



**RESIDENTIAL SERVICES  
CONNECTIONS, RECOVERY AND SUPPORT (CRS)**

**VISITORS AND PASSES  
OPERATIONAL PROCEDURE**

**November, 2018** (r 3/20, 5/21)

**Policy Ref:** 190-01

**Reviewed/Revised:** April 2022

**Procedure:** 885-05

**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. Notification to staff is essential in maintaining the therapeutic aspect of this Program. The resident needs to notify staff if there is a potential problem that would arise from a visit with a particular person.
- III. New residents are not allowed to go on pass or receive visitors throughout the duration of the orientation process which is the first thirty (30) days.
- IV. Normal Visitation shall be 6pm to 8pm on weekdays and 4pm to 8pm on weekends.
- V. Visitation outside the established hours may be arranged at the discretion of the Program Supervisor, Risk and Corporate Compliance Manager, and/or the Assistant/Vice President over that Program. Visitation by DCF, case managers from consumer's insurance companies, minister, 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. 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.
- VI. All visitations shall be scheduled at least twenty-four (24) hours in advanced.
- VII. 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-19 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 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 also be permitted behind closed doors without the presence of staff.

VIII. Off-Site Passes

- a. The privilege of passes may be revoked as part of the consequences of rules infractions.
- b. Twenty-four (24) hour notice is required on all non-family passes and is strongly advised for family.
- c. Pass forms are supplied by staff to be completed by the resident.
- d. Passes must be authorized by CRS Program Supervisor.
- e. Pass denials must include in writing the reason for denial.
- f. Passes applied for on weekends or at times when CRS Residential Supervisor is physically unavailable, a phone approval may be given by CRS Lead Residential Specialist or designated management staff. CRS Residential Program staff is to sign for approval and state the time and who granted permission.

**PROCEDURE APPROVED:**

  
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Risk and Corporate Compliance Manager

4/26/2022  
\_\_\_\_\_  
Date