

## Visitation Policy

<b>SECTION:</b>	Operations and Administration
<b>APPLIES TO:</b>	Assisted Living & Memory Care
<b>DATE REVISED:</b>	April 2024
<b>STATE SPECIFIC</b>	Florida

**Policy:**

The following are the procedures to be followed to identify Essential Caregivers for residents and the expectations. These procedures will be administered equally to all residents that request to have an essential caregiver, without regard to race, color, religion, sex (including gender identity and transgender status), age, national origin, disability, or veteran status. Essential caregiver visitors provide emotional support to help a resident deal with a difficult transition or loss, upsetting event, making major medical decisions, needs cueing to eat and drink, stops speaking, or end-of-life. Essential caregiver visitors may be allowed entry into facilities on a limited basis for these specific purposes. The provider must allow at a minimum in-person visitation for at least 2-hours daily under these circumstances. At Fountains of Hope, the 2-hour visitation will be between 9:00 a.m. – 9:00 p.m. Fountains of Hope may make exceptions to the 2-hour visitation on a case-by-case basis for end-of-life residents. These exceptions will be discussed and agreed upon in writing by the facility’s designee and the resident’s responsible party.

**Procedures:**

**I. For designation and utilization of essential caregiver visitors.**

1. Fountains of Hope will provide the Agency for Health Care Administration (AHCA) with a copy of the facility’s essential caregiver visitor’s policy and procedure, with the initial licensure application, renewal application and/or change of ownership application.
2. Fountains of Hope essential caregiver visitor’s policy and procedure is available on [www.fountainsofhope.com](http://www.fountainsofhope.com).
3. Fountains of Hope will designate Director of Nursing as key staff to support infection prevention and control training.
4. Fountains of Hope will designate Business Administrator to make sure staff adhere to visitation policies and procedures.
5. Fountains of Hope will set a limit on the total number of visitors allowed in the facility at any given time based on the ability of staff to safely screen and monitor and the space to accommodate the essential caregiver visitors.

6. Identify locations for visitation/care to occur planning for residents in shared spaces and facilities with minimal common space to identify maximum time availability.
7. Provide outdoor visitation spaces that are protected from weather elements, such as porches, courtyards, patios, or other covered areas that are protected from heat and sun, with cooling devices, if needed.
8. Create indoor visitation spaces for residents in a room that is not accessible by other residents or in a resident's private room if the resident is bedbound and for health reasons cannot leave his or her room.
9. All residents and/or POA/Guardian if appropriate will be asked to identify an Essential Caregiver. 10. All new residents will be asked to identify an Essential Caregiver upon move-in.
10. All residents will be allowed to update as requested to the named Essential Caregiver of record. 12. Residents are allowed in-person visitation in all the following circumstances, unless the resident objects:
  - End-of-life situations.
  - A resident, client, or patient 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, client, or patient is making one or more major medical decisions.
  - A resident, client, or patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
  - A resident, client, or patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
  - A resident, client, or patient who used to talk and interact with others is seldom speaking.
11. Maintain a visitor log for signing in and out.
12. No more than one essential caregiver visitor may be designated per resident.
13. Essential caregiver visitors must wear Personal Protective Equipment (PPE) per facility's Infection Control Policies. The PPE required must be consistent with the most recent CDC guidance for healthcare. At Fountains of Hope the essential caregiver visitors shall wear the same PPE that staff wear to provide care or services to the resident.
14. Any changes to Fountains of Hope essential caregiver visitor policies must be promptly communicated to affected residents and essential caregiver visitors.
15. It is the policy of this Community to comply with the No Patient Left Alone Act, as it guarantees Florida families the fundamental right to visit their loved ones who are receiving care in hospitals, hospices, nursing homes, assisted living facilities, and intermediate care facilities for the developmentally disabled (long-term care facilities). No health care facility in Florida may require a vaccine or immunization as a condition of visitation and every health care facility must allow their residents and patients to be hugged by their loved ones.

**II. To facilitate visits by Essential caregiver visitors upon a request from a resident or friend/family member:**

1. The resident (or their representative) will read and sign the policy and procedures. The acknowledgement of the signature represents that the essential caregiver visitor will abide by the policies set forth in this document.
2. The essential caregiver visitor will complete training on Fountains of Hope infection prevention and control including the use of PPE, use of masks, hand sanitation, and social distancing.
3. The essential caregiver visitor must immediately inform the facility if they develop symptoms consistent with a communicable disease within 24-hours of their last visit at the facility.
4. Essential caregiver visits may take place in the resident's room, or a designated area determined by Fountains of Hope at the time the visitation scheduled is developed and agreed upon.

**III. When an essential caregiver visitor is scheduled to visit, the facility will:**

1. Essential caregivers will be allowed to visit the residents at Fountains of Hope regardless of the screening outcome.
2. Fountains of Hope will ensure that the required consents, and training and policy acknowledgements are in place.
3. Fountains of Hope will ensure that the essential caregiver has appropriate PPE if applicable.
4. Fountains of Hope will require the essential caregiver sign in and out on the visitor log.
5. The administrator will be responsible for staff adherence to visitation policies and procedures
6. If the essential caregiver fails to follow the facility's infection prevention and control requirements, after attempts to mitigate concerns, Fountains of Hope shall restrict or revoke visitation.
7. In the event the essential caregiver's status is revoked due to the individual not following the facility's policy and procedures, the resident may select a different essential caregiver who will be granted visitation rights upon proper vetting and agreeing to Fountains of Hope's policies and procedures.
8. Fountains of Hope will allow consensual physical contact between a resident and visitor (resident and visitor must be respectful of other residents and staff).