

	POLICY / PROCEDURE	Domain	Corporate Compliance
	Visitor Policy and Visitor Code of Conduct	No.	6085
		Revision	Initial
		Effective Date	2/5/2025
		Final Approver	Board

1.0 Purpose

The purpose of this Visitor Policy and Visitor Code of Conduct (“Policy”) is to ensure that all people who reside in residential programs and who attend all other programs operated by Liberty ARC and its affiliate organizations¹ (hereinafter, an “Individual” or “Individuals”) have the ability to receive visitors of their choosing, subject to each Individual’s wishes and the protection of the rights of the other Individuals receiving services. This Policy is intended to provide guidelines for conduct during visits on the Agency’s premises in order to foster connections between Individuals and their families and other loved ones, while ensuring that the Agency remains able to provide a safe and secure environment for each and every Individual, the Agency’s staff, and all visitors.

2.0 Scope

This Policy applies to all programs and services operated by the Agency (including residential and other programs), as well as all premises which are under the control of the Agency.

3.0 Policy

Individuals receiving services from the Agency may receive visitors of their choosing, including spouses, domestic partners, and other family members or friends, at the time of their choosing, so long as the visit occurs in a manner that does not place other Individuals, staff, or other visitors at risk. Individuals also have the right to deny visitation at any time, as well as to designate a support person to help choose which visitors to receive or deny.

An Individual’s ability to receive visitors of their choosing may be modified due to reasonable clinical, safety, and security reasons that protect the health, safety, security, and/or rights of Individuals, staff, and other visitors. Modifications may be appropriate to temporarily or permanently limit, restrict, or deny visitation for reasons including, but not limited to, when identified by an Individual’s physician as necessary to prevent community-associated infection or communicable disease transmission to one or more Individuals, required by a legal restriction and/or court order, and/or a visitor fails to abide by the Agency’s Visitor Code of Conduct, which sets out the Agency’s expectations for visitors’ conduct during visits (*see* Appendix A). The modification of an Individual’s ability to receive visitors of their choosing for any reason will be appropriately justified and documented by the Agency consistent with all applicable federal and state requirements.

¹ This Policy applies to Liberty ARC and its affiliates including Choices for Community Living Delaware, New Dimensions in Health Care, Synergy Therapeutic Clinic, and Liberty Enterprises. Liberty ARC and its affiliates are referred to collectively in this Policy as the “Agency.”

The Agency will not restrict, limit, or otherwise deny an Individual's ability to have visitors of their choosing at any time on the basis of any protected class including, but not limited to, race, color, national origin, religion, sex, gender, gender identity, gender expression, sexual orientation, or disability. The Agency also will not restrict, limit, or otherwise deny an Individual's ability to have visitors of their choosing at any time based on the request of an Individual's family member or healthcare power of attorney; an Individual's ability to have visitors of their choosing at any time may, however, be restricted at the direction of the Individual's legal guardian.

The Agency will maintain reasonable and effective processes to assure the safety and security of the Agency's premises, Individuals served, and staff, while balancing each Individual's ability to have visitors of their choosing. The Agency will ensure that Individuals and their representatives are informed of this Policy at the time of admission to any of the Agency's programs and services.

4.0 Procedures

A. Individuals' Ability to Receive Visitors.

1. An Individual may receive visitors of their choosing at the time of their choosing, so long as:
 - a. The visit is based on the preferences of the Individual;
 - b. The visit occurs in a manner that does not place other Individuals, staff, or other visitors at risk; and
 - c. The visitor complies with the provisions of this Policy and the Agency's Visitor Code of Conduct.
2. In general, the time in which an Individual chooses to receive a visitor will not be limited or restricted, unless the timing of a particular visit causes a disturbance to other Individuals.
 - a. With the consent of the Individual, 24-hour access to visitation may be permitted when an Individual is:
 - (1) In an end of life situation;
 - (2) Making one or more major medical decisions;
 - (3) Struggling with a change in environment;
 - (4) Experiencing emotional distress or grieving the loss of a loved one;
 - (5) In need of encouragement to eat, drink, or complete activities of daily living; or
 - (6) Experiencing changes in behavior.

