

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Consumer Related

POLICY NO: 05-021

SUBJECT: Visitors to Consumers/Visitors to Cottonwood, Inc.

EFFECTIVE DATE: July 1987

Policy:

Individuals served by Cottonwood, Inc. are supported in establishing friendships with people of their choosing. Cottonwood, Inc. promotes consideration of the congregate nature and the intended purpose of certain settings when helping the individuals served to determine if visits are intrusive or impact the rights of others.

Visitors for other purposes are generally at Cottonwood, Inc. sites for a tour intended to promote Cottonwood, Inc. to the community at large or are at Cottonwood, Inc. for meetings related to Cottonwood Inc.'s provider, CDDO, or business roles.

Procedures:

Residential:

1. Consumers are encouraged to invite friends into their homes as desired. If the individual lives in a communal setting, they are expected to respect the wishes and needs of housemates, and to negotiate acceptable visitation guidelines with coordinator assistance.
2. If an individual has a guardian and there is a safety concern, or the visitor is unknown, the staff will contact the legal guardian, residential coordinator, or on-call manager to seek advice. The guardian, coordinator, or on-call manager will determine if the visitor poses a threat or might otherwise negatively impact the well-being of the consumer or housemates if applicable.
3. If warranted, the visitor will be asked to leave. If a visitor is asked to leave and refuses, staff may call on-call manager or the police to assist in resolving the problem. The visitor may be banned from the location permanently.

Visitors for Other Purposes:

1. Visitors to Cottonwood, Inc. owned or other leased buildings that are not residential settings would normally have an appointment made in advance of their visit. Visitors in this category must check in at the receptionist area in Bldg I. (Retirement Center visitors may simply knock on the entrance door.) The receptionist will confirm the purpose of the visit and contact the appropriate management staff to meet, greet, and

escort them through the buildings. Drop- in visitors are welcome if there are staff available to escort them and the purpose of the visit is benign.

2. Visitors who do not have an appointment made in advance of their visit may be able to be accommodated if there are staff available to escort them and the purpose of the visit is benign.
3. A visitor tag will be required to be worn by all visitors who do not have an appointment made in advance of their visit. Certain recognized vendors may not be required to wear a tag depending on the discretion of the receptionist.

Visitors to Consumers in Day Service Settings:

1. Consumers at Cottonwood, Inc. sites are welcome to invite visitors at any time during the day. It is a courtesy to inform the staff in the area of the nature of the visit. Note: Visitors unknown to the staff or to the consumer raise a concern and staff should attempt to verify the identity of the visitor. Guardians or management staff may need to be consulted.
2. Consumers and their visitors will be invited to meet in the courtyards or consumer breakroom areas away from production or activity areas. Consumers may leave with their visitors if their Person Centered Support Plan or Behavior Support Plan does not indicate that there are safety issues with certain identified individuals (such as an abusive family member) or the plan indicates that self-preservation skills are sufficient to help the person navigate risk.