



COVID-19: Visitor Policy Guidance for Supportive Housing Developments

During this challenging time many supportive housing tenants will be relying on family, friends, and service providers to help them. At the same time, it is important for supportive housing providers and property managers to take precautionary measures to keep residents safe and ensure that those entering buildings do not contribute to the spread of COVID-19.

The guidance provided below is intended to help supportive housing providers and property managers adjust visitation policies at properties to ensure the safety of residents during the current outbreak of COVID-19. **Providers should check with their state and local health departments regarding specific quarantine or health emergency directives that may affect visitation policies.**

Services and Visitation

- While adjusting visitation policies, it is important to ensure that tenants are able to maintain access to the services and support they need. Some supportive housing tenants will be able to receive services virtually, while some may need on-site supports and services. Supportive housing providers should work with residents to identify service staff who may be entering their building and develop a list of essential visitors that can be used to limit and/or monitor entry into a property.
- Many residents may have regular visits from outside providers, case managers or home and community based services staff. Visits and collaboration with these health care providers will be essential throughout the pandemic and to ensure good health for your residents going forward.

Vendors and Delivery

- All efforts should be made to restrict vendors and delivery workers from entering properties. Efforts should be made to have items delivered and dropped off outside of the building where they can be collected by property staff/residents.

Limiting or Restricting Visitors

- While family and friends may want to provide help to supportive housing tenants during this difficult time, social distancing protocol should be adhered to and visitation should be restricted or limited, especially in buildings where vulnerable residents reside, such as individuals over 60 and/or those with pre-existing medical conditions. Supportive housing tenants should be reminded of the need for social distancing and encouraged to meet with family and friends through virtual means of communication (phone, video-communication, online, etc.) or outdoors where they can maintain an appropriate distance of at least 6 feet from one another.
- Utilize front desk staff or security at main entrance of building to monitor entry, screen visitors, and/or request that visitors sign-in/out (see “Visitor Log” below)
 - If no staff or security member is available or if building does not have these resources, a visitor log can be posted at building entrances and signage can direct essential visitors to sign-in/out.
- Request that visitors limit their movement within the building to the apartment of the person they are visiting. Providers can consider restricting use of common areas to residents only.
- Residents should be provided with the visitation policy in writing, along with social distancing protocol, and asked to adhere to requirement



Signage (template provided below)

- Signage can be posted at all entrances requesting that non-essential visitors do not enter the building at this time, if directed by public health officials. Signage should identify that visitors meeting the following criteria are prohibited from entering the building:
 - Signs or symptoms of a respiratory infection, such as fever, cough, shortness of breath, or sore throat.
 - In the last 14 days, has had contact with someone with a confirmed diagnosis of COVID-19, or under investigation for COVID-19, or are ill with respiratory illness.
 - International travel within the last 14 days to countries with sustained community transmission. For updated information on affected countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>
 - Resides in a community where community-based spread of COVID-19 is occurring.

Visitor Log (template provided below)

- Utilize a log system at front desk or common lobbies, where visitors are requested to sign in/out and to confirm that they are not currently experiencing COVID-19 symptoms.

Alternative Strategies In-Lieu of In-Person Visitation

- Offer residents alternative virtual means of communication (phone, video-communication, etc.)
- For tenant's without phones, assign staff member as primary contact to families/friends
- Offer a phone line with a voice recording updated at set times (e.g., daily) with the residence's general operating status, such as when it is safe to resume visit



COVID-19 PRECAUTIONS VISITOR LOG

To protect our residents and staff during the COVID-19 pandemic, we are requesting that visitors to the building provide their name, contact information and purpose of visit to help prevent the spread of the virus and to ensure you can be contacted in the event of a confirmed diagnosis of COVID-19 of a resident or staff in the building.

BY ENTERING THIS BUILDING I AGREE:

- I am not exhibiting any flu symptoms, i.e fever, cough or shortness of breath.
- I have not had any person-to-person contact with someone has exhibited coronavirus symptoms in the last 14 days.
- I have not visited an area where there has been a significant outbreak, such as coronavirus or influenza, in the last 14 days.

DATE AND TIME	NAME (Print)	CONTACT METHOD: EMAIL OR CELL PHONE NUMBER	PURPOSE OF VISIT, (resident or floors visited)

IMPORTANT NOTICE TO ALL VISITORS



Do not enter this building as a visitor if you:

- Have any flu symptoms, i.e. fever, cough or shortness of breath
- Have had person-to-person contact with someone who has exhibited coronavirus symptoms in the last 14 days
- Traveled to or from a high risk area in the last 14 days

If you must enter this building, please sign the visitor log. If you have any questions, please contact _____ at _____.