

MAINSTAY SENIOR LIVING

VISITATION POLICY

Applies to Assisted Living & Memory Care
Regulatory Reference FS 408.823
Effective 5/6/2022
Revised 10/15/2024

Purpose:

The assisted living and memory care visitation policy and procedures are intended to promote “in-person visitation” while maintaining infection control and education policies to reduce the probability of transmission of infectious diseases that may require isolation, in compliance with the regulations set forth in Chapter 408.823, Florida Statutes. A resident may designate a visitor who is a family member, friend, guardian, or other individual as an “Essential Caregiver.” All other visitors who do not meet the criteria of “Essential Caregivers” are considered “General Visitors.” The visitation policies and procedures required must allow in-person visitation in all the following circumstances, unless the resident objects:

- End of life situations.
- A resident who was living with family before being admitted to the community 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 who is experiencing emotional distress or grieving the loss of a friend or family member who recently passed away.
- A resident who 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 suddenly refuses to socialize or communicate and is seldom speaking.

Policy:

The following are the procedures to be followed relating to visitation of all visitors. These procedures will be offered equally to all residents that request to have a visitor, without regard to race, color, religion, sex (including gender identity and transgender status), age, national origin, disability, or veteran status.

Procedures:

Before in-person visitation, ALL VISITORS, must adhere to the following:

1. Sign in upon entering the Community and before interacting with any staff, residents, family members or friends.
 - The Community designee will thoroughly screen the visitor per the Community’s infection control and education policies, and, document the name of the individual, the date and time of entry, and the screening mechanism used, along with the screening employee’s name and signature. If the visitor fails the screening, the visitor will not be allowed entry. This does not apply to essential caregivers who will be required to wear Personal Protective Equipment (PPE) as the Community’s healthcare staff.
 - All visitors must wear the same Personal Protective Equipment (PPE) as the Community’s healthcare staff. The PPE required must be consistent with the most recent written and posted CDC guidelines recommended for healthcare workers. Trained staff will provide directions on the proper use of PPE’s.
 - The resident (or their representative) will read and sign the visitation policy and procedures. The acknowledgement of the signature represents that the resident (or their representative) understands that all visitors must abide by the policies set forth in this document.
 - A copy of the signed document shall be placed in the resident’s business file and shall be subject to review upon request.
 - Failure of visitors to follow the Community’s visitation policy and procedures could result in the Executive Director restricting or revoking in-person visitation.
 - In the event the visitor’s status is revoked due to the individual not following the Community’s policy and procedures, the resident may select a different Essential Caregiver who will be granted visitation rights in accordance with and subject to the requirements of this policy.

2. Infection control and education policies may require a visitor to wear Personal Protective Equipment (PPE), including wearing a face mask properly, proper hand hygiene and other necessary PPE's. Trained staff will provide directions on the proper use of PPE's.
3. Visitation hours will be between 9:00 am.- 9:00 pm at a minimum. Any visitation outside of these hours will be considered upon request to the Executive Director. During the hours of 9:00 am and 9:00 pm, in-person visitation by all visitors, except for Essential Caregivers, is allowed for at least 2 hours daily, at any time, within the hours of 09:00 am and 09:00 pm, in addition to any other visitation authorized by the Executive Director.
 - Essential Caregivers are allowed 4 hours daily, at any time, within the hours of 09:00 am and 09:00 pm, at a minimum. The Essential Caregiver must immediately inform the Executive Director or the Health & Wellness Director if they develop symptoms consistent with a communicable disease within 24-hours of their last visit at the Community.
 - The Executive Director of the Community may make exceptions to the 2-hour visitation on a case-by-case basis which will be discussed and agreed upon in writing by the Community's Executive Director and the Resident and/or Resident's responsible party in advance. These exceptions do not apply to Essential Caregivers who are allowed to visit at any time during the 2-hour visitation period for general visitors, as well as, for an additional 4-hour visitation period daily.
 - Consensual physical contact between a resident and his or her visitor is allowed.
4. The Executive Director will set a limit on the total number of visitors allowed in the Community at any given time based on the ability of staff to safely screen and monitor visitors, and the space available to accommodate them.
5. The designated person responsible for staff adherence to visitation policy and procedures shall be the community Health & Wellness Director supported by the Executive Director, shift leader and any Manager on Duty. Staff training on the visitation policy and procedures shall be included in the in-service training on Residents Rights and Emergency Procedures.
6. Visitors are not required to show or provide proof of vaccination or immunization status.

In-House Procedures:

- All current residents shall be provided with a copy of the new visitation policy and procedures to read and sign. The executed copy of the acknowledgement form will be placed in the resident's business file.
- The Executive Director or designee shall discuss the visitation policy and procedures, on a case-by-case basis if needed, as well as during the monthly resident meeting.
- The visitation policy and procedures will be incorporated as part of the Resident Handbook and will be part of the admission packet for all new residents or legal representatives to read and sign.
- All visitors must immediately inform the facility if they develop symptoms consistent with a communicable disease within 24-hours of their last visit to the facility.
- Visits may take place in the resident's room or a designated area determined by the Executive Director.
- Visits, except for essential caregivers, may be significantly limited when a resident residing in the Community is infected with an infectious disease. Essential caregivers will be required to wear Personal Protective Equipment (PPE) as the Community's healthcare staff.
- When there are no known cases of infectious diseases among residents currently residing in the Community, visitation hours will be between 9:00 am.- 9:00 pm at a minimum, for at least 2 hours daily for general visitors and an additional 4 hours daily for essential caregivers.