Title	Community Visitation Guidelines
Version	1
Effective Date	5/1/2025
Revision Date(s)	
Department	General-Administrative
Type	Policy
State	Florida
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SINCERI Senior Living

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Policy

The resident has the right to receive visitors of his or her choosing at the time of his or her choosing, subject to the resident's right to deny visitation when applicable, and in a manner that does not impose on the rights of another resident. In accordance with FS 408.823, a resident and/or their legal representative may designate a visitor who is a family member, friend, guardian, or other individual as an Essential Caregiver.

Purpose

This policy provides guidance for in-person visitation to residents, visitors, and staff.

Definitions

- **Essential Caregiver:** A designated individual authorized to provide in-person support for at least two hours daily, regardless of general visitor restrictions.
- **Compassionate Care Visitation:** Situations where visitation is required due to significant medical or emotional events (e.g., end-of-life, serious decline).
- **General Visitor:** Any individual who is not an Essential Caregiver but is authorized to visit under normal circumstances.
- **Infection Control Protocols:** Precautionary procedures implemented during public health emergencies or outbreaks.

Procedure

1. **Resident Rights**
   A. Residents have the right to:
      a. Receive visitors of their choosing at any time unless contraindicated due to health and safety concerns.
      b. Be free from isolation due to community-imposed visitation restrictions.
      c. Designate up to two Essential Caregivers who are allowed visitation even during outbreak scenarios, with proper precautions in place.
      d. Engage in physical contact with visitors.
      e. Refuse visitation or restrict visitors of their choosing.

2. **Visitation Hours & Access**
   A. General Visitation
      a. Permitted daily from 8:00 AM to 9:00 PM, with no restriction on the number of visitors unless clinically or operationally necessary.
      b. Visits outside of these hours (including overnight stays for special circumstances) must be approved by the Administrator or Designee.
   B. Essential Caregiver Visitation
      a. Permitted for no less than two (2) hours per day, with additional hours approved as needed.
      b. Visitation is allowed during declared emergencies or outbreaks unless the visitor poses a direct health threat (e.g., symptomatic of a communicable disease).
   C. End-of-Life or Compassionate Care
      a. No time restriction for end-of-life situations.
      b. The Executive Director (ED) or their designee may expedite access protocols under compassionate care events.
3. **Essential Caregiver Protocol**
   A. Designation
      a. Residents may designate Essential Caregivers upon move-in or at any point during their stay.
      b. The designation must be documented in the resident record and updated upon change or request.
   B. Requirements
      a. Caregivers will be offered infection control training upon designation.
      b. Caregivers will not be expected to perform personal care tasks unless formally trained and delegated under Florida law.
4. **Screening and Infection Control**
   A. Screening
      a. Visitors are encouraged to self-screen. Facilities may post visible screening signage at entrances.
      b. Anyone with symptoms of illness is asked to refrain from visiting.
   B. PPE
      a. Not required for standard visits. However, PPE must be worn if visiting residents on isolation precautions.
      b. Community will provide necessary PPE and instructions when applicable.
   C. Hygiene
      a. Visitors are expected to wash or sanitize their hands before and after visits. Hand sanitizing stations will be available.
5. **Visitor Conduct**
   A. Visitors must:
      a. Comply with posted policies and staff instructions.
      b. Not disrupt care or operations.
      c. Remain in designated visiting areas unless otherwise permitted.
      d. Maintain respectful behavior toward staff, residents, and other visitors.

B. Non-compliance may result in temporary restriction of visitation privileges, subject to review by the Executive Director.

10. Community Responsibilities

A. Policy Posting: Policy must be posted on the community website and in public-facing areas.
B. Communication: Upon admission, residents and families will receive a copy of this policy.
C. Staff Training: All employees will be trained annually on visitation rights and responsibilities.
D. Documentation: All denials or restrictions of visitation will be documented with rationale and reported to the Executive Director.
E. Complaint Process: Any concerns regarding visitation rights may be submitted in writing to the Executive Director and/or the Florida Agency for Health Care Administration (AHCA).
F. Staff Adherence: The Executive Director or their designee will be responsible for staff adherence to this policy.

11. Exceptions to Visitation

A. Temporary visitation limitations may only occur:
   a. In the event of an immediate safety risk to residents or staff.
   b. Under active investigation of abuse or criminal activity requiring visitor restriction.
   c. If the visitor is disruptive, intoxicated, or poses a threat.
   d. Visitation may never be restricted based solely on vaccination status or community staffing levels.

Forms/Links

Florida Statute §408.823 – No Patient Left Alone Act
AHCA Visitation Guidance: https://ahca.myflorida.com/visitation
Florida Ombudsman Program Resources

The Pointe at West Palm Senior Living
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