

**Heritage Waterside Assisted Living Policy & Procedure  
Visitation Rights Per the Agency for Health Care Administration  
ACHA 408.823 No Resident/Patient Left Alone Act**

**Heritage Waterside Policy:**

**POLICY:**           **Visitation Policy**

**EXHIBIT:**         **As per SB 988 – No Resident / Patient Left Alone Act Dated 04/06/22**

**PURPOSE:**

In 2022, Governor Ron DeSantis signed legislation SB 988, the *No Patient Left Alone Act*, which guarantees Florida families the fundamental right to visit their loved ones receiving care in hospitals, hospices, nursing homes, assisted living facilities, and intermediate care facilities for the developmentally disabled. 408.823 F.S., entitled the “No Patient/Resident Left Alone Act” (ACT)

**Policy:**

**Heritage Waterside complies with all regulatory guidelines, Heritage Waterside will follow these regulatory guidelines listed below:**

No health care facility in Florida may require a vaccine as a condition to visitation and must allow for consensual physical contact between patients and their loved ones.

**Procedure:**

Heritage Waterside Assisted Living permits IN -PERSON VISITATION – visitation in all the following circumstances, unless the resident, client, or patient 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.
- The resident, client, or patient the option to designate a visitor who is a family member, friend, guardian, or individual as an essential caregiver. The provider must allow in- person visitation by the essential caregiver for at least 2 hours daily in addition to any other visitations authorized by the provider.

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Heritage Waterside recognizes that family and human connection is one of the most important aspects of physical, mental, and emotional well-being. HW is committed to making sure that residents/patients are never again denied the right to see their relatives and friends. Heritage Waterside recommends families to limit overnight stays to less than 72 hours. We ask family members and or friends to NOT VISIT if they are **SICK** as this could be a risk to their loved one. Although we have this recommendation, we would not stop family from visiting.

If Heritage Waterside had a case of COVID or a potential outbreak we would work with CDC, OSHA, federal, state guidelines and emergency management to minimize the risks within the facility, however we would not stop family visitations unless it was so viable that the government had no other alