
COMMUNITY LIVING SERVICES PROGRAM
Visitor Policy During COVID-19

I. Purpose

To establish and describe policy and procedures for visitors to New Star community living facilities during COVID-19 recovery.

This policy is in effect for specific counties that New Star serves when the Community Levels for those counties determined by the CDC are at "high."

II. Policy

Visitors to New Star community living facilities must agree to adhere to the following guidelines to prioritize the health and safety of all New Star consumers. In addition to the following procedures, New Star visitors are assumed to understand the health risks of COVID-19 and the importance of taking steps to minimize exposure for all the residents of the home. This policy applies to all CILA homes operated by New Star; it does not apply to ICILA.

III. Procedures

A. Indoor Visits

- Indoor visits to New Star community living facilities will be allowed beginning March 15, 2021.
- Indoor visits must be prescheduled 7 days in advance
- Indoor visits are limited to a maximum of 30 minutes.
- Indoor visits include a screening of visitors for temperature and symptom reporting, and hand sanitizing
- Indoor visits are limited to 1 visitor who must maintain social distancing with the individual and any staff needed to assist
- Visit will take place in designated area (which will vary based on the facility)
- Visitors will not be granted access to residential living areas beyond the designated visitor space for any reason. (e.g., restroom), so the visitor must plan accordingly.
- Visitor and consumers must both wear masks for the duration of the visit *regardless of their vaccination status*
- Any activities that would require removing mask should be avoided (e.g. eating)
- Surfaces encountered by the visitor will be sanitized after the visit.
- Visitors are encouraged to sanitize their hands after the visit

B. Outdoor Visits

- Outdoor visits must be prescheduled 48 hours in advance
- Outdoor visits are limited to a maximum of 1 hour
- Outdoor visits must include screening of visitors for temperature and symptom reporting, and hand sanitizing
- Outdoor visits are limited to no more than 2 visitors who must maintain social distancing with the individual and any staff needed to assist
- Visitors must not take individuals off the grounds
- Visitors will not be granted access to indoor areas (e.g., restroom), so the visitor must plan accordingly.
- It is preferable for visits to be contact-free. If contact does occur, it is recommended that the individual wash hands thoroughly and change clothes when returning indoors. Items such as wheelchairs or other touched items need to be cleaned and disinfected
- Hand sanitizer will be available to visitors and individuals before and during the visit
- Virtual visits (Facetime, Skype, Zoom, etc.) will also be available in lieu of or in addition to the current visitation options.
- Visits should take place in structured settings that encourage social distancing
- The outdoor area for the visit should not be entered or used until cleaned after the visit
- Any activities that would require removing mask should be avoided (e.g. eating)
- Visitors should plan to avoid sharing items such as balls, games, or craft supplies
- Visitors are encouraged to sanitize their hands after the visit

C. Visitors Rights and Responsibilities

Visitor Rights:

- Visitors have the right to visit their loved one with notice as long as they follow proper safety precautions.
- Hand sanitizer will be available before and during the visit. We encourage the use of hand sanitizer before and during visits.
- Visitors have the right to be protected from the spread of the virus from other consumers at the home through enforcing social distancing.
- Visitors will always have the right to prefer virtual visits (e.g. Facetime, Zoom, Skype, etc.) if it better suits their needs.

Visitor Responsibilities:

- Visitors must agree to sign-in, have temperature taken, complete a health screening & use hand sanitizer upon arrival.
- Visitors must wear face coverings for the entire duration of the visit
- Visitors must agree to minimize physical contact when possible as decided as necessary by the team.

- Visitors must agree to follow visitation guidelines required by New Star to maintain the health and safety of all residents.
- Visitors assert that they understand the health risks of COVID-19 and the importance of taking steps to minimize exposure for all the residents of the home.
- Visitors must acknowledge potential cancelation or reschedule of visits on short notice depending on the availability of staff, or the health status of any resident in the home or weather conditions

D. Subject to Change Clause

- These policies and procedures are subject to change as the situation in Illinois, Cook County, and worldwide regarding COVID-19 also changes. As the governor and other municipalities update their regulations, this document will be updated as new information unfolds.