

The Arc of Rensselaer County
COVID-19 Pandemic
Family and Community Supports Visitor Screening

In an effort to have our individuals reconnect 'in person' with their families, on July 1, 2020 we will begin the screening process to possibly allow visitors at our homes using the guidelines below. To ensure we continue to minimize the spread of COVID-19, any visitors must adhere to this policy in order to visit a person supported by The Arc.

Points of Understanding:

- At this time, individuals are still unable to leave our homes to go with their family member (s).
- Visitation will not be allowed in homes that have an individual who is positive for COVID or if anyone is in 14 day quarantine or isolation / self – monitoring. Allowances for visitation will be contingent on the status of our COVID numbers and any direction from the State Government or Department of Health can supersede this policy. Family members will be notified if this occurs.
- Visitation may also be denied based on the current health condition or underlying health conditions of any one person in the home. ***The Arc reserves the right to suspend visitation due to the COVID pandemic and as it relates to limiting exposure control while attending to the health and safety of the individuals in the home for any reason.***
- Visitations must be scheduled in advance. Staff will be present for all visits to ensure there are no exposure issues/concerns during the visit. There will be some allowances for unsupervised visits as they relate to the mental health needs of the individual and their ability to comply with precautions.
- If visitation is to occur, both the individual being supported and the family member must comply with social distancing and being able to wear a mask; if the person supported or family member does not understand or cannot comply with either of these precautions visitation can be denied. This will be continued to be reviewed; it is not meant to be a permanent decision.
- There will be no more than two people to visit one person at one time. The two people visiting must either live together or attest that they have frequent and regular contact with one another. All Visitors must be 18 or older; any exceptions must be requested in writing to Tracey Hempel and she will contact OPWDD
- The Arc plans to evaluate the schedule of visitations especially for any person supported by the agency who has multiple (greater than 2 people) who wish to visit them; for example family member 1 & 2 may visit on the 1st, family members 3 & 4 may need to wait two weeks for a visit. We will be continually evaluating our processes.

We want to partner with all stakeholders to be able to visit with their loved ones and also balance any health or COVID related concerns.

Families will be asked to watch this videos, which can be found on agency website under Coronavirus: <https://www.nbcphiladelphia.com/news/coronavirus/face-masks-greatly-reduce-risk-of-covid-19-watch-this-video-to-see-how/2435392/>

<https://www.youtube.com/watch?v=bHM9RfCPTNI>

<https://www.youtube.com/watch?v=Rn7LhJeqYil>

Screening and visitation process:

The Arc has developed a screening questionnaire for all individuals entering into Arc work spaces and IRAs, starting with our employees in March. The questionnaire is very much a necessity to continue to manage any potential to exposure to COVID and to keep the people we support safe and healthy. As we all know, our folks have been “in lock down” since March 15th and any exposure is going to come from people on the outside coming in.

We are going to ask any visitors to abide by what we have in place for all of our staff; prior to visiting, visitors will need to do the following:

1. All visitors need to call the Residential Manager at least 24 hours in advance to schedule a day/time to visit.
 - This is to ensure that multiple visitors are not scheduled on the same day/time.
 - The administration will need to have a preliminary conversation about visitation expectations and exposure potential (prescreening questions).
 - If the individual supported has medical concerns, the administration will make the final determination on whether or not visitation can occur based on this initial conversation.
 - Visits should be limited to two family members at a time if the operations of the home can permit AND if there is adequate space to permit two visitors; if space is a problem or if any other factors arise, visitation will be limited to only one family member at one time. Please see above statement on family members.
 - Family and Friends should refrain from bringing items for the entire household. If they want to bring items it should be for the person they are visiting only (food items, presents). They must then take any leftover items home with them. If presents are brought, staff must take the item to the person's room.
2. All visitor will need to expect that all visits will take place outside in the open air and away from all other people residing in the home.
 - If there is a safety or medical issue that prohibits individuals from visiting outside, arrangements will need to be made for a well ventilated area of the home where other people will not be occupying this space. Manager will need to work with the administration on any inside visitation requests.
 - Individuals will not be able to leave their home with their family member.
 - If there is no outside location by the IRA for visitation, the visit can be scheduled to occur at the BCS sensory garden by calling Carrie Painter. All steps included in this procedure must still be followed if at BCS. Visits cannot occur inside BCS.
3. When a visitor arrives, they must ring the doorbell or knock. Staff will come to the door and give the family the screening questionnaire to be completed. Staff will review the answers and temperature; if approved, the staff will document the visitors name onto Employee/ Visitor Log –no other information is needed as we are collecting the screening questionnaire.

