

COVID19 Visitor Guidelines – 6-19-20

Management Talking Points – Communicating ability to support visits with family & friends

Introduction to conversation: I'm calling to let you know of very recent changes that have been announced about our ability to support family and friends to visit people we support in our supervised IRAs. I know these last few months have been challenging for everyone, especially the inability to spend time with loved ones as we are used to. I want to thank you for your partnership with us through this period as we've worked very hard to keep everyone we support and our employees healthy and safe.

As we prepare to again support visits at our homes I wanted to share some important information with you.

- a. OPWDD just announced, as of 2pm on 6/18, that they are giving agencies the option of allowing visits to occur under specific conditions
- b. Lexington has chosen to move forward with partnering with families/friends to allow specific types of visits to occur safely for all involved
- c. We are currently working diligently to develop our procedures and plans so that we can be in compliance with the rules OPWDD has laid out
- d. We are also working with all of our support staff to make sure they understand what the expectations will be when visits occur, and so they can collaborate with the family and persons we support to make sure that each visit occurs safely
- e. We wanted you to know of our decision to support visits and our ongoing efforts to keep your family member and everyone else we support and employ healthy and safe during this challenging time
- f. If you would like to schedule a visit we can do that at this time. Given the work we need to complete to make sure we comply with all OPWDD rules, and given the training we need to provide to our employees, we are beginning to schedule visits as soon as Monday, 6/22/20. If you feel it is urgent to have an earlier visit I will need to get back to you after assessing whether or not we can safely accommodate the request.
- g. We would like to review with you what the expectations will be for upcoming visits. These expectations were developed in a manner that will allow us to partner with family and friends as we support people to visit with loved ones. We can also send you a document we've created that will describe to you what will be expected from you, your family member and from our employees during upcoming visits. If you would like this shared with you can you please share with me of your email address or cell phone number so I can send you a link to the document.
- h. Manager will then refer to COVID19 Visitor Guidelines and Family/Friend Visit Log to share expectations with family member or friend