B. Individuals' Ability to Deny Visitation or Visitors. An Individual may deny visitation and/or a particular visitor at any time. If an Individual chooses to withdraw consent for visitation

by a particular person, the name of that person and the date of the withdrawn consent will be documented in the Individual's record.

- C. Designation of a Support Person. An Individual may designate a support person to help the Individual choose which visitors to receive or deny. If an Individual chooses a support person to assist with these decisions, the name and contact information of the support person will be documented in the Individual's record.
- D. Visitor Responsibilities and Standards for Conduct. When visiting an Individual in a residence or program operated by the Agency, all visitors must comply with the responsibilities and standards for conduct set out in the Agency's Visitor Code of Conduct, and further explained in this Policy. Specifically, all visitors must:
1. Review and sign the Agency's Visitor Code of Conduct (Appendix A) prior to visitation.
 2. Respect the privacy of each Individual by ringing the doorbell or knocking upon arrival, and waiting for staff to escort them into the residence or program before entering. Visitors may not let themselves into any of the Agency's residences or programs without being escorted by staff of the Agency.
 3. Sign the visitor's log upon arrival for visitation and sign out of the visitor log at the end of the visit.
 4. Direct inquiries regarding visitation and access to residences or programs to the Assistant Director or Director for the program.
 5. Refrain from visiting when they are feeling ill or have signs of, or have recently been exposed to, any communicable illnesses or infections. The Agency reserves the right to end a visit if a visitor shows signs of illness.
 6. Only enter the bedroom of the Individual whom the visitor is visiting, and refrain from entering the bedroom of any other Individual.
 7. Unless otherwise permitted by the Individual the visitor is visiting, leave the room when the Individual is receiving services and/or personal care. If requested by the Individual receiving care, the visitor must wait outside of the room or in a common space while care is provided to the Individual they are visiting. In all instances, the visitor must leave the room when any Individual other than the Individual they are visiting receives services and/or personal care.
 8. Avoid touching anything used to care for the Individual without staff permission, including, but not limited to, medical equipment and devices, medical supplies, and medications located in the Individual's bedroom.
 9. Be mindful and sensitive to the needs of each Individual and other visitors by keeping noise and disturbances to a minimum. The Agency reserves the right to limit the number of visitors in an Individual's room at one time in order to protect the rights of the Individual sharing the room, if applicable, and/or change the

location of a visit if such visit infringes upon the rights of the Individual's roommate or other Individuals receiving services on the premises.

10. Not consume alcohol, marijuana or illegal drugs while on the Agency's premises and refrain from visiting if the visitor is, or appears to be, under the influence of alcohol or another substance.
11. Not bring weapons or any other harmful and/or dangerous items onto the Agency's premises.
12. Foster mutual respect between all Individuals, staff, and other visitors, and use common courtesy when interacting with the same.
13. Not engage in loud or belligerent behavior or destruction of the property of the Agency or of any Individual. Any visitor who is responsible for destruction of property will be responsible for payment for the damages.
14. Not make derogatory comments, engage in lewd or offensive behavior, or act in a harassing manner towards any Individual, staff member, or other visitors.
15. Not engage in any conduct which could be considered or perceived as being discriminatory in nature towards any Individual, staff, or other visitors. This applies to any conduct which could be considered or perceived as being related to or motivated by any protected characteristic including, but not limited to, race, color, national origin, religion, sex, gender, gender identity, gender expression, sexual orientation, or disability.
16. Not engage in any actions which interfere with the privacy of any Individual, staff member, or other visitors.
 - a. While on the Agency's premises, visitors may not take photographs, videos, or audio recordings of any Individuals (other than the Individual the visitor is visiting), staff members, or other visitors without proper authorization.
 - b. Visitors may have access to, receive, or otherwise gain knowledge of confidential health-related information of other Individuals, including written, visual, or oral information. Each visitor must hold such information as confidential.
17. Not enter into or attempt to enter into any restricted areas on the Agency's premises without staff permission.
18. Receive prior approval before bringing any pet for a visit (excluding service animals). All visiting pets must be harnessed, leashed, or tethered at all times, and the handler must be in complete control of the pet at all times. The handler also remains responsible for the care and supervision of the animal throughout the duration of the visit. Visitors may not bring any pets which are aggressive towards people or other animals.

