



VOYCE Protocol for In-Person Volunteer Visits

PREPARATION FOR VISITS:

- Evaluate personal health for symptoms of sickness, including monitoring of temperature. If not feeling well, the volunteer should not visit. This includes all illnesses (not just COVID).
- If a volunteer knows they have been in contact with a positive COVID case or is having symptoms they shall suspend all visits until evaluation and all recommendations have been completed.

MASKING POLICY:

- Volunteers are no longer required to wear masks while conducting facility visits except in the following situations:
 - The facility policy requires masking
 - The facility has an outbreak of COVID, flu, or other illness
 - The resident requests you wear a mask
 - You prefer to wear a mask for best practice or underlying health concerns

ENTRY INTO FACILITY:

- If required, complete a COVID-19 screening with facility staff upon entry into the facility.
- Only bring necessary items into the facility to reduce spreading germs.
- Use hand hygiene – either the use of hand sanitizer or hand washing for at least 20 seconds – before and after entry into each facility and each resident room.
- For notetaking use your own pen and do not lay on surfaces at the facility.
- Avoid sitting on the beds or chairs in the facility and overall avoid contact with surfaces in the facility.
- Place your business card, pamphlets or other information on a hard surface, instead of handing it to someone to limit hand-to-hand contact.
- If the facility has a COVID wing, in-person visits should be avoided on the COVID wing.

NOTE: Volunteers can use personal discretion to decide if they want to visit a facility that has active COVID. Volunteers should keep their Regional Ombudsman Coordinator or the Volunteer Manager informed if they are not visiting due to COVID in the facility.