

TO: Visitors to Psychiatric Rehab (PRD) Group Living Environments (GLE) and Developmental Service (DS) Residential Programs
FROM: Jeanne Russo, Senior Vice President; Joseph Gomes, Senior Vice President;
DATE: October 5, 2020
RE: Visitation Policy to Vinfen Residential Programs in Massachusetts

We understand how difficult it has been for family members and friends to stay connected to loved one's during this pandemic of COVID 19. In particular the inability to visit loved ones that reside in residential programs has been very difficult for both the individual living in the residence and the family member or friend. This precaution was necessary however, in order to ensure that the spread of the COVID 19 virus was contained. Our Massachusetts state funders have now determined that inside visitation may occur with certain precautions, such as social distancing and face coverings, are strictly followed. Starting October 10, 2020 Vinfen's residential programs in Massachusetts with adequate space will start allowing inside visitation following the rules outlined below. Each home has the right to determine whether or not visitation can be safely permitted for residents, visitors and staff.

Designated Outdoor Area

- Visitors will be permitted in a designated outdoor area, such as a yard, patio, open porches, parking lot or driveway.
- No enclosed outdoor spaces, such as a tent, will be allowed.
- Visits will be limited to 2 visitors at one time.
- Children and at-risk people are strongly encouraged to remain home.
- Only one visit may occur at a residence at one time.
- No outdoor parties, gatherings, or barbeques are allowed.
- Failure to adhere to these guidelines will result in the visit being terminated.

Indoor Visitation

- Residential Managers, in consultation with their Senior Program Director/Residential Director, will determine if the home can accommodate indoor visitation (e.g. private area available with direct access from the outside without affecting the rest of the home. Use of alternate entrances will be used wherever possible to minimize potential spread of the virus in the residence).

- If the house is not suitable for indoor visitation, family members will be advised of this and the Residential Manager will discuss if there is a potential alternative setting for visitation.
- Visitors will complete the Visitor and Vendor Screening Tool – Residential attesting to their exposure and health status prior to entering the residence.
- Only one person served may have a visit at a time; two visits may not occur at the same time.
- A maximum of two visitations will take place per day. The visits will be separated by several hours to allow staff to clean and disinfect the space.
- No food or drink will be shared or consumed during the visits. Food may be purchased or made for the person served and will be labeled and set aside by staff for that person.
- Bathroom use for visitors will be restricted wherever possible.
- If the residence is located in an EOHHS identified high transmission region or if current conditions of the town or region deem it unsafe, then Vinfen will determine whether visitation should be allowed or not.
- Visits can be cancelled at any time due to the discretion of Vinfen and the Residential Manager.

Visitor Screening

- All visitors must be screened prior to visiting with a resident.
 - Visitors are not permitted to visit if they have symptoms of COVID 19 including felt feverish, fever, had chills, cough, sore throat, difficulty breathing, abdominal pain, unexplained rash, fatigue, headache, new loss of smell/taste, new muscle aches, nausea or vomiting, diarrhea.
 - Anyone with a fever of 100.0 or higher will not be permitted to visit under any circumstances – visitors will have their temperatures taken upon arrival.
 - Visitors are not permitted to visit if they have tested positive for COVID 19 in the past 14 days or if they have been ordered by a health care professional or local board of health official to quarantine due to exposure.
 - Visitors or visitors with household members who have traveled out of state in the last 14 days may not be permitted to visit depending on the governor’s guidance around travel outside of the state.
- Any individual who participates in a visitation and develops signs and symptoms of COVID 19 within 2 days after the visitation must immediately notify the home of the date they were on site, the individuals they were in contact with, and the locations where the visit occurred.

Face Masks

- All visitors are required to wear a face covering during the visit. The visitor should bring their own face covering with them.
- Residents will be encouraged to wear face coverings during the visit.

Social Distancing and Supervision

- Visitors and residents must follow social distancing guidelines and remain 6 feet apart at all times.
- A staff member at the home may remain with the resident at all times during the visit.

Scheduling Visits in Advance

- Visits must be scheduled with the Residential Manager at least 72 hours in advance to allow for coordination among visitors and to ensure adequate staffing is available.
- Persons served may only have one indoor visit per week at the Vinfen residence.
- No more than two visitors may visit at a time.
- It is preferable that visits last no longer than 60 minutes to limit exposure of all involved.
- All Vinfen homes will continue to support alternative electronic methods for communication between residents and loved ones such as Skype, FaceTime, WhatsApp or Google Duo.

Quarantined Homes and Isolated Residents

- Visits will not be permitted with anyone who is currently in isolation because they are COVID 19 positive confirmed or presumptive, or if the household is under a restriction or embedded status (staff are restricted and no visitors due to a COVID 19 positive confirmed or presumptive case).

Disinfecting the Visitation Area

- If the designated outdoor area includes chairs, tables, or a picnic bench, all surfaces must be disinfected using an EPA-approved disinfectant for use against SARS-CoV-2 after each visit.
- Indoor visitation areas must also be disinfected using an EPA-approved disinfectant for use against SARS-CoV-2 after each visit.
- The facilities department can direct you as to which disinfectants are to be used if in doubt.

Off-site Visitation and Community Access

- Residents may leave the home to access other community locations, including visits with family and/or friends, subject to the following:
 - The home will provide continued education on infection control and prevention practices, including but not limited to: physical distancing, masking, hand hygiene and other strategies to mitigate risk related to the specific activities/locations the resident intends to access (e.g. visiting family home, accessing community resources such as stores/coffee shops, meeting a friend, attending an appointment on their own).

- The home will ensure the resident has access to a mask.
- Staff at the home will regularly screen residents for COVID-19 symptoms and fever. If case contact tracing becomes necessary, the staff at the home will work with the resident to obtain the names and contact information for any person with whom the resident was in contact.
- To the extent possible, the home will encourage residents to limit off-site visits and activities to outdoor locations and minimize the time spent in highly populated, public areas, or other areas where the ability to social distance may be limited.
- Off-site visits and community access are strongly discouraged for any resident who is currently under isolation/restriction because they are presumed or confirmed COVID-19 positive or isolated/restricted because of close or household contact.

Visitation Policies Subject to Change

- Failure to adhere to these guidelines will require the termination of the visit and may result in a temporary suspension of visitation.
- Vinfen may continue to prohibit visitation on a case-by-case basis if a resident or staff test positive or shows symptom of illness, or it is determined visitation cannot safely be accommodated at the specific home

Thank you everyone, we hope that you and the residents are all coping as well as can be expected with this situation. Vinfen staff will do their best to ensure that this process moves as smoothly as possible for all involved. If you have any questions please speak with your local Residential Manager. Let's all stay healthy and safe during these difficult times!