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19. Comply with reasonable requests from staff, including requests consistent with this Policy and the Visitor Code of Conduct.
- E. Staff Responsibilities Pertaining to Visitors. Staff present at any one of the Agency's residences or programs during visitation shall:
1. Guide and encourage visitors to comply with the visitor responsibilities and standards for conduct set out in this Policy and the Agency's Visitor Code of Conduct.
 2. Save the signed Visitor Code of Conduct in the Individual's folder in the Agency's G: Drive, and provide a copy of the signed Visitor Code of Conduct to the visitor.
 3. Greet visitors and escort them into the residence or program upon arrival.
 4. Ensure that visitors complete the visitor's log at arrival and departure.
- F. Failure to Comply with Visitor Responsibilities and Standards for Conduct.
1. In the event that any visitor, in the estimation of the Agency's staff, fails to comply with the visitor responsibilities and standards for conduct set out in this Policy and the Agency's Visitor Code of Conduct, or otherwise presents the possibility of jeopardizing the safety or welfare of an Individual, staff, or other visitors, the visitor will be asked to leave the Agency's premises.
 2. The visitor's behavior resulting in the request to leave will be documented as a General Events Report ("GER") and in the Individual's record.
 3. Staff will notify their Administrator or the Administrator On-Call of the visitor's behavior and the request to leave the premises.
 4. If a visitor does not immediately comply with a staff request to leave the premises, staff should immediately request support from law enforcement by calling 911.
 5. If staff becomes aware that a visitor has brought illegal drugs onto the Agency's premises, the staff will notify their Administrator or the Administrator On-Call of the circumstances. Staff and the Administrator or the Administrator On-Call will jointly determine whether a law enforcement report should be made.
 6. A visitor's repeated failure to comply with the visitor responsibilities and standards for conduct set out in this Policy and the Agency's Visitor Code of Conduct may result in temporary or permanent limitations, restrictions, or prohibitions on visitation.
- G. Limitations, Restrictions, or Prohibitions on Visitation.
1. Consistent with all applicable federal and state requirements, any modification of an Individual's ability to receive visitors of their choosing for any reason will be:
 - a. Supported by a specific assessed need;

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- b. Justified; and
 - c. Appropriately documented in the correct sections of the Individual's person-centered plan or supporting documents, such as the Life Plan, Staff Action Plans, and/or other planning/service related documents (*e.g.*, Behavior Support Plan, Plan of Nursing Services, Functional Behavioral Assessment, or other applicable person-centered plans, as needed).
2. When the Agency determines that any modification of an Individual's ability to receive visitors of their choosing is necessary, the Agency will prepare and maintain documentation demonstrating that appropriate steps were taken prior to implementing a modification. The documentation will demonstrate that the Agency took appropriate steps including, at a minimum, the following requirements:
 - a. Identify a specific and individualized assessed need;
 - b. Document the positive interventions and supports used prior to any modifications to an Individual's person-centered service plan;
 - c. Document less intrusive methods of meeting the need that have been tried but did not work;
 - d. Include a clear description of the condition that is directly proportionate to the specific assessed need;
 - e. Include regular collection and review of data to measure the ongoing effectiveness of the modification;
 - f. Include established time limits for periodic reviews to determine if the modification is still necessary or can be terminated;
 - g. Include the informed consent of the individual; and
 - h. Include an assurance that interventions and supports will cause no harm to the individual.
 3. The Agency will also ensure compliance with any other processes related to behavioral modifications that may apply in certain situations, including compliance with requirements pertaining to an Individual's rights.

