
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. General Visitor Rules

- Visits are limited to one hour maximum.
- Up to three visitors are permitted per consumer at one time.
- Visitor and consumer must stay outdoors on the property. Visitors are not permitted indoors (including to use the restroom facilities) and visitors are not permitted to take consumers off the property.
- Visitors are required to wear masks while on the property. Any activities that would require the removal of masks (e.g. eating) are discouraged.
- Physical contact between visitor and consumer is discouraged.
- Any activity that involves the sharing of items, such as catch, puzzles, or crafts, is discouraged.

B. Before and After the Visit

Before the Visit:

- Visits must be scheduled 48 hours in advance. Visits scheduled within 48 hours outside of an emergency basis may not be able to be accommodated.
- New Star reserves the right to cancel any visits due to weather, health status, staffing, or any unforeseen circumstance. If this occurs, New Star will work with the visitor to the greatest extent possible to reschedule the visit.
- Visitors are required to use hand sanitizer before and during their visit.

After the Visit:

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

C. Visitor 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. Face Time, Zoom, Skype, etc.) if it better suits their needs.

Visitor Responsibilities:

- 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 100.4 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.

D. 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.