Parc
CENTER FOR DISABILITIES
Where Capabilities Shine

Policy and Procedures
Program Services

Program Services: 305
Policy: Visitation
Date Updated: November 1, 2024

POLICY:
It is the policy of Parc Center for Disabilities to encourage and enable participants to visit with family and friends in their home or program, while also protecting the rights and safety of all persons served within Parc operated programs.

PROCEDURE:

1. All persons being served have the right to receive visitors.

2. Visitation shall not be restricted except in situations to protect the safety, rights, and privacy of program participants. Any visitation restrictions should be reviewed and approved by the individual's support team and, in an ICF facility, the Human Rights Committee as appropriate.

3. There are no set visiting hours and families may visit for as long as they would like. If a long visit overlaps medication time, mealtime, etc. employees will request to administer medications during the visit and discuss with family where and when meals will be provided. If visits begin to interfere with the operation of the facility or other resident rights, an Interdisciplinary Team meeting will be held to discuss concerns and find solutions.

4. All visitors must sign in with the date/time of visit and name of the resident/participant with whom they are visiting. Upon exiting Parc Programs, the guest must sign out including the time of departure from the facility. In on-campus programs, visitors must be assigned a Parc visitor badge and be escorted to the participant, office, or location as appropriate.

5. Upon entry, visitors must follow any posted health screening and/or masking practices that are in place at the time of visit.

6. Team members are expected to serve as cordial hosts for visitors. Whether the individual is known or expected, every effort must be made to give an impression of a warm and friendly environment and make the guest feel welcome. All guest names and purpose of visit should be identified and recorded by team members on duty.

7. Program participants and their visitors will be provided with a private area to conduct the visit as available. This area can be outside in a shaded area, conference room, family room, or any other area that would meet the safety, privacy, and rights of all other residents/participants. There is no cap on the number of visitors a resident may have at a given time. However, if large groups visit an alternate location to host the visit may be identified and provided so as not to interfere with the other residents' rights and use of their home.

8. If a visitor would like to see a resident's bedroom without the resident being present, this must be approved by the Program Supervisor and scheduled in advance to ensure privacy of others within the facility. If a resident would like to show a visitor their room and has a roommate, the request will be accommodated in such a way as to ensure the roommate's privacy. Unless the visitor is a known parent, family member, support coordinator or friend of a resident, staff on duty shall accompany the participant and visitor to the resident's room.

9. If, during the process of the initial greeting, a determination is made that the visitor is someone who should not be on the premises, the following should occur:

    a. Politely suggest that the individual return at a different time. For an evening visitor this would be during the day when the Program Supervisor can address any concerns. Even if this is a visitor who should not return, this action may be effective at eliminating the immediate problem and allow time to inform appropriate persons of the concern. This action also applies to a visitor representing the media or seeking information that impacts public relations. Contact the Program Supervisor/On-Call immediately if the media conducts an unscheduled visit to a program.

b. If the visitor resists or does not comply with the request, inform them the Program Supervisor will be contacted to approve or deny the visit. If necessary, make the call and allow the individual to speak with the Program Supervisor.
c. If a person who is unauthorized by guardians or family members attempts to visit a resident, explain that they will need to speak with the Program Supervisor to discuss visitation. (In cases where this type of situation is expected, instructions specific to the person and situation will have been established by the supervisor, family, or legal guardian.)
d. On occasion a person from the community may visit a program seeking assistance. Team members should deny entry and attempt to redirect the person appropriately without being unkind. Employees may offer to call the police for them if they need assistance. This sincere offer (NOT THREAT) will often cause the individual to leave voluntarily.
e. If the individual is impaired by any means (drugs/alcohol/mental illness), injured or in poor physical condition, simply STAY INSIDE and call emergency services and explain the situation.
f. If any visitor appears overtly threatening, verbally or physically, dial 911. NEVER attempt to interact with an individual who appears threatening or dangerous. Clear the area of program participants as soon as possible.
g. Report any inappropriate visitor to the Program Supervisor or AVP immediately.

10. If a visitor requests information or to speak to a person not readily available, make every attempt to assist them by making a phone call, taking a message, or providing information as to when the person will be available. Contact the Program Supervisor or AVP for guidance when needed. Never give a caller or visitor a team member's home phone number or personal cellphone number. Offer to call and convey a message and arrange for a return call.

11. Overnight visits away from the program may require preplanning for packing needs such as adaptive equipment, medications, etc. Whenever possible Parc employees will accommodate short-notice requests for overnight visits.

12. Home overnight visits and leaves of absence for vacations of residents/families should not exceed 45 days per year in ICF facilities and 7 overnights per month in Waiver programs, ensuring the individuals placement is maintained. Requests for overnights stays more than this shall be reviewed by the AVP of the program.

13. Visitation for end-of-life, struggles with change in environment, and medical decision-making will always be permitted at the time of the request. This also includes visits for emotional distress and grieving, the need to encourage eating and drinking, or to facilitate talking and interacting if there is a decline, etc.

14. Parc Center for Disabilities will suspend in-person visitation of a specific visitor if the visitor violates the policy and procedure. Should visitation be suspended, the support team shall meet with the visitor to discuss the concern and establish a plan to reinstate visitation.

15. Additional visitor health screening and/or infection control procedures may be implemented if there is a public health concern such as the Covid-19 Pandemic. The procedures implemented shall be at the direction of regulatory agencies and government departments such as the CDC.