

SCARC, Inc. COVID-19 Response - Residential Visitation Protocol

Pre-Opening Phase

As COVID-19 cases continue to increase across New Jersey, SCARC, Inc. will be offering alternative means of communication for individuals who would otherwise visit, such as virtual communications (phone, video-communication, etc.). **There will be no in person visitation at this time.** Please note that this policy will be further adjusted over time as more is learned about the virus. Virtual visits are subject to the requirements and precautions outlined in this document.

Virtual Communication

1. Virtual communication is currently open to the individual's immediate and extended family, guardians, significant others and friends.
2. There are currently no maximum amount of visits per day or week.
3. Participants partaking in virtual communication should be mindful of the time spent on the device, there is currently no time limit on virtual communication but could be changed at SCARC, Inc.'s discretion.
4. Visits do **NOT** need to be scheduled with advanced notice with the Residential Program Manager or Assistant Manager *if* completed via phone.
5. Visits that require video-communication, such as via Zoom, Google Hangouts, etc. **need** to be scheduled with advanced notice with the Residential Program Manager or Assistant Manager. All visits are contingent on the Residential Management's availability.
6. Visits that require video-communication must be scheduled at least 24 hours in advance with the Residential Manager or Assistant Manager.
7. SCARC, Inc. will have open communication to update guardians and immediate family members via email and through mail (already registered on SCARC, Inc.'s Listserv and mailing list), advising of the phases of visitation the agency is currently in and with the reasoning. SCARC, Inc. will update guardians with the general operating status, such as when it is safe to resume in person visits.
8. SCARC, Inc. Residential Management should serve as a primary contact to families for inbound calls and conduct regular outbound calls to keep families up to date.

**As per the SCARC, Inc. Surge Plan, surge locations will never go beyond the Pre-Opening Phase. All visitation for the individuals relocated to the surge locations will solely be at the approved SCARC, Inc. Pre-Opening Phase.