4. Once the visitor has passed the screening process, they will need to wait outside as staff will get their loved one.
 - Visitor should utilize hand sanitizer as an extra precaution even though no contact is expected to occur.
 - If possible there should be a discussion if the visitors needs to bring their own chair (camping / folding chair)
5. Visitors must have on a mask and the mask cannot have a valve – no one can enter without one.
 - If there is not an extra at the IRA; we would be able to get you one – our storage is at our main office 79 102nd St (during office hours only M-F /8:30a- 4:30p).
6. Every home will determine a designated outside meeting space that is large enough to ensure the mandated 6-foot social distancing requirement including chairs being pre-set up.
 - There will also be a documented sanitizing process for cleaning and disinfecting the space before and after each use.
 - Staff will be present and will be asked to ensure precautions are followed
7. Staff need to explain to our individuals (all who reside in the IRA) on why the visits will occur outside, when and where they will take place and how the 6-foot distance will look.
 - If the person will tolerate a mask, they should be wearing one as well.
 - If social distancing or use of a mask is not followed during the visit, the visit will end. This may also affect future visitation.
8. If there are multiple visits being scheduled, staff should make every effort to keep visits to no more than an hour to ensure there is time for all of the visitors.
9. Once visits are over, individuals need to sanitize or wash their hands prior to going back inside the house. Staff will be required to sanitize the meeting area before and after every visit.

As of June 24, 2020, Governor Cuomo has announced that any person who has traveled from (identified) other states must complete a two week quarantine. This will affect our triage of visitation especially for families who already reside or have recently traveled to other states.

The Arc of Rensselaer County IRA Visitation Planning Form

Address of IRA:

Opt Cert:

Individuals who reside in the IRA:

Visits need to be scheduled at least 24 hours in advance and there can be no more than 2 visitors for one person at one time (as long as space permits two visitors); each person visiting needs to wear a mask and be asked exposure questions and have their temperature taken.

Frequency of visits will be determined by individual and staff availability, as well as the weather and availability of the space. We will also take into consideration how the previous visit went and were there any issues with the visit, the individual's reaction during or after the visit. This is to ensure all precautions were maintained and that the visit is in the best interests of the individual.

Who will the family contact to set up the visits and preset families with expectations of the visit?

The area that is used for visitation must be sanitized before and after each use; whoever is scheduling visits needs to ensure there is enough time in between visits for cleaning and there is no overlap of visitors at the IRA at one time.

What will the process be for sanitizing the area.

Visits need to take place outside; there needs to be enough space for 6ft of social distancing; families need to understand that if social distancing (or wearing a mask) is not maintained, the visit will be ended. Staff will need to be present during the visit.

Prior to determining the location for visitation, there must be assurances made that the area is not used by the greater community and result in exposure issues. IF there is no place, we can use BCS sensory garden. This needs to be scheduled through Carrie Painter.

Where will the visits take place?

Medical vulnerability must be taken into consideration when managing visitation, however, seeing loved ones is also essential for social and emotional health. In situations in which there is a medical vulnerability, the conversation must be had with the family about the best avenue to take regarding visitation. The final determination will be left to the program administration; we want to partner with families by obtaining their feedback on this matter.

Please identify who has a concern of medical vulnerability and determine who the best person is to have the conversation with the family regarding this matter. Results of conversation should be documented and discussed with RN supervisor and AED.

Unpredictability, concerns or challenges with how an individual may react when seeing their family. This could include behavioral issues or inability to maintain social distancing. The team must determine the best person to contact the family regarding these concerns and determine an avenue for visitation or no visitation. . The final determination will be left to the program administration; we want to partner with families by obtaining their feedback on this matter.

Please identify who has a concern of unpredictability and determine who the best person is to have the conversation with the family regarding this matter. Results of conversation should be documented and discussed with RN supervisor / behavioral support specialist and AED.

