



Policy Name:	Visitors
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Policy Code:	205 / 205A
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Policy Purpose:	To provide guidelines that permit family members, friends, professional workers, and the interested public the opportunity to view services and provide appropriate input to Rise without interfering with the normal business orientation and professional work environment of the agency.
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I. Overview

Visitors to Rise programs and locations must follow the procedures listed below.

II. Procedure

- A. All visitors must check in with the receptionist and sign the visitor's log upon entering the building. Visitors should be accompanied by team members when walking through the building.
- B. Visitors must refrain from influencing work or program activities while in the building.
- C. Parents and family members of both team members and people receiving services should consider the intent and outcome of the frequency of their visits. For example, it is not considered a normal business practice for parents to attend work on a regular basis with their family member.
- D. Whenever possible, visits should be prearranged to ensure the availability of team members to guide the visitor.

Policy Code:	205 Addendum
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The health and safety of persons served, employees, visitors, and our community remain a top priority at Rise. Therefore, in line with the latest guidelines issued by the MN Department of Health related to COVID-19, we have revised our visitor's policy. Please review our policy below and if you are sick or presenting with any respiratory related symptoms, please do not enter our building. We provide vital services to a vulnerable population and thank you for your understanding and cooperation in keeping our workplace safe and secure. We are not allowing any exceptions to this policy.

- A. Rise will not allow visitors in our facilities or to use our vehicles if any of the following apply:
 - Visitor(s) is sick or presenting with respiratory illness symptoms (COVID)

- Visitor(s) who has been in isolation that has not met the CDC requirement to discontinue self-isolation.
 - Visitor(s) who has not met Rise's Safe Location Access questionnaire.
- B. All visitors, vendors and contractors must complete the Safe Location Access questionnaire prior to entering the building.
- C. Vendors and contractors are only allowed on a "case-by-case" basis and must have prior meeting arrangements established and are required to don face covering and gloves as appropriate for their visit.
- D. Rise will limit the number of visitors to the workplace to "essential business only" and restrict the number of people who interact with our employees. (Fewer people equals less risk).
- E. All Rise facilities abide by the social distancing recommendations issued by the MN Dept of Health, WI Dept of Health and the CDC. Rise expects all visitors to practice social distancing while in our facilities.
- F. Residential providers and family members that have an established and/or approved visit (transportation related, essential meeting etc.) are required to complete the Safe Location Access questionnaire and don face coverings and gloves as appropriate for their visit.
- G. External transportation vendors and suppliers (person served transit providers, shipping/receiving, etc.) are required to complete the Safe Location Access questionnaire if entering the building or engaging in close contact with Rise employees. If not entering the building and need to request assistance, please call the receptionist at 763-786-8334.
- H. Each Rise facility will coordinate and arrange mail delivery services with their postal carrier in accordance with social distancing guidelines.

As we address this national emergency, remember to take steps to keep yourself healthy. Wash your hands, avoid touching your face, distance yourself from others, and practice appropriate self-care, including staying home when you are sick.

We are committed to meeting your needs throughout this current situation and beyond. Thank you for partnering with us to stay safe, healthy and informed.

Stay up to date on the COVID-19 pandemic by visiting the Minnesota Department of Health's website or the Centers for Disease Control and Prevention resource.