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**COMMUNITY DAY SERVICES PROGRAM**  
Visitor Policy During COVID-19

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## **I. Purpose**

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

## **II. Policy**

Visitors to New Star day services facilities must agree to adhere to the following guidelines to prioritize the health and safety of all New Star consumers and staff. 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 everyone in New Star buildings. This policy applies to all buildings operated by New Star for day services activities; it does not apply to CILA homes or ICILA apartments.

## **III. Procedures**

### **A. General Visitor Rules**

- Visitors will be required to wear a face covering at all times. New Star will make a small supply of masks available for visitors who come ill- prepared which can be received at the front desk at each location.
- Visitors will be subject to a health and temperature screening before entering the property. Any visitor reporting COVID-like symptoms or who exhibits a fever over 100.0 will not be permitted to visit.
- Visitors are required to sign-in when they arrive.
- Visitors will be asked, to the greatest extent possible, to maintain social distancing with the consumer that they are visiting and other residents in the home.
- All visitors must be escorted from the waiting area to the area of their scheduled appointment. No visitor may travel throughout New Star buildings alone.
- Starting immediately, there will be no unscheduled tours. Tours will only be scheduled during times when there are no consumers in the buildings due to health and safety concerns

### **B. Before and After the Visit**

Before the Visit:

- Visits must be scheduled at least 48 hours in advance.

- Only those who have offices at the location and scheduled appointments will be allowed in our buildings. This is to ensure the exposure to staff and consumers to the general public is minimized as much as possible.
- Visitors are required to use hand sanitizer before and during their visit.
- Visitors should arrive no more than 10 minutes early to scheduled appointments and wait in the lobby of the building for their appointment time.

After the Visit:

- All surfaces encountered by visitor during the visit will be disinfected.
- Visitors are encouraged to use hand sanitizer upon termination of their visit.

**C. Subject to Change Clause**

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