



Life-Long Relationships, enriched by Inclusion

Subject: Visitation	Visitation Protocol and Guidelines during Covid-19
To:	Families, Friends, Advocates and Staff of The Arc of Genesee Orleans
Issuing Program:	Residential
Effective date:	June 24, 2020 Date of last revision: _____, _____, _____ These guidelines could change or visitations could be suspended based on extenuating circumstances such as illness within the home or other guidance from New York State Department of Health and Office of People with Developmental Disabilities.
Donna Saskowski Executive Director	
Attachments:	Visitor log, Visitor notecard

Task:	Person Responsible
1. Family will contact the Residential Manager or their designee at least 24 hours in advance to schedule a 30-45-minute weekly visit. <ul style="list-style-type: none"> Family will speak with the Residential Manager/designee on duty. This is to ensure that multiple visitors are not scheduled on the same day/time. 	Family
2. The Residential Manager will review requests received and assess the availability of staff to support the visit. <ul style="list-style-type: none"> The Residence Manager/designee will only schedule one visit at a time and limit number of visitors to 2 during the visitation. This is to ensure there are adequate supports. Visitor's must be 18 years of age or older and be from the same household. 	Residential Manager or designee
3. <u>Prior to and at onset of visit-</u> Residential Manager/designee will provide procedural guidance and details of the visit to include: <ul style="list-style-type: none"> Where to complete initial screening. Review of Mandatory CDC (Center for Disease Control) health screening-prior to visit-Visitors strongly advised to bring their own mask. (If visitor does not have a mask, one will be provided). All visitors to wear a mask over mouth and nose during entire visit. (Visits cannot occur if visitor refuses to wear a mask). Person supported will be encouraged to wear mask if tolerated 	Residential Manager or designee

<ul style="list-style-type: none"> • Identified location of visit. Ideally, visits will be planned for nice weather, sitting on porches, decks or in yards. If weather does not permit, Residential Manager will discuss the backup location of visitation in the home. • Residential staff will inform the person we support and others living in the home of the visit. • Residential staff will also educate the person we support and others who live in the home to ensure CDC guidelines are being followed. • Staff to be present during visit to provide support for a rewarding visit as well as provide oversight and encourage safe practices to avoid potential exposure to Covid-19. (Staff to remain at a fair distance to allow for privacy). • Agreement of social distancing • Limitation of physical contact • Agree to remain in the designated visiting area (if person leaves the visitor area staff will encourage person to return within reason. If person continues to refuse, visitation will be discontinued. <p>****Residential Manager to obtain confirmation that all the above will occur prior to confirmation of visit.</p>	<p>Residential Manager or designee</p>
<p>4. <u>Upon arrival</u></p> <ul style="list-style-type: none"> • Visitors to call the house upon their arrival to let Residential Manager know they are there. • Manager/designee will discuss again the procedural guidance and details of the visit. (see above). • Residential Manager will ensure visitor has used hand sanitizer, is wearing a mask, answers CDC health screening questions and has their temperature taken. • Manager will screen and document on the “visitors” screening tool. (If temperature is over 100 and visitor is reporting present Covid symptoms, the visitor will be asked to immediately depart the residence.) • If any other questions are answered “yes” Residential Manager should call Director of Residential Services for guidance. 	<p>Residential Manager or designee</p>
<p>5. Staff will assist to provide every opportunity for a positive rewarding visit to the greatest extent possible.</p>	<p>Residential Staff</p>
<p>6. After the visit staff will clean all surfaces that visitor potentially came in contact with. i.e. door knobs, chairs, table surfaces, etc.</p>	<p>Residential Manager/designee and Residential Staff</p>
<p>7. Residential Manager will encourage visitor to provide them with feedback following the visit to encourage continued positive growth in the area of visitation during Covid-19.</p>	<p>Residential manager or designee</p>