The Arc of Rensselaer County
No visitation justification

Address of IRA:

Opt Cert:

Individuals who reside in the IRA:

COVID-19 has disrupted our lives in ways that are unimaginable. In order to keep the people we support safe, we need to determine the appropriateness of visitation to our IRA's. We feel visitation is a right as well as an important part of an individual's social/emotional health sometimes there may be contributing factors that could result in The Arc from denying visitation to family or friends. We do not take this decision lightly, nor do we want to make this decision alone and will partner with families on the concerns we have.

1. What is the primary concern that has been raised for possibly denying visitation at this time?

2. Who spoke to the family and who did they speak to?

3. What was the discussion?

Please bring this information to the program administration and RN supervisor for final determination on visitation. The behavioral support specialist should be included if the concern is related to a behavioral response or negative mental health impact.

Administrative Decision/ specify duration in place for:

Screening Questions for Family and Friends

Visitor Name/ Address & phone number

Individual Visiting

Date:

Time:

Location

I attest that I have watched the instructional videos? YES/ NO If not, there can be no visit

Please take your temperature:

Learning to take a temperature with a temporal thermometer: WatchVideo on Website if needed

1. Clean thermometer with a disinfecting wipe
2. Perform hand hygiene
3. Remove protective cap
4. Clean the thermometer tip with an alcohol swab
5. Place tip flat on the center of the forehead
6. Press "on" button, thermometer will begin to beep
7. Slide thermometer straight across forehead just to hairline
8. Release button and read temperature
9. Document temperature **HERE:** _____; any temperature at or above 100, you cannot enter – no exceptions here

1. Please attest that you have none of the following symptoms (even if not accompanied with a fever). These symptoms are defined as a recent onset and not something that is related to another medical condition someone may have

Symptom	Yes Or No
Dry Persistent Cough	
Difficulty Breathing	
Repeated Chills/ Shaking	
New loss of taste and / or smell	
Sore Throat	
Muscle Pains	

- o If you answer yes to any of the symptoms, you may not enter.

2. Identify any risk of potential exposure: . (Tracey 518-365-4733 / Kelly 518-928-1352)

Question	YES	NO
Have you been following NY on Pause by social distancing and not socializing with people outside your immediate circle (household, child care provider)?		
If no, do you regularly wear a mask and practice universal precautions? If no, no visit yet; Contact Tracey /Kelly to triage		
Have you or have you had contact with or reside with anyone who has recently		

traveled? Where were they? _____ Did they have to Quarantine? _____ This is intended to address any travel outside of the immediate capital district that resulted in contact with the public / community – or if you traveled anywhere that there are known cases or is considered at “hot spot”. If yes contact Tracey/Kelly to triage visit		
Have you had contact with or reside with anyone who is COVID -19 positive? When? _____ What were the circumstances? If yes, no visit yet. Contact Tracey /Kelly to triage		
Have you been asked to Quarantine or Self Monitor by DoH or a physician? When ? _____ What were the circumstances? If yes, no visit yet; Contact Tracey/ Kelly to triage		
Do you work currently or have you worked within the last 14 days, at a location where an individual tested positive for COVID-19, please explain? If yes, no visit yet; Contact Tracey / Kelly to triage		
To your knowledge, have you been in contact with or reside with any person who has been contacted by their employer or the Department of Health for COVID-19 within the last 14 days about a possible exposure or need to quarantine? If yes, do not enter. Contact Tracey/ Kelly to triage		

To limit and control any potential exposure we ask you to follow the Rule of 6; these are important to follow even if you are utilizing a mask and even if you are not suffering from a fever

- 1) Washing your hands – often
- 2) Keeping your hands away from your face
- 3) Managing exposure potential (formerly NY on Pause)
- 4) Practice Social Distancing
- 5) Cleaning – often especially shared surfaces / bathrooms
- 6) Monitoring your health (as listed in symptom list)

I hope you can see our need to be diligent to ensure you are already screening yourselves prior to coming visiting someone who resides in this home operated by The Arc. **Please sanitize your hands prior to beginning of visit.**

This form needs to be reviewed by staff prior to entry; in the event that you are unable to enter the home, we will also be open for virtual visit if you want to facetime or do a zoom call.

I, _____ (please print) attest to the fact that the answers I have provided are accurate and represent my current health status as well as my exposure potential to the individuals supported at The Arc.

Signature

Date