (including screened in porches and in garage)**
 3. **Day Program property (transportation of person we support must be done by Lexington employee)**

If using Day Hab locations for visits

The following locations are available for family visits:

1. Quest I Townsend Ave location
2. Pine Hills Day Hab
3. 465 North Perry St- Good Neighbor Day Hab
4. Oppenheim Day Hab outdoor courtyard
5. Schoharie Main Day Hab
6. Schoharie Cobleskill site

To arrange a visit at any of the above locations, the Residence Manager would need to contact the Day Hab AD to schedule the time and to make arrangements to access the building.

Residential staff or management would remain with the families at all times.

Residence Manager/Shift Supervisor will ensure the following:

- Residential staff will be assigned to support visits occurring at day program settings. Staff can provide person and visitor(s) with privacy during the visit, but should remain close by and check in periodically to make sure people have what they need.
- Residential staff will ensure cleaning/disinfecting procedures are completed before and after all visits. Agency custodial teams can be made available to do this on weekdays upon request. A disinfection checklist will be stored at each site on a clipboard. Responsible staff are to fill out the checklist and leave on the clipboard for Day Hab management to review.

The ultimate goal of this policy is for Lexington to collaborate with the family member(s)/friend(s) to develop an individualized plan that provides an opportunity for the person we support and their family member(s) to enjoy the visit, while ensuring everyone's safety and compliance with OPWDD's guidance.

Approved by: _____ **Date:** _____