

**VISIT PROCEDURE for SUPPORTED LIVING HOMES  
NORTHERN OHIO REGION  
June 7, 2020**

**PURPOSE**

To assist employees, individuals served, families, guardians and friends in developing person-centered visitation procedures, that respect roommate differences and individual choice, necessary to reduce and/or eliminate the chance of exposure and infection of COVID-19 by the individual, Boundless employee(s) and the visitor them self.

**PROCEDURE**

In conjunction with the Pandemic Plan of Boundless, policies and procedures are in place to ensure the health and safety of the individuals served the employees that work in supported living and respite homes, and the visitors to those individuals served. During these times of governmental or organizational imposed protected environments, preventative measures will be implemented to mitigate contraction and spread of the virus.

- a. Residents and visitors should be advised to consider outdoor visitation only, Facilities should consider all implications for resident physical and mental well-being when determining how to facilitate personal visitations.
  - b. Visitation practices should be developed that include, at a minimum, educating all residents on methods of increasing safety during visits including maintaining social distancing, the wearing of face coverings, frequent hand cleaning, creating a scheduling and screening process for visitors and using sign-in sheets to track visitors (for purposes of contact tracing should COVID-19 exposure be determined to have taken place).
  - c. Providers should educate residents on the risks of the spread of COVID-19 when interacting with visitors, and the appropriate/applicable safety precautions.
  - d. Providers must educate families, friends, and other visitors of the risks of the spread of COVID-19 and the potential health impact for not just their loved one, but all residents of the home.
  - e. Facilities are encouraged to maintain, and in some cases enhance, virtual options to augment visitation. Examples include FaceTime, Skype, and Zoom.
2. Boundless is striving to create the best environment for the individuals served, their families, visitors, and employees. As such, Boundless is recommending the following procedures for visitation:
- a. Visitations should be pre-scheduled in order to allow for the opportunity to ensure measures are in place which support the health and safety of all
  - b. Social Distancing and face masks are recommended at all times during visitations. Each site should identify designated, preferably outdoor, areas where visitations can most safely take place. The identification of these locations should take social distancing and any privacy concerns into consideration. Appointments for Visitation
    - i. Boundless asks visitors to schedule ahead of their desired visitation time.
    - ii. Anyone who seeks to visit an individual served in a supported living or respite home should contact the Boundless visitation hotline at **303-596-1042 ext 3333** to set up a scheduled visitation date and time. The hotline will

connect the visitor with the most appropriate residential manager, RM, to arrange the visitation.

iii. The RM will review the appointment schedule and suggest visitation times, spacing the appointments to assure safe distancing practices are in place.

1. No two families will be scheduled for visitation at any one home at the same time. There should be at least one hour between family visits
2. It is recommended that only two visitors visit an individual served at a time
3. Consideration of the other adjacent homes and visitation will be reviewed to minimize contact between other residents' visitors and families.
4. When setting up the appointment, the RM will take the phone number of the visitor to call:
  - a. In case the appointment needs to be canceled
  - b. In case directions need to be given prior to approaching the building

iv. The RM will advise the visitors of Boundless' recommended practices for e visitation

1. All visitors should sign in and participate in, and successfully pass a health screening
2. No more than two individuals are recommended to visit at a time
3. Social Distancing should be maintained
4. All visitors should wear a mask during the entire visit
5. Any sick or exposed visitors will be asked to leave and reschedule when they have resolved the illness for three days without the aid of medication.

c. Visitation

i. All potential visitors seeking to schedule a visit with an individual served in a supported living or respite home should contact the RM to schedule a date and time.

ii. Boundless ask that visitors comply with the scheduled visitation appointment and time

iii. Visitors should arrive and leave no more than ten (10) minutes before/ after the scheduled time to limit possible cross contact with other scheduled visitors.

iv. Upon arrival, visitors will be asked to stay in their car and the direct support professional will meet them at the car with a tablet, visitor's COVID-19 education sheet, and the no-touch thermometer.

1. The visitor(s) will be asked to answer questions on the screening tool either electronically or on paper. The visitor will be asked about symptoms of the pandemic influenza.
  - i. Fever
  - ii. Cough
  - iii. Shortness of breath or difficulty breathing
  - iv. Loss of sense of taste or smell
2. The DSP will take the temperature of the visitor(s) and will record the temperature on the tablet or paper.

