



Client Handbook Addendum

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.

- 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 admitted to on-site programming will be screened on a daily basis.
- Admitted clients who screen positive will be immediately quarantined to their individual room while the HopeWay COVID-19 Medical Task Force works with the client to discuss next steps. ***This may include the need to discharge from programming.***
- Please bring at least 3 cloth, washable masks.
- Masks must be worn at all times you are outside of your room with obvious exceptions like when eating/drinking.
- Please use your assigned seat when attending groups.
- All groups/activities will allow for appropriate social distancing to occur
- Meal times will be as follows:
 - Breakfast 8:00 a.m. – 9:00 a.m.
 - Lunch 12:00 a.m. – 1:00 p.m.
 - Dinner 5:30 p.m. – 6:30 p.m.
 - Snack Time 8:30 p.m. – 9:00 p.m.
- To order your food selections, please walk down the food line, behind the ropes and tell the kitchen staff what you would like for your meal. Pick up your meal tray once the kitchen staff is back behind the food line.
- Clients will be required to sit for meals in a way that allows for appropriate social distancing to occur.
- During snack time, one client at a time will enter the dining hall, select their chosen snack item, and choose their seat before the next client will enter the dining hall.
- Only two (2) clients are allowed in the Snack Pantry area on the unit at one time. Designated snack times are 4:00 p.m. – 4:30 p.m. and 8:00 p.m. – 8:30 p.m.



- 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.
- Water fountains have been turned off until further notice and are thus not to be used.
- 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 will reopen in tandem with the North Carolina determination for reopening of public fitness facilities.
 - Once the Fitness/Weight Room has reopened, only two (2) clients will be allowed to use it at a time. A staff member will also be present.
 - Staff will manage a schedule to ensure equal access to the Fitness/Weight Room.
- There will be:
 - No off-campus activities
 - No store runs (e.g., Target)
 - No visitation
 - No food, store, or merchandise deliveries
 - No passes (unless medically necessary and approved by your psychiatrist)
- To promote effective social distancing, clients are not allowed to congregate or sit in any hallways or walkways.
- 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.

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.***