



Home Visit Protocol

(Effective 11/13/2020)

Dear Friends and Families,

With the holiday season quickly upon us, the Head Injury Association is revising its visitation policy. Recognizing the “spike” in the number of COVID-19 cases, we are using an abundance of caution to protect your loved ones. We understand the importance of families visiting, therefore, we are implementing the following strategies to continue to prevent the spread of COVID-19 and ensure the health and well-being of our residents, staff, and visitors.

Individuals may continue participation in daytime home and family visits with all appropriate risk mitigation strategies in place. At this time, overnight visits **will not** be permitted. Daytime home visits must include safe social distancing, use of masks or other face coverings when tolerated, meticulous attention to hand washing and proper cleaning and disinfection.

Families are reminded that during any off-site visit, exposure to members of different households and to public places, in general, should be done with caution and on an extreme limited basis. Good hygiene must be practiced and safe social distancing should be maintained, whenever possible. Consistent with Executive Order 202.17, masks must be worn in public at all times, to the extent they can be medically tolerated.

Individuals may participate in daytime home or family visits **only** if all of the following circumstances are met:

1. The individual is not suspected or confirmed to have COVID-19, and is not under any quarantine or isolation requirements;
2. The individual passes a health screen and temperature check immediately prior to leaving the certified residence;
3. The individual washes their hands immediately prior to their departure from and return to the residence;
4. The location(s) of the visit does not include: (a) any household member suspected or confirmed to have COVID-19; (b) any household member who has been exposed to COVID-19 in the prior 14 days; or (c) any household member displays any symptoms of COVID-19 in the preceding 14 days; AND
5. Families ensure that individuals are washing and/or sanitizing hands throughout the day, implementing social distancing whenever possible, and wearing face coverings whenever social distancing cannot be maintained in public.

In order to be able to sufficiently trace and track any potential COVID-19 exposure, Head Injury Association is required to maintain a daily log of all daytime home visits and other visits off site from the certified residence. Daily logs must include the following information:

- The names of any individuals who participated in a home visit, including the address of the home visit, and the dates and times such visit started and ended;
- Confirmation that person(s) picking up or receiving an individual for a home visit denied that anyone in the housing had any known exposure to COVID-19 in the prior 14 days;

- Confirmation that person(s) picking up or receiving an individual for a home visit denied that anyone in the household has exhibited any of the following symptoms within the last 14 days:
 - Cough;
 - Fever of 100.0 degrees or greater;
 - Sore Throat;
 - Shortness of breath;
 - Headache;
 - Chills;
 - Muscle Pain; and/or
 - New loss of taste or smell.

Confirmation that the individual participating in the visit passed their health screen immediately prior to participating in the home visit;

Addresses of any and all places the individual spent time during the home visit, including the names of other people spending time in close contact (within 6 feet) or proximate contact; AND

Confirmation that the individual passed their health screen upon return from the home visit.



On-site Visitation Policy

Revised 11/13/2020

We understand the importance of families visiting their loved ones, therefore, we are implementing the following strategies to continue to prevent the spread of COVID-19 and ensure the health and well-being of our residents, staff and visitors.

The following will be the protocol that Head Injury Association staff, the individuals and their families will be expected to follow in order to ensure safe and enjoyable visits.

1. This protocol is established based upon NYS guidance that is available at this time, and is subject to change, without notice, as such guidance is modified.
2. All such visitation can occur specifically from 6:00p – 8:00p, Monday thru Friday, and 10:00a – 3:00p, Saturday and Sunday.
3. Head Injury Association will be cognizant of the time spent visiting in order to maximize access to visitation by all residents; therefore, visits will be limited to one hour.
4. All such visitation needs to be prearranged a minimum of 24 hours in advance and scheduled by family members with house management. Visits shall be staggered in half hour intervals so as not to have multiple families visiting in a shared space at one time and to ensure adequate time to disinfect between visits.
5. All other residents will be notified ahead of time that visitors will be present and advised how to remain socially distant from them.
6. Head Injury Association will thoroughly discuss the potential risks and benefits of the visitor's presence with the visitor and the resident ahead of a scheduled visit.
7. In order to ensure safety, all such visits will need to be supervised by staff.
 - a. Any physical contact or any other variation to this protocol made by participants or family member during a visit will be interrupted appropriately by supervising staff and the visitor will be asked to leave.
8. To ensure safety, only one family unit will be allowed to visit the facility at any one time, such family units must be limited to no more than two persons at a time, with no family member being younger than 18 years old.
9. All such visitation must be conducted in the outdoor areas (weather permitting) within the grounds; for infection-control purposes. Accommodations may be made for individuals with specific considerations.
 - a. Visitation exercised inside the facility shall only occur in a designated area where disinfection, social distancing, and separation from other residents can be safely implemented.
 - b. Visits may occur in single bedrooms, ideally no more than two visitors will be permitted. Visitors must remain in the resident's room throughout the visit except when directed by staff to leave.

10. All visitors will be expected to participate in an initial health screening, following the same pre-entry protocol as staff. Visitors must undergo symptom and temperature checks and shall be denied visitation if they report any COVID-19 exposure or symptoms during the prior 14 days, or have a temperature of 100.0 degrees Fahrenheit or over.
 - a. The results of this screening are to be documented on the programs' Staff/ Visitor Log for the day which will also include name and contact information, as well as the location within the facility/property that visitation occurred.
11. During the visit, all family members will be expected to wear Personal Protective Equipment, specifically regarding masks. The use of gloves and gowns is at the discretion of the visitor. All such PPE will be supplied by the agency as needed, but will need to be discarded by the family members on their own accord.
 - a. Visitors who refuse to wear a face mask will be asked to leave the facility.
 - b. Visitors must sanitize their hands upon arrival and perform meticulous hand hygiene throughout the visit.
12. Social distancing, at a distance of at least six-feet, is expected of all participants at all times during the visit.
 - a. Management staff should be aware of any situation where social distancing could be a greater challenge, and should gain whatever guidance they may need to ensure that social distancing occurs.
13. House management staff are to ensure that program staff, individuals and associated families follow this protocol to the best of their and their staff's ability.
14. Management staff are expected to forward any person expressing issues or problems with any of the limitations or prohibitions contained in this protocol to their immediate supervisor.
15. This protocol is strictly in the context of on-site visitation by non-agency persons; particularly family members.
16. This visitation protocol will need to be suspended for any program location that becomes quarantined due to any health-related issue.
 - a. Visitation will not occur with any individuals who are currently in quarantine due to exposure for COVID-19 or isolation for positive COVID-19 test.
 - b. Head Injury Association will notify visitors, at the time they are scheduling a visit, whether there are any positive or suspected cases of COVID-19 in the home.
17. This visitation protocol will need to be suspended for any program location that becomes quarantined due to any health-related issue.
 - a. Visitation will not occur with any individuals who are currently in quarantine due to exposure for COVID-19 or isolation for positive COVID-19 test.