

Visitation Policy

<i>Date Implemented:</i>	11/4/22	<i>Date Reviewed/ Revised:</i>	7/2024	<i>Reviewed/ Revised By:</i>	
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Standard:

Assisted Living provides immediate access to the resident for guests and representatives of local, state, and federal agencies. The objective of this standard is to protect the right of our residents to have visitors. All team members are responsible for adhering to this Assisted Living visitation protocol.

Guidelines:

General Visitation:

Immediate access to any resident by the following:

- a. Any representative of the State who is authorized access to residents.
- b. The resident's individual physician.
- c. The State Long Term Care Ombudsman;
- d. Immediate family or other relatives (subject to the resident's right to deny or withdraw consent at any time)
- e. Others who are visiting with the consent of the resident, subject to reasonable restrictions and the resident's right to deny or withdraw consent at any time;
- f. Reasonable access to any entity or individual who provides health, social, legal, or other services to the resident, at the resident's consent; and
- g. Essential Caregivers.

We do not limit the number of visitors nor are visitors subject to visiting hour limitations or other restrictions not imposed by the resident. We may request a change in location of the visits to assist care giving or protect the privacy of other residents, or if the visits infringe upon the rights of other residents.

An individual or representative of an agency that provides health, social, legal, or other services to the resident has the right of "reasonable access" to the resident.

Guidelines may be established regarding the timing or other circumstances of the visit, such as location, provided the guidelines allow for ready access to these services.

Representatives of the State Ombudsman program may examine a resident's clinical records with the permission of the resident or the resident's legal representative, and to the extent allowed by state law.

Suggested visiting hours are 9:00 a.m. to 9:00 p.m.; however, families and visitors can visit 24/7, 365 days per year. All visitors must sign-in upon entering the community and before interacting with any team member, resident, family members or friends. By signing, the visitor agrees to follow the standards and guidelines. In-person visitation of a specific visitor may be suspended if the visitor violates the standards and guidelines.

The Assisted Living Coordinator or designee will ensure team members adhere to the standard and guideline.

To support and comply with the “No Patient Left Alone Act”, in-person visitation is permitted in all of the following circumstances, unless the resident objects:

- End-of-Life Situations
- A resident who was living with family before being admitted to the provider’s care is struggling with the change in environment and lack of in person family support.
- The resident is making one or more major medical decisions.
- A resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
- A resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
- A resident who used to talk and interact with others is seldom speaking,

Essential Caregivers:

At times there may be circumstances where Resident visitation may be scaled back in efforts to ensure resident and team member safety, and to stop the spread of infection, such as pandemic, flu, or presence of infectious diseases which may require isolation. In such cases, we shall comply with all current local, state, or national standards.

Residents may designate a family member, friend, guardian, or other individual as an Essential Caregiver.

The Essential Caregiver is not required to provide necessary care to a resident, and we may not require an Essential Caregiver to provide such care.

Essential Caregivers are allowed to visit at least two hours daily in addition to any other authorized visitation. Suggested visitation hours are 9a.m. to 9p.m.; however, we allow visitation 24/7, 365 days per year.

All Visitors and Essential Caregivers are required to:

- Sign-in upon entering the community and before interacting with any team member, resident, family members or friends. By signing in, the visitor agrees in writing to follow the standard and guideline.
- Comply with the infection control and educational policies for visitors. Infection control policies may require a visitor to wear Personal Protection Equipment (PPE), including properly wearing a face mask and other necessary PPE, and performing hand hygiene. Team members will provide directions on the proper use of PPE.
- May be asked to submit to a screening which may include temperature check and/or a questionnaire about health status.
- Visitors are NOT required to submit proof of vaccination or immunization.
- Although minimizing physical contact and social distancing may be encouraged to limit exposure, consensual physical contact between a resident and visitor is not prohibited.
- All visits are subject to monitoring for compliance with all infection control procedures, including the appropriate use of PPE.

In-person visitation of a specific visitor may be suspended if the visitor violates the policies and procedures.

Statement for Visitors:

We remain committed to the wellbeing of our Residents, and this includes a resident’s right to visitation with their family. If you or a loved one have been met with resistance from a hospital, hospice, or long-term

care community, when attempting to visit with loved ones, you may file a complaint with the Agency for Healthcare Administration for further review and action. Submitting this complaint online may assist the Agency in expediting your review.

If you prefer to make this complaint via phone, the dedicated phone line for visitation related complaints is 1-888-775-6005; the link to the complaint portal is: <https://apps.ahca.myflorida.com/hcfc>

Resources:

“No Patient Left Alone Act”: <https://www.flsenate.gov/Session/Bill/2022/988/BillText/er/HTML>