5.0 Training

All individuals employed by or otherwise providing services in the Agency's residences and programs, including Administrators, management, and staff, will be trained on this Policy.

6.0 Document Approvals

Role	Name of Approver	Approval Signature	Date Approved
Author	Legal Counsel		2/5/2025
Safety	Anthony Bianchine		NA
P&P Committee	Elizabeth Bridge		NA
COO	Candace Opalka		2/5/2025
CEO	Jennifer Saunders		2/5/2025
Domain Owner / Final Approver	Board		2/5/2025

7.0 Revision History

Effective Date	Rev Letter	Document Author	Description of Change
11/11/2024	A	Legal Counsel	Initial Release.

APPENDIX A

Visitor Code of Conduct

Liberty ARC and its affiliates, including Choices for Community Living Delaware, New Dimensions in Health Care, Synergy Therapeutic Clinic, and Liberty Enterprises (Liberty ARC and its affiliates are collectively referred to herein as “Liberty”) supports the ability of each individual receiving services in Liberty’s programs and residences to receive visitors of their choosing. In addition to supporting this ability, Liberty is responsible for providing a safe and secure environment that supports the health, safety, and wellbeing of all service recipients, including those who are not receiving visitors at any particular time. Liberty also strives to provide a workplace where all staff members feel safe and secure, and which is free from intimidation, threats, or violent acts. Liberty does not tolerate workplace violence, including threats of violence, yelling, swearing, or bullying. Liberty strives to provide a positive experience for those visiting individuals receiving services in Liberty programs and residences, while also maintaining an environment that is conducive with these responsibilities.

In order to ensure a safe and secure environment that supports the health, safety, and wellbeing of all individuals served, staff, and each visitor, Liberty has implemented this Visitor Code of Conduct in order to ensure that all visitors are aware of their responsibilities and requirements for conduct while visiting in any Liberty program or residence. Compliance with this Visitor Code of Conduct is required for all visitors to Liberty’s programs and residences, and visitors who do not comply with the Visitor Code of Conduct will be asked to leave the premises. In the event that a visitor does not immediately comply with a request to leave Liberty’s premises, local law enforcement will be contacted for assistance. Finally, a visitor’s repeated failure to comply with the Visitor Code of Conduct may result in temporary or permanent limitations, restrictions, or prohibitions on visitation.

Visitor Responsibilities and Standards for Conduct

By signing this Visitor Code of Conduct, I understand and agree that I am required to comply with the following responsibilities and standards for conduct while visiting in any Liberty program or residence:

- I will review and sign this Visitor Code of Conduct prior to initial visitation in any Liberty program or residence.
- I will respect the privacy of each service recipient by ringing the doorbell or knocking upon arrival to a Liberty program and residence, and waiting for a staff member to escort me into the residence or program before entering. I understand and agree that I may not and will not let myself into any Liberty residence or program without being escorted by a staff member.
- I will sign the visitor’s log upon arrival for visitation and will sign out of the visitor log at the end of the visit.
- I will direct inquiries regarding visitation and access to residences or programs to [insert title].
- I will refrain from visiting when I am feeling ill or have signs of, or have recently been exposed to, any communicable illnesses or infections. I understand and agree that Liberty reserves the right to end a visit if I am showing signs of illness.
- I will only enter the bedroom of the service recipient that I am visiting, and will not enter the bedroom of any other service recipient.
- Unless I am expressly permitted by the service recipient I am visiting, I will leave the room when the service recipient is receiving services and/or personal care and will wait outside of the room or in a common space while care is provided to the service recipient. If the individual receiving care is someone other than the service recipient I am visiting, I will leave the room and wait outside of the room or in a common space while care is provided.
- I will avoid touching anything used to care for a service recipient without staff permission. This includes, but is not limited to, medical equipment and devices, medical supplies, and medications located in the service recipient’s bedroom.

