



Client Handbook Addendum—Residential Program

Impact of COVID-19 Preparedness Plan

HopeWay is committed to providing the highest quality of behavioral health care while simultaneously implementing a detailed response plan to help mitigate risks associated with the COVID-19 pandemic. To that end, the following changes have been made to the residential program. All clients and staff are required to closely follow these modifications to our regular operations.

- Starting September 13th, all new clients admitted into the Residential Program will need to be fully vaccinated.
- Prior to entering the building, clients who come to complete their Psychiatric Assessment and all accompanying family members/support network will be screened for symptoms consistent with individuals who have tested positive for COVID-19.
- Prospective clients/family members/support network who screen positive will not be granted entry into the facility and will be directed to Atrium Health for testing.
- Clients will need to complete a rapid COVID-19 test within 72 hours prior to the date that they plan to admit.
- Clients admitted to on-site programming will be screened for potential symptoms of COVID on a daily basis.
- Admitted clients who screen positive will be immediately quarantined to their individual room. They will need to complete a PCR COVID test and remain quarantined until the test results come back. ***Given that this may take several days, we encourage you to complete the quarantine period at your home whenever possible.*** Your space in the residential program will be held for you to return if the result of the PCR test is negative.
- Please bring medical/surgical grade face masks or N95 face masks.
- Masks must be worn at all times you are outside of your room with obvious exceptions like when eating/drinking.
- All groups/activities will allow for appropriate social distancing to occur
- Meal times will be as follows:
 - Breakfast 8:15 a.m. – 9:00 a.m.
 - Lunch 12:15 a.m. – 1:00 p.m.
 - Dinner 5:30 p.m. – 6:30 p.m.
 - Snack Time 4:00 p.m. and 8:00 p.m.
- Clients will be required to sit for meals in a way that allows for appropriate social distancing to occur.
- During snack time, please recall that snacks need to be eaten at the snack bar and not taken to your room. Food is not allowed in client rooms.



- Common areas on the residential unit will be used in such a way that allows for appropriate social distancing to occur. Staff will provide guidance.
- Clients are encouraged to complete frequent hand hygiene. Staff can provide guidance.
- The “blackout” period for personal electronic equipment has been suspended until further notice.
 - The Fitness/Weight Room. Eight (8) clients will be allowed to use it at a time. A staff member will also be present.
- There will be:
 - Limited off-campus activities
 - No store runs (e.g., Target)
 - No passes (unless medically necessary and approved by your psychiatrist)
- When congregating or sitting in common areas, we encourage social distancing.
- The residential unit is “closed” from 9:00 – 4:00 (Monday – Friday). If you need to enter the residential unit during these times, a staff member will escort you onto and off of the unit.

HopeWay Visitation Guide

Starting March 20th, 2022, visitation for each client will be available on Sundays. Clients may have one visitor on this day. Visitors will be able to choose a Sunday visitation time of 1pm, 2pm, or 3pm, or as open appointment slots permit. Visitation will occur in 45 minute blocks to allow for proper cleaning protocols to take place between visits.

- Upon admission, clients will be given the option to provide the names of two potential visitors.
- The two visitors need to remain the same throughout the duration of treatment.
- All visitors are required to be fully vaccinated (booster included, if eligible).
- Previous or current HopeWay clients are not permitted to be one of your identified visitors.

Clients will receive the scheduling website upon admission and then they can share it with their identified visitors.

During the scheduling process, visitors will be required to upload their vaccination/booster card.

All appointments will need to be approved by our staff.

Visitors will receive an email confirmation when the appointment is scheduled.

Appointments must be scheduled by the Thursday prior to Sunday visitation to allow for approval time.

Visitors will only be allowed to schedule a week in advance, as appointments for other weeks will not be viewable.

Medical grade/surgical masks are required and must be worn throughout the duration of the visit.

No outside food or beverages will be allowed.



Visitation will take place in the dining hall. We ask visitors to please leave ALL belongings in the car with the exception of an ID, which will be checked upon arrival.

Please use HopeWay's main entrance (marked by the large HopeWay sign) to locate our parking lots and front entrance. You will meet with one of our staff members at the front door to review your appointment details, check your ID and complete a COVID screening.

As additional information becomes available regarding new methods of mitigating risks associated with COVID-19, additions/changes to the above information may be necessary. Any additional/new information will be communicated to all of our clients by our staff.

As with all other rules contained in the Client Handbook compliance with all rules, including those listed above, is expected from all clients. Failure to adhere may jeopardize your own and your peers' physical and/or mental health and as such will be addressed with you by your treatment team. ***Consistent non-compliance can result in the need for an administrative discharge.***