

# COMFORT CARE HOME

## ASSISTED LIVING FACILITY

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## VISITATION POLICY

### **Purpose:**

To establish a policy for in-person visitation and minimum procedures for family members and other visitors, during normal operations and during times of developing diseases/infections (including COVID-19). This facility policy is intended to comply with the regulations set forth in Chapter 408.823, Florida Statutes, or as amended.

### **Policy:**

This policy will be administered equally to all visitors, without regard to race, color, religion, sex (including gender identity and transgender status), age, national origin, disability, or veteran status. Visitors are important to the long-term care of our residents. They provide emotional support to help a resident deal with a difficult transition or loss, upsetting event, making major medical decisions, etc. This policy provides visitors entry into the facility on a limited basis for these specific purposes. The facility's administrator may make exceptions to the two (2)-hour visitation limitation on a case-by-case basis for end-of-life residents. Any exceptions to this policy and procedure shall be discussed and agreed upon in writing by the facility's administrator and the resident/responsible party.

### **Procedures:**

Below are the minimum established procedures for visitation by resident's visitors, including designated essential caregiver (unless specifically excluded):

1. All visitors must sign in and out of the facility.
2. Visitors/family members must always conduct themselves in a responsible and proper manner, with consideration of other residents, visitors, and staff. Shall comply with all facility rules and policies.
3. Visiting hours are nine (9) A.M. to nine (9) P.M. every day. The permissible length of visitation shall not exceed two (2) hours per day, except as arranged with the facility administrator or allowed for designated essential caregiver. Overnight stay by visitors is prohibited. It is requested that visitors call/notify staff of visitation day/time prior to arrival. Visitation by groups of four (4) or more shall be by appointment only, made a minimum of two (2) hours prior to arrival. This visitation scheduling is to ensure the residents and staff are ready, and to limit the number of visitors in the facility at the same time. These limitations will provide staff the ability to safely screen visitors and monitor the residents, and ensure space is available to accommodate the visitors. Staff will make all attempts to accommodate visitation request but may need to reschedule as needed out of consideration for all residents.
4. A resident may designate one (1) visitor who is a family member, friend, guardian, or other individual as an essential caregiver, on the facility's Essential Caregivers Designation and Acceptance form. In-person visitation by designated essential caregiver is allowed for at least two (2) hours daily in addition to any other visitation authorized. A designated essential caregiver is not required to provide any necessary care to the resident.
5. In-person visitation is allowed in all the following circumstances, unless the resident objects:

- a. End-of-life situations.
  - b. A resident who was living with family before being admitted to the facilities care is struggling with the change in environment and lack of in-person family support.
  - c. The resident is making one or more major medical decisions.
  - d. A resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
  - e. A resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
  - f. A resident who used to talk and interact with others is seldom speaking.
6. Visitors are not allowed throughout the facility. ALL visitations will take place in assigned area. Visits by designated essential caregiver may take place in the resident's room if the resident is in a private room, or a designated area as determined by the facility administrator.
  7. On-site parties by residents and their visitors shall be prohibited, for the safety and rights of all. A small private event with resident and their visitors may be allowed, at the sole discretion of the facility administrator or manager, with prior approval.
  8. To reduce the transmission of communicable disease/infections, the below minimum protocols are required of visitors:
    - a. Do not visit if they have symptoms consistent with a communicable disease.
    - b. Thorough screening of visitor per the facility's infection control policy and procedure. If the visitor fails the screening, the visitor will not be allowed entry.
    - c. Screening and waiver form must be completed at every visit, NO EXCEPTIONS.
    - d. Adherence to the facility's infection prevention and control policies and procedures.
    - e. Use approved masks to cover mouth and nose, sanitize hands, and social distance from other residents, NO EXCEPTIONS.
    - f. All visitors will have their temperature check. Temperature of 100 degrees Fahrenheit or greater will be denied visitation.
    - g. Immediately inform the facility if they develop symptoms consistent with a communicable disease within 24-hours of their last visit to the facility
    - h. We encourage clean clothing be worn by visitors from home directly to the facility.
    - i. Designated essential caregiver must wear the same Personal Protective Equipment (PPE) that staff wear to provide care or services to the resident per facility's Infection Control Policies. The PPE required must be consistent with the most recent CDC guidance for healthcare workers. The designated essential caregiver will complete education/training on infection prevention and control including, but not limited to, the use of PPE, use of masks, hand sanitation, and social distancing.
  9. Consensual physical contact between a resident and visitor is allowed.
  10. Visitors agree to follow these procedures and understand the facility may restrict, suspend, or revoke in-person visitation, after attempts to mitigate concerns, of a specific visitor if the visitor violates the facility policies and procedures. In the event the designated essential caregiver status is restricted, suspended, or revoked, the resident may designate a different essential caregiver who will be granted visitation rights upon proper vetting and agreeing to policies and procedures.
  11. The facility administrator is responsible for ensuring that staff and visitors adhere to these procedures.