3. If any one visitor does not pass the health screening, the visitor and any other accompanying visitors will Be asked to reschedule their visitation to protect the health and safety of all.
  4. If the visitor(s) passes the health screening, the DSP will escort the visitor(s) to the scheduled visitation area.
  5. DSP will clean the tablet before and after the visitor(s) perform the health screening.
  6. Visitor(s)
    - a. The visitor(s) will be escorted to the scheduled visitation area by the DSP.
    - b. The DSP will provide instructions and limitations to the visitor(s)
      - i.A mask should be worn at all times
      - ii.Six feet social distance should be maintained
    - c. If the pathway to the area where the visitation is scheduled includes uneven ground, visitor(s) will be advised to take care in walking to/from the visitation location. Visitor may provide food, gifts or clothing to individual served. The visitor(s) should keep the scheduled duration of the visit in mind.
  7. If the visitor is overstaying the visit, the DSP may remind the individuals of the scheduled duration in order to be considerate of other possibly scheduled visitations at that home that day. Gifts for the individual served
    - a. Visitors may bring gifts for the individuals served.
    - b. As always, visitors are reminded to consider the dietary recommendations of the person served when bringing gifts of food.
    - c. The visitor should hand the gifts to the DSP upon arrival to the home to assist with any necessary cleaning the DSP will assist with cleaning gifts, such as clothing, books, toys, etc. prior to use by the individual served.
  8. Cleaning and Sanitation
    - a. Staff will ensure all high touch surfaces in the individuals served home are cleaned at least several times a day.
    - b. All areas and items that were observed to be touched or used during a visitation will be cleaned using disinfecting products immediately following a visitation and prior to the use of the space or item by anyone else.
3. Cancellation of Appointment
- a. Boundless or its employees may need to cancel scheduled visitations based on any of the following conditions:
    - i.Awareness of illness or exposure to COVID-19 of the individual served, roommates, etc. within the house
    - ii.Inclement weather (if the visitation is scheduled for an outdoor location)
    - iii.Other recognized safety or health issues.
  - b. Upon cancellation of any scheduled visits, the residential manager will contact the visitors scheduled for the day to attempt to reschedule the visit.

- c. Rescheduling of cancelled visits shall receive priority consideration in the scheduling of future visits, if possible,
4. End of Life Care
- a. When the condition of and individual served has changed indicating that there may be an end of life situation, the DSP will contact the next of kin and/or guardian.
  - b. Provisions will be made to allow for safe visitation in the supportive living home to visit with the individual served.
  - c. Visitation of family or guardian should include full PPE donned during the visit.
    - i. Manager will ensure an additional PPE kit is available for the family to use.
    - ii. If there are other residents in the home, visiting family members should maintain social distancing from all other residents.
    - iii.
5. Evaluation
- As part of Boundless' ongoing commitment to quality delivery of care, Boundless will survey persons served in Supported Living and Respite homes and their family members/ visitors regarding Boundless' visitation guidelines. Page Break

Appendix A  
Visitor COVID-19 Education Sheet

Risk	Risk Mitigation
<p>COVID-19 spreads easily and is believed to be spread primarily through airborne droplets from an infected person's speech, coughs, and sneezes. When enough droplets from the air enter the mouth or nose of another person, that person can become infected.</p> <p>People without known symptoms can spread the virus to others.</p>	<p>Recommending visits occur outdoors allows droplets to be dispersed and decreases the droplets that accumulate in the air for other people to inhale. If outdoor visitation is not feasible, using designated locations which allow for social distancing reduces the risk of droplets passing from one person to another.</p> <p>Recommending the wearing of face coverings for all residents and visitors and requiring the wearing of face coverings for staff decreases the number of droplets expelled by speech and potentially inhaled by another person.</p> <p>Limiting close personal physical contact decreases the risk of droplet or contact transmission.</p>
<p>Droplets that land on surfaces and are transmitted to a person's mouth nose or eyes may spread the infection.</p>	<p>Teaching/assisting people to wash their hands before visits and to keep their hands away from their faces until hands are washed again after the visit.</p> <p>Cleaning and sanitizing touchable surfaces before and after visits.</p> <p>Using hand sanitizer before touching any surfaces after the visit.</p>

<p>People with some underlying health conditions have a higher risk of an adverse outcome from a COVID-19 infection? These include:</p> <ul style="list-style-type: none"> <li>. diabetes</li> <li>. severely obesity</li> <li>. older than 65 years old</li> <li>. known respiratory issues</li> <li>. known cardiac disease, including hypertension</li> <li>. immunocompromising conditions (ex: HIV, cancer, post-transplant, Prednisone treatment, etc.)</li> <li>. renal disease</li> <li>. other underlying health problems</li> </ul>	<p>Health screening of visitors before the visit.</p> <p>Recommending maintaining a social distance of at least 6 feet during the visit.</p> <p>Recommending the use of face coverings during the entire visit.</p> <p>Recommending the avoidance of personal contact during a visit.</p> <p>Thoroughly washing hands after a visit.</p> <p>Cleaning gifts before they go to a person's living area.</p>
<p>Roommates or housemates with high-risk health conditions.</p>	<p>Support ways for roommates or other residents to be socially distant from visitors of other residents in the home. This may include staying in areas where the visitation is not occurring and activities in their own bedroom.</p>
<p>Visitors who may not want to wear face coverings or maintain social distancing.</p>	<p>Educate visitors on the risk to the individual and maintain social distancing. housemates.</p>