



Visitation Plan November 2020

Introduction

Since early March, Starkey has been monitoring the COVID-19 pandemic crisis and responding accordingly. The situation has presented ongoing challenges with conducting business and service delivery. Starkey remains focused on protecting the persons served and employees, but recognizes that physical separation from family and other loved ones may be taking a physical and emotional toll on persons served. They may be confused, upset, or feel socially isolated, leading to increased depression, anxiety, and other expressions of distress. Starkey understands the physical, emotional, and spiritual support that persons served receive from loved ones especially surrounding holidays and family traditions, but visits continue to be **strongly discouraged** until a vaccine is available.

Taking into consideration that some families/guardians feel as though visits are necessary for the overall wellness of a person served, Starkey is revising its parameters for visits for persons served who may be experiencing distress because of not seeing their loved ones. This plan provides guidance to Starkey, persons served, and their families, loved ones, and friends to allow for visits. The latest information regarding the COVID-19 virus will continue to be evaluated and Starkey will follow guidance from local and state health authorities. In response, this plan may change at any point to protect employees and persons served.

Visitors

Starkey will continue to only allow visitors considered essential in Starkey buildings, group homes, and apartment buildings. The following are considered essential visitors:

- Individuals providing healthcare to persons served, although much of this has been done through telemedicine.
- Janitorial personnel (typically after regular business hours)
- Required contractors to provide repairs/maintenance
- Delivery of medication
- Delivery of mail, packages, and supplies
- Emergency personnel, as necessary
- Applicants to the HRT building
- Licensing and oversight personnel

Video conferencing has been and will continue to be utilized so persons served can connect with family virtually.

Individuals at High Risk

Starkey strongly discourages visits by persons served at increased risk for severe illness from COVID-19. Individuals at high risk include those older adults and people of any age who have underlying medical conditions, including chronic lung disease, asthma, heart conditions, severe obesity, chronic kidney disease, or otherwise immunocompromised. If a person's household includes people in these groups, then all members of the household should act as if they, themselves, are at higher risk. For these reasons most persons served receiving residential services from Starkey who live in a group home are considered high risk because they live with someone who is high risk.

Conditions for Visits

Starkey will adhere to the following requirements for visits:

- Persons served will not be allowed visits if their home has had a positive COVID-19 case in the past 14 days or is currently under quarantine.
- Family/guardians will arrange for any overnight visits with the Community Living Supervisor (CLS) at least 48 hours in advance. This will allow the CLS to make the necessary arrangements for the visit.
- The individual picking up/dropping off persons served from their home:
 - Will wear a mask.
 - Will not enter the home, and call the home upon arrival. The staff will accompany persons served outside, and will come outside upon their return.
 - Complete a screening by answering and signing a short questionnaire, and have their temperature taken.
 - Agree to obtain a negative COVID-19 test for persons served prior to returning to their home after an overnight visit.
- The person served will be screened upon return, and have their temperature taken.

Testing

All persons served going on overnight visits are required to receive a negative COVID-19 test no more than 48 hours prior to returning to their home.

Procedure:

1. A lab test request form will be given to the person taking the person served from his/her residence.
2. The form will be completed with the required information including:
 - Name and Social Security number
 - Date of birth
 - Age
 - Sex
 - Billing and insurance information
 - Diagnosis (testing) codes
 - Name of physician ordering the test (Starkey has an arrangement with a provider.)
3. The person will be taken to the testing lab the day before the planned return to his/her home.

Location: AMS Laboratory, Inc.
 2916 E. Central

Wichita, Kansas

316-265-4533

Hours of testing:	Monday-Friday	7:00 am – 7:00 pm
	Saturday	8:00 am – 12:00 pm

4. The test results will be faxed to the Starkey nurse usually within 24 hours. The time frame for receiving the results may vary depending on a variety of factors, including:
 - The day of the week the test was obtained.
 - The time of day the test was obtained.
5. The results of the test will be communicated upon receipt.

Other Recommendations

Starkey also recommends that the safety guidelines below be followed during visits to prevent or reduce transmission of the virus.

- Practice good hygiene (hand washing or use of hand sanitizer, cover coughs).
- Keep fingers away from eyes, nose and mouth.
- Maintain social distancing when possible.
- Cover coughs and sneezes into an elbow or tissue. Throw the used tissue away and wash hands.
- Avoid contact with others who would not pass the screening questionnaire.
- Clean and disinfect frequently touched surfaces.
- Self-monitor symptoms.
- Wear face masks and maintain social distancing when in public.