

VISITORS TO ICF/DD – Policy & Procedures
ICF/DD Programs

I. Policy

- A. Visitors are an important part of life. Visitors keep persons served connected to home and community.
- B. This policy and procedure is to maintain the safest possible environment while ensuring a positive experience for both persons served and visitors.
- C. Space will be provided for persons served to receive visitors in reasonable comfort and privacy.
- D. ERC will promote visits by individuals with a relationship to the persons served (such as family, close friends, legal guardians and advocates) at any reasonable hour, without prior notice, consistent with the right of that person served and the rights of the other persons served living in that home.
- E. To ensure the rights of persons served, an Interdisciplinary Team (IDT) may determine that particular visits would not be appropriate.

II. Scope

- This procedure applies to all visitors of the ICF/DD Programs.

III. Definitions

- “Incidental use” of private healthcare information is defined as a “secondary use or disclosure that cannot reasonably be prevented, are limited in nature, and that occur as a byproduct of an otherwise permitted use or disclosure.”

IV. Procedures: General Visiting Hours/Guidelines

- A. If there are any limitations of visitors for persons served living in the ICF/DD homes, these are recorded by the IDT with reason and limitations given.
- B. Decisions to restrict a visitor must be reviewed and re-evaluated each time the Individual Program Plan (IPP) is reviewed or at the persons served request.
- C. Recommended visiting hours are Monday – Friday between the hours of 3:00 p.m. and 8:00 p.m., and Saturday – Sunday from 10:00 a.m. to 8:00 p.m. to ensure the privacy and needs of the other persons served.
- D. It is recommended that only two (2) visitors who are unrelated to the person served be allowed to visit at any one time.
- E. All children 12 and under must be accompanied and supervised by an adult at all times.
- F. Staff have the right to request that a visitor leave at any time based on the condition of the person served or other persons served in the home require this or if the behavior of the visitor is causing concern to persons served or staff.
- G. Individuals who have left the employment of ERC in good standing are permitted to visit. Individuals that have left the employment of ERC and are not eligible for rehire are not permitted to visit without the permission of the administrator (or designee) and the persons served/guardian.

V. Privacy and Safety

- A. Visitors who have special needs must be attended by a responsible party, unless the Residential Director, or designee, has otherwise approved.
- B. Visitors who have been exposed to an infectious disease must refrain from visiting until they are no longer infectious. Examples would include coughs, colds, sore throats, diarrhea, vomiting and also infectious diseases such as chickenpox and measles.
- C. Noise of any kind that is disturbing to persons served is prohibited.
- D. Smoking or use of tobacco inside the homes is prohibited. Designated smoking areas must be used and products disposed of properly.
- E. Alcohol is prohibited from being brought into the homes. Only beverages that meet the dietary guidelines of persons served may be brought in to the homes.
- F. Visitors must refrain from using private bathrooms. A public bathroom is available for use in each home.
- G. There is zero tolerance of abuse of persons served. Visitors will be asked to leave and the Springdale Police Department will be notified if abuse is suspected or witnessed.
- H. Visitors who treat staff disrespectfully will be asked to leave. If a visitor places any staff member in danger, 911 will be called.
- I. Visitors are permitted take photos only of the person they are visiting. Anyone else that may be in the photo must give verbal consent.
- J. ERC makes every effort to maintain privacy of confidentiality of private healthcare information about persons served. ERC staff may only share confidential information with guardians and with people that the individual served has given written permission to do so.

VI. Reviewed/Approved by:

Reviewed: 2/2011, 4/2014, 4/2019

Revised 4/29/2014, 5/2015, 5/2019

BOD approved the policy on 08/28/2014



Executive Director, or designee

06/11/19
Date



Residential Director

6/11/19
Date

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