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- I will be mindful of and sensitive to the needs of each service recipient and other visitors by keeping noise and disturbances to a minimum. I understand and agree that Liberty reserves the right to limit the number of visitors in a service recipient's room at one time in order to protect the rights of their roommate, if applicable, and/or change the location of a visit if the visit infringes upon the rights of a service recipient's roommate or other service recipients.
 - I will not consume alcohol or illegal drugs while on Liberty's premises and will not visit if I am, or appear to be, under the influence of alcohol or another substance. I understand and agree that if I bring illegal drugs onto Liberty's premises, Liberty staff may contact law enforcement to report the circumstances of the same.
 - I will not bring weapons or any other harmful and/or dangerous items onto Liberty's premises.
 - I will foster mutual respect between service recipients, staff, and other visitors, and will use common courtesy when interacting with all service recipients, staff, and other visitors.
 - I will not engage in loud or belligerent behavior or destruction of the property of Liberty or any service recipient. I understand and agree that if I am responsible for destruction of property, I will also be responsible for payment of the associated damages.
 - I will not make derogatory comments, engage in lewd or offensive behavior, or act in a harassing manner towards any service recipient, staff member, or other visitors.
 - I will not engage in any conduct which could be considered or perceived as being discriminatory in nature towards any service recipient, staff, or other visitor. I understand and agree that this applies to any conduct which could be considered or perceived as being related to or motivated by any protected characteristic including, but not limited to, race, color, national origin, religion, sex, gender, gender identity, gender expression, sexual orientation, or disability.
 - I will not engage in any actions which interfere with the privacy of any service recipient, staff member, or other visitors.
 - While on Liberty's premises, I will not take photographs, videos, or audio recordings of any service recipient (other than the service recipient I am visiting), staff members, or other visitors without proper authorization.
 - I will not enter into, or attempt to enter into, any restricted areas on Liberty's premises without staff permission.
 - I will receive prior approval before bringing a pet to a visit (excluding service animals). I understand and agree that to bring a pet to a visit, the pet must be harnessed, leashed, or tethered at all times, that I must be in complete control of the pet at all times, and that I am responsible for the care and supervision of the animal.
 - I will hold any information that I may have access to, receive, or otherwise gain knowledge of pertaining to other service recipients as confidential. I understand and agree that this information may be considered confidential health-related information, and includes written, visual, and oral information.
 - I will comply with reasonable requests from staff, including requests which are consistent with this Visitor Code of Conduct and the responsibilities and standards for conduct set out herein.
 - I understand that if I fail to comply with this Visitor Code of Conduct (including the responsibilities and standards for conduct set out herein) or otherwise present the possibility of jeopardizing the safety or welfare of any service recipient, staff member, or other visitor, I will be asked to leave Liberty's premises.
 - I understand that if I fail to immediately comply with a staff request to leave the premises, staff will request support from law enforcement in order to ensure that I leave the premises.
 - I understand that if I repeatedly fail to comply with this Visitor Code of Conduct (including the responsibilities and standards for conduct set out herein), my ability to visit may be temporarily or permanently limited, restricted, or prohibited.

Acknowledgement

By signing this Visitor Code of Conduct, I hereby acknowledge and agree that I have read this Visitor Code of Conduct, understand its contents, and have been given the opportunity to ask questions regarding the same. I agree that I will comply with the responsibilities and standards for conduct set out herein, and will act in a manner consistent with the same while on any of Liberty's premises.

Visitor Printed Name: _____

Visitor Signature: _____

Date: _____

Witness Printed Name: _____

Witness Signature: _____

Witness Date: _____