

Policy Overview

Date: 11/02/2023

Policy: 50.03.01 Visitors for Individual/General Public

AG Approval: Approved

Vote Needed: Yes

Policy Summary: This policy indicates the importance of individuals being able to visit with family, close friends, guardians, advocates, and others consistent with their rights and the rights of others. The procedure outlined in the policy addresses visitors ranging from authorized and unauthorized, sales representatives, and the public in general. The revised portions of the policy balances the importance and ease of visitation with protecting the right to privacy and not interrupting the individual's active treatment.

Important Changes/Updates: Individuals may receive visitors at any reasonable hour without prior notice with certain conditions being met including no interference with active treatment or completing assigned job duties, staff ensure privacy during personal care of the individuals in the area, apartment-mates give consent, if able, and letting visitors know time may be adjusted or moved if unsafe or inappropriate behaviors are demonstrated. The changes also include options if the conditions of the visit are not met. The policy revisions were reviewed to verify they fall within 42 CFR 483.420, Title XIX regulations, and individuals rights.

In order to provide a policy that can be applied fairly across campus, visitors will need to report to the switchboard to sign in and pick up a visitor badge. They will be informed to visibly display the badge while in buildings and return the badge to the switchboard when they leave. Escorts will be requested, to align with DHHS policy 02-12.

Reasoning and/or Benefits: The governing board requested the review of this policy. Revisions align with questions, comments, and suggestions given by members of the governing board, USDC staff, and DHHS policy.

UTAH STATE DEVELOPMENTAL CENTER POLICY AND PROCEDURES		
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Visitors for Individual/General Public		
Reviewing Entity: Unit Directors, Treatment Teams, Steering Team, USDC Governing Board Related Policies, Applicable Standards, Statutes: 42 CFR: 483.420(a)(9), (c)(3) & (4); W133, W145, W146; R432-152-7		
Original Effective: 09/1998	Revision: 10/2023	Next Review Due: 10/2026

I. DEFINITIONS

The following terms are defined for this policy as:

- A. **AFPD:** American Fork Police Department
- B. **AOC:** Administrator on Call
- C. **HRC:** Human Rights Committee
- D. **PCP:** Person Centered Plan
- E. **PHI:** Protected health information, any individually identifiable health information collected from an individual, whether oral or recorded in any form. PHI encompasses information that identifies an individual or might reasonably be used to identify an individual. Information is deemed to identify an individual if it includes either the individual's name or any other information that taken together or used with other information could enable someone to determine an individual's identity. (Examples: date of birth, medical records number, health plan beneficiary numbers, address, zip code, phone number, email address, fax number, IP address, license numbers, fill face photographic images, or social security number)
- F. **QIDP:** Qualified Intellectual Disability Professional
- G. **SSRN:** Administrator on Site
- H. **Treatment Team:** Composed of interdisciplinary professionals who evaluate the extent of an individual's progress in treatment, identify obstacles to progress, and provide care and training for the individual. Treatment teams are led by a qualified intellectual disability professional and other members include: licensed medical professionals, licensed behavioral or mental health professionals, dental professionals, dietary staff, social workers, building coordinators, unit directors, program leads, and direct support professionals. Support also comes from administrative staff and professionals with experience in physical, occupational,

speech, and recreational therapies.

I. **USDC:** Utah State Developmental Center

II. POLICY

- A. The Utah State Developmental Center (USDC) seeks to include important relations in the treatment and care of individuals living at USDC in accordance with state regulation, statutes, and best practices.
- B. USDC promotes visits by persons with a relationship to the individual, such as family, close friends, legal guardians, and advocates, at any reasonable hour, without prior notice, and consistent with the right of the individual and other individual's privacy, unless the treatment team, or court, determines the visit would not be appropriate.
- C. All visitors are to be identified as such when visiting secure areas of USDC.

III. PROCEDURE

A. Visitors

- 1. Individuals living at USDC may receive visitors at any reasonable hour without prior notice and as long as the following conditions are met:
 - a) The visit does not interfere with the treatment schedule for the individual being visited.
 - b) The visit does not interfere with treatment for other individuals within the same living areas.
 - c) Staff ensure each individual has the right to personal privacy and/or privacy during treatment and care of personal needs.
 - d) Staff are not disrupted when providing treatment to other individuals or completing assigned job duties.
 - e) Other individuals in the area provide consent, if able, to the visitor being in the area.
 - f) If an individual demonstrates unsafe or inappropriate behaviors, the visit may need to be adjusted or moved at the discretion of the treatment team.
 - g) Staff may need to end the visit if the behaviors or visit are too disruptive.
- 2. If the conditions of the visit are not met, or identified by staff or the visitor as being likely not to happen, any of the following may occur:
 - a) The visitor may choose to reschedule the visit.
 - b) The visitor may request another area be designated for the visit.
 - c) The staff may identify another area for the visit to occur.
 - d) If there is not another appropriate area available for the visit, it may be rescheduled.

3. In emergencies such as illness or other special situations, parents, guardians, next of kin, advocates, and/or clergy may visit at any time with approval from the qualified intellectual disability professional (QIDP) or designee by telephone or written request. The administrator on call (AOC) may approve visits after normal business hours.
4. All visitors, upon arrival, report to the switchboard, sign in, and pick up a visitor badge. Visitors are informed the badge needs to be visibly displayed while they are in the building and returned to the switchboard when they leave.
 - a) Weekly youth volunteer groups do not need to check in at the switchboard. They are checked in, trained, and monitored by the volunteer coordinator and recreational staff. They are not allowed in private areas alone but may be escorted to help with transportation, if needed.
5. The switchboard notifies the appropriate staff, office, or individual about the visitor and requests an escort. If the switchboard does not know where the visitor should be referred, they may contact the superintendent's office during normal business hours or the AOC or administrator on site (SSRN) during non-business hours.
6. When visitors enter residential and program areas, staff ask them to identify themselves. If staff are unsure whether the visitor is authorized, access the protected health information (PHI) authorization form located in the individual book.
7. Visitors, including clergy, ministering partners, volunteers, and former staff who come back to visit individuals, are permitted to visit all public parts of the facility.
 - a) Parents, guardians, and next-of-kin are permitted to visit personal areas as long as it does not interfere with treatment and with the consent of other individuals who share the same private living area.
8. Residential areas provide a designated visiting location and staff ensure steps are taken to avoid infringement on the privacy and rights of other individuals.
9. Staff have the responsibility and authority to notify visitors if the visit may infringe upon other resident's privacy or treatment for anyone in the living area. The visitors are invited to a waiting area until further notice or reschedule the visit.

B. General Public

1. If the general public has been invited to a public event, they may go directly to the location of the event without going to the switchboard.
2. People providing staff transportation to and from work may use USDC roads, parking lots, and public waiting facilities.

3. USDC may provide guided tours for general public visitors, keeping in mind privacy requirements and limited staff.

C. Restricted Visitation

1. If, for clinical or protective reasons, the treatment team determines visits would not be in the best interest of an individual, appropriate restrictions may be established.
 - a) A PHI authorization form is completed indicating who is permitted to visit. The form is located in the individual book and the program book.
2. Restrictions may also be made by an individual's guardian.
3. Restrictions are approved by the USDC Human Rights Committee (HRC), including temporary approval. Pending consideration by the HRC, temporary approval may be obtained from the unit director.
4. Restrictions are documented in the individual's record and made known to responsible staff.
5. The QIDP and treatment team are responsible to explain the need for the restriction to visitors, when applicable.
6. Restrictions are reviewed for continued efficacy by the treatment team at least annually with the person centered plan (PCP). Restrictions are removed when no longer needed.
7. Visitors unable to follow policy may be subjected to adjustments and availability of visits and location of the visits, as deemed appropriate by the treatment team.

D. Official Visitors

1. Official visitors include representatives from other governmental agencies conducting federal, state, or local government or school district business; community care providers; and approved vendors/service representatives making deliveries or service calls.
 - a) Official visitors report to the switchboard in the administration building for a visitor's badge and then may proceed to the designated building or office, as needed.

E. Sales Representatives

1. Sales representatives soliciting new business from USDC are referred to the purchasing office.
 - a) Pharmacy or other medical representatives are referred to the medical team.
2. Solicitation of individual customers in residential areas, program areas, or at work stations is not permitted on campus.
3. Requests for solicitation privileges by advertisement or booth operation are referred to the superintendent.
4. Any sales representatives for discount stores (Costco, Sam's Club, Verizon, etc.) have requests submitted and approved by the superintendent.

F. Unauthorized Visitors

1. Unauthorized visitors are those in private areas without permission and those who are violating the law.
2. Staff ask unauthorized visitors, and authorized visitors who pose a potential threat to the welfare of individuals and/or staff, to leave USDC property.
 - a) If a visitor appears to be under the influence of alcohol or drugs, they should be asked to wait in a safe, public area. The American Fork Police Department (AFPD) are then notified and requested to escort the visitor off campus. All unlawfulness is promptly reported to the police.
3. If an unauthorized visitor refuses to depart from USDC property, the switchboard, SSRN, or other responsible staff contact the AFPD and request the visitor be escorted off the premises.
4. Current USDC staff do not visit with individuals in their residential living areas unless they are working in that building or on authorized USDC business.

G. Individual Records or Information

1. If a visitor requests access to individual records or information, that request is referred to the records office during normal business hours or to the AOC or SSRN during non-business hours.

H. Identification Badges

1. USDC staff wear picture identification badges. USDC is an open campus and visitors are required to get a visitor pass from switchboard, as outlined in this policy. If staff see visitors not wearing a badge, ask if they need assistance.

IV. EXCEPTIONS

- A. The superintendent may make exceptions to this policy as allowed.

Timothy Mathews
USDC Superintendent