



RESIDENTIAL SERVICES – GENERAL ADMINISTRATION

VISITORS AND PASSES OPERATIONAL PROCEDURE

November 1984 (r 4/90, 7/02; rv 1/96, 12/98, 2/02, r 7/05, rv 3/08)
(r 8/09, 3/14, 3/17, 3/20, 7/21)

Policy Ref: 190-01

Reviewed/Revised: April 2022

Procedure: 820-06

A. PURPOSE:

To define the guidelines for visitation within the residential components.

B. PROCEDURE:

- I. Visitations and passes are strongly encouraged as a way to maintain the resident's connections with family, friends, and the community.
- II. Normal visiting hours and rules for vary be from depending on the Program.
- III. Visitation outside the established hours may be arranged at the discretion of the Program Supervisor, Risk and Corporate Compliance Manager, or the Assistant/Vice President over that Program. Visitation by DCF, case managers from consumers insurance company, minister, and/or attorney shall be allowed at any time, subject only to the consumer's refusal. A consumer's right to receive visitors can be restricted by LifeStream, but only under written order by the medical practitioner and documentation as to the reason(s) for the restriction. This documentation shall be given to the consumer, the consumer's family, guardian, guardian advocate, representative, human rights advocacy committee member, and/or attorney. This restriction must be reviewed at least every seven (7) days. Visitors shall be restricted only upon the written order of a medical practitioner. In the event visitation has been restricted, a note must be entered into the progress note section of the consumer record stating the nature of the restriction and the rationale.
- IV. All visitations shall be scheduled at least twenty-four (24) hours in advanced.
- V. Visiting hours shall be posted in a conspicuous place as well as explained to consumers and their families at the time of admission.
 - a. All visitors are to check in and sign the visitor's log. All visitors will be subject to COVID-19 screening protocols which include having their temperature taken and answering the COVID screening questionnaire. Any potential visitor who displays symptoms or answers yes to any of the screening questions will be asked to leave the premises and will not be allowed to attend the visitation. All visitors will be required to wear a mask during visitation and if non-compliant will be asked to leave.

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- b. Only two (2) visitors are permitted per consumer at any one time. Children are not permitted at visitation.
- c. All items brought in by visitors for consumers shall be examined by the staff for contraband. Bringing food and beverages into the facility must be approved by the Program Supervisor.
- d. Visitation must generally take place in public areas (i.e., within view of staff). visitation in consumer rooms is not permitted. In special circumstances, visitation may be permitted in group rooms with the approval of the Program Supervisor. No visitation shall be permitted behind closed doors without the presence of staff.

VI. Off-Site Passes

- a. Pass forms are supplied by staff and shall completed by the resident.
- b. Passes are to be requested twenty-four (24) hours in advance.
- c. The privilege of passes may be revoked as part of the consequences of rules infractions.
- d. Passes must be authorized by the treatment team and Program Supervisor.

PROCEDURE APPROVED:



Risk and Corporate Compliance Manager

4/14/2022

Date