



**RESIDENTIAL SERVICES  
ROAD TO HOME**

**VISITORS AND PASSES  
OPERATIONAL PROCEDURE**

**November, 2014** (r 6/15, 3/17, 4/20, 7/21)

**Policy Ref:** 190-01

**Reviewed/Revised:** April 2022

**Procedure:** 860-14

**A. PURPOSE:**

To establish guidelines to allow a consistent and fair inclusion of the resident to outside supports, friends, and family.

**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 are by appointment only, weekdays between 5p.m. to 8p.m. and weekends between 12p.m. to 4p.m. Staff are able to set up TEAM/Zoom meetings for clients and family members to visit virtually as needed.
- III. Visitation outside the established hours may be arranged at the discretion of the Program Manager or the Assistant/Vice President over that Program. Visiting by DCF, Case Managers from consumer's insurance companies, 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, 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.

- 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 Manager.
- 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 Manager. No visitation shall also 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 turned in to the Program Manager by twelve (12) noon on Wednesdays.
- 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 Manager.

**PROCEDURE APPROVED:**

  
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Risk and Corporate Compliance Manager

4/14/2022  
\_\_\_\_\_  
Date