



Policy Name: COVID-19 Visitor Protocol

Policy Owner: Operations

Status: Final Document

Approval Date: June 10th, 2020

Revision Date: N/A

Purpose:

The purpose of this protocol is to provide guidelines to allow New England Village residents the opportunity to receive visitors on a limited basis during the COVID-19 pandemic while adhering to recommended safety guidelines from the Centers for Disease Control and Prevention (CDC), the Massachusetts Department of Public Health (DPH) and the Department of Developmental Services (DDS).

Scope:

The scope of this protocol pertains to all visitors to residents of New England Village, Inc.

Procedure:

All visits must occur within the following protocols:

1. All visits must be scheduled:

- Visits must be scheduled at least 24 hours in advance for visits occurring Monday through Friday. All weekend visits should be scheduled no later than by 3pm on the Friday prior. Visits that are not scheduled in advance are not permitted at this time.
- Visits can be scheduled during the hours below by contacting the Program Manager.
 - Monday through Friday - 4pm through 6:30pm
 - Saturday and Sunday - 10am through 7:00pm
- Visits will be limited to no more than 30 minutes to limit exposure and to ensure that staff can assist with the visit as required.
- Visits will be limited to no more than one visit per week.
- When scheduling the visit, please consider asking visitors if they and their loved one will be able to adhere to the required social distancing. This may be confusing for some individuals or counterintuitive for them emotionally. Visits are not recommended for all individuals.

2. Visit limitations:

- Only one visit can occur at a home at a time.
- Children and at-risk people are strongly encouraged to remain home.
- Visits will be limited to 2 visitors at a time.



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- We are unable to accommodate out-of-state visitors at this time due to DPH guidelines that require that all travelers arriving to Massachusetts should self-quarantine for 14 days.
- Visits must take place on the grounds of New England Village.
- No food should be brought to the visits.

3. Visitors must be screened:

- Upon arrival, visitors should wait in their car and call the home to notify staff of their arrival.
- Staff assigned to supervise the visit will meet the visitors at their vehicle to conduct the screening.
- All visitors must be screened prior to visiting with a resident.
 - Each visitor's temperature will be taken and recorded.
 - Each visitor will complete a symptom and exposure screening.

4. Use of Personal Protective Equipment (PPE):

- All visitors are required to wear a face covering/mask during the visit.
 - Visitors should bring their own face covering, in order to preserve the program's PPE supply. However, if a visitor does not have a face covering, one will be provided.
 - Residents will also be encouraged to wear face coverings if they can tolerate it and do so safely.

5. All visits must occur outside and must follow social distancing guidelines, remaining 6 feet apart:

- Staff will designate a socially distant area outside of the home for the visit to occur. Residents and their visitors must remain physically distant with no physical contact (e.g. hugging, etc.) to minimize exposure.
- Visitors will not be allowed entry into the home for any reason. Portable restrooms will be available for use. The only exception to visitors entering the homes are for certain compassionate care situations.
- A program staff member must remain with the resident at all times during the visit.



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- Staff and visitors should be mindful of the weather forecast and reschedule or cancel visits if the weather is not conducive to an outdoor visit.

6. After each visit the following protocols should be followed:

- Staff supervising the visit should inform any individual who participates in visitation that if they develop signs and symptoms of COVID-19 as outlined on the symptom screening within 2 days after the visitation, they must immediately notify the program manager.
- If the designated outdoor area includes chairs, tables, or a picnic bench, all surfaces should be disinfected using an EPA-approved disinfectant for use against SARS-CoV-2 after each visit.
- Please send the completed COVID-19 Visitor Screening to Mae McNamara or Kristin Carlander.

7. Visitation Protocol is Subject to Change:

- Failure to adhere to the above guidelines may require the termination of the visit and may result in a temporary ban on visitation.
- New England Village may need to prohibit visitation on a case-by-case basis, if a resident or staff tests positive or shows symptoms of illness, or it is determined visitation cannot safely be accommodated for residents, visitors, or staff.

Approved: _____

Date: 6/10/2020