

STANDARD OPERATING PROCEDURE		
SOP Name/Title: Caregivers On Site		
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Purpose

To establish a standard process for caregivers and families to access our spaces (classrooms, gyms, therapy rooms, lobby)

Scope

This SOP relates to the following Programs:

- Autism Services
- Family Place Day Treatment
- Early Childhood Education
- Outpatient Therapies (Mental Health, Occupational, Speech and Language, Music Therapy)
- Children’s Mental Health Case Management

I. Entering the Building

First-time guests will be instructed to check in with the Security Front Desk. Once their appointment is confirmed and staff are notified, the guests will be allowed to wait in the lobby.

Returning caregivers will be given individual access through a mobile app or pin code as necessary for service delivery.

- A. Early Childhood Programming and Autism Day Treatment will be given access through all doors into program space
- B. Family Place Day Treatment will not be provided with individual access but rather be allowed into the lobby by appointment
- C. Outpatient services will be provided access to the lobby
- D. Case Managers will email the Front Desk Distribution group that caregivers will be arriving for a scheduled appointment. Case Managers will meet caregivers in the lobby.

- E. Harman Center/Nicollet Mall: Guests will be instructed to check in with the Front Desk. Once their appointment is confirmed and staff are notified, the guests will be allowed to wait in the lobby until greeted by staff. If guests enter through the Westminster Trinity Door, they will be met by Front Desk staff and escorted to the lobby to wait for their appointment.
- F. If guests need to use the Restroom while waiting the Front Desk can give them access into the clinic.
- G. Families will be encouraged to go directly to/from the restroom without any stops out of respect for Westminster staff and space.

II. Observations and/or Joining the Group

The guidelines are varied based on the clients served, the staffing structure, and the configuration of space for each program

A. Autism Day Treatment

- i. Caregivers can enter the treatment hallway for arrivals and departures
- ii. Caregivers are generally not permitted in the rooms when mental health services are being delivered to a client in a group therapy setting
- iii. Visitors can cause interruptions which can lead to dysregulation
- iv. Caregivers will be asked to observe through an observation window (with a staff present)

B. Family Place

- i. Caregivers are met by staff to assist with arrivals and departures and for any scheduled visits to the classroom
- ii. Caregivers will be instructed to check-in with Security Check-In and wait for a staff to meet them in the lobby
- iii. Caregivers are not permitted in the room when Family Place mental health services are being delivered to a client in a group therapy setting

C. ECE

- i. Caregivers with children attending ECE are encouraged to visit their child's classroom at any time. They may drop in or call ECE staff to schedule a visit.
- ii. Security desk staff may request a reason for the visit when caregivers are entering SDC outside standard ECE arrival and departure times.
- iii. If it is an ECE related visit, the caregiver will be allowed to enter unescorted.

D. Outpatient Therapies

- i. Caregivers will wait with their children in the lobby until their therapist arrives to get them for their appointment

- ii. Clients and their siblings need to be supervised while in our building and on our campus
 - a. if staff observe a child that is not attended to or is unsafe, they should inquire with the caregiver to see if assistance is needed
- iii. Caregivers will transition to and from therapy rooms or gyms with their therapist; caregiver observation and participation in sessions can be an integral component of the therapeutic process
- iv. Caregivers will not be allowed to transition without their therapist unless the therapist specifies with the Security Check-In ahead of time
- v. St. David's staff may ask observing caretakers to leave if their presence is disruptive to any client
- vi. If caregivers leave the building while their child is in therapy, they must return at least 10 minutes prior to the scheduled ending of their session
 - b. If caregivers are late the therapist, supervisor, or clinic aide will wait with the client until the caregiver arrives
 - c. If caregivers are significantly late, the Security Receptionist will call primary caregivers and emergency contacts; ultimately together with outpatient leaders, they will determine when to call the police to manage an unattended child

III. Permissions and Pick-Ups

- A. Individuals must be listed as a parent, emergency contact, or approved pick-up person in Welligent in order to pick up child/client.
- B. To add new authorized pick-up people primary caregivers must fill out the **Pick-Up Authorization Form**, which can be filled out and returned physically or emailed to medical records.
- C. Outpatient clients are unable to use medical transportation services due to the inability of outpatient staff to wait for late or inconsistent arrival.
- D. In rare circumstances, when caregivers have no other immediate options, a different pick-up person can be approved via verbal consent (phone). This new individual should either be added as an authorized pick-up person or used as a one-time basis.
 - i. If a child's caregivers have repeated occurrences of late pick-ups or show an inability to pick-up, staff must have a conversation about support options and fit of programming for the client.
- E. Individuals must be 16 years old and approved by parents to safely and appropriately pick up child/client
- F. We are unable to restrict access to pick up a child from any legal guardian without legal documentation, such as an Order for Protection.
 - i. Order for Protection

- ii. Official Document must be received before any action can be taken by St. David's Staff
 - iii. The Administrative Director of Health Information Management will create alerts and communicate with parties as necessary
- G. Primary caregivers may request anyone else be listed as “Do Not Pick Up” for their child in Welligent and restrict their access in our mobile access system, HID.

IV. Supportive Documents

SOP for Court and Legal Documents