



Origination 06/2015  
Last Approved 04/2022  
Effective 04/2022  
Last Revised 04/2022  
Next Review 04/2023

Owner George Gurrera:  
Director of  
Quality,  
Compliance, &  
Risk  
Management  
Area Safety & Security

## Equal Visitation Policy

### Policy

Given the nature of our recovery center, patient visitation is heavily restricted. However, in special circumstances, visitors are welcomed to our campus. It is the policy of Ashley, Inc. that upon arrival all visitors to the campus must follow registration and sign-in procedures to ensure the safety and well-being of all patients, staff, and visitors while maintaining compliance with HIPAA and 42 CFR Part 2 regulations.

In support of each patient's rights, in certain circumstances, Ashley allows patients to receive visitors that the patient designates including, but no limited to, a spouse, domestic partner (including a same sex domestic partner), family members, or a friend, for emotional support during the course of the patient's stay. Patients are able to withdraw or deny consent at any time.

Ashley, Inc. prohibits discrimination against visitors based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression. Visitors designated by the patient (or support person, where appropriate), do not have to be legally related to the patient and shall enjoy visitation privileges that are no more restrictive than those that immediate family members would enjoy.

### Purpose

To address the many instances in which visitors, vendors or contractors gain entrance to the Ashley campus.

### Procedures

- I. An Ashley staff member or representative will enter the visitor's information into TIER or send an email to Security. On short notice (same day), the visitor's information will be phoned to

security.

A. Visitors:

1. First and last name of the visitor.
2. The date/s that the visitor will be at Ashley.
3. The company the visitor is representing.
4. Name of the Ashley point of contact (POC).

B. Contractors/Vendors:

1. The Company of the Contractors/Vendors is representing.
2. Names of the Contractor/Vendor Employee entering Ashley.
3. Name of the Ashley point of contact (POC)

II. Entering Ashley's Campus General

A. At the beginning of each day security will print out the visitation log from TIER.

1. All visitors and guests 18 and older must show a valid ID (government issued, student, etc.) to security before coming on campus.
2. Security will verify that the visitor's name or contractor is listed on the visitation list for that day.
3. Visitor or contractors not on the list will be asked if they wish to wait while Security attempts to confirm with the appropriate department their entry. If the visitor/contractor wishes to wait for confirmation they will be asked to pull to the side of the road as to not impede gate traffic.
4. All expected guests to the Ashley Campus must read the Visitor's Pledge of Confidentiality Agreement and agree to adhere to it by signing at the security booth and receiving a badge. An exception to this is Sunday patient visitation, when the visitors will sign the Visitor's Pledge of Confidentiality Acknowledgement form in Abraham Hall.
5. The guard will direct the visitor/vendor to the appropriate location.
6. There are exceptions to this general requirement. Routine vendors, such as those providing Dietary, Housekeeping and Maintenance supplies, Staples, UPS, Federal Express, etc., may be issued a long term contractor badge and requiring them to sign in annually.

III. Visitors delivering personal possessions

A. Monday through Saturday

1. Personal possessions and belongings for patients may be left at the security gate at any time.
2. A three part form will be completed capturing the name of the person leaving the items, their phone number, address, if cash, the exact amount is noted
3. The pink copy is filed at the guard house, the white copy goes with the

items and the yellow is given to the person dropping off the items.

B. Sunday

- a. Personal possessions and belongings for patients may be taken to Abraham Hall and received by a CA. If the person is not on the visitor list, the items should be left with security.

IV. Visitors with cell phones/cameras

- A. To help protect the privacy of our patients, visitors to Ashley will be asked to leave their cell phones/cameras in their vehicles.
- B. Visitors participating in the Family Wellness Program have access to small lockers for personal belongings that cannot be left in the vehicle.
- C. Visitors participating in the Family Wellness, Children's, RED or Renew Programs will be permitted to return to their vehicles to use their cell phones during scheduled breaks in the program they are attending.
- D. All vendors and other visitors to Ashley, (including contractors, electricians, sales representatives, EAP and recovery house personnel) will be asked to curtail their cell phone use while on the campus and informed that under no circumstances are they to take any photographs. The phones must be silenced or set to vibrate.
- E. Visitors, Vendors and Contractors shall not let anyone in the patient community use their cell phone for any reason.
- F. Camera use is not permitted on the Ashley campus unless authorized .

V. Sunday Mass Visitation

- A. Routine attendees to Sunday Mass (i.e., local residents) sign the confidentiality document on an annual basis and are issued a Chapel pass with their picture.
- B. Non-Routine visitors attending Sunday Mass are to be listed on the visitation list, show ID to security, and sign the confidentiality agreement.
- C. All visitors attending Sunday Mass leave immediately following Mass.

VI. **Sunday Patient Visitation (Visitation is currently on hold indefinitely.)**

- A. **A staff member will be stationed in the Abraham Hall parking lot to ensure that no visitor comes onto campus until an accurate patient attendance is taken. The staff member will reiterate that no phones and/or cameras are permitted on campus during visitation.**
- B. **Attendance will be taken at 12:30PM for the patient community. Once all patients are accounted for, CAs will notify the staff member stationed in the parking lot and visitors will be directed to Abraham Hall.**
- C. **Visitors will sign the Visitor's Pledge of Confidentiality Acknowledgement form and hand over any patient care package to a CA staff member to be searched for contraband.**
- D. **At 1:00PM, the weekend counseling staff will inform the patient community and their visitors of the guidelines for visitation.**

- E. **During visitation hours, CA staff are responsible for the following:**
  - 1. **Ensuring that all visitors sign the Visitor's Pledge of Confidentiality Acknowledgement form.**
  - 2. **Monitor all areas of the campus to ensure that the visitation guidelines are being followed.**
  - 3. **Provide ground transportation to any visitors who may request assistance.**
  - 4. **Carry out routine CA duties and responsibilities.**
  - 5. **Monitor patient phone use for those without visitors.**
  - 6. **Ensure that no patient accompanies their visitor to the parking lot, with assistance from Security staff.**
- F. **Visitation hours end at 4:15PM, followed by a mandatory roll call at 4:30PM for the patient community.**
- G. **Once visitation hours have ended and visitors have left the campus, CA staff will distribute any care packages brought by visitors to the correct patient.**



## Attachments

[EAEC COVID-19 Screening Tool \(002\).pdf](#)

[EAEC Visitation Guidelines.pdf](#)

## Approval Signatures

Step Description	Approver	Date
Final Approval	Donna Bogari: Vice President of Corporate Compliance, Quality, a	04/2022
SA Approval	Shannon Rinker: Regulatory/ Accreditation Coordinator	01/2022
Second Approval	Dion Harris: Quality and Safety Manager	01/2022
initial approval	Eric Trautman: Safety / Security Manager	10/2021