
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.

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 apartments.

III. Procedures

A. Indoor and Outdoor Visits

- Indoor visits to New Star community living facilities will be allowed beginning April 1, 2021. Outdoor visits have been ongoing.
- All visits must be prescheduled 2 days in advance
- Visits are limited to a maximum of 1 hour.
- All visits include a screening of visitors for temperature and symptom reporting, and hand sanitizing
- Visits are limited to 2 visitors 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
- 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. 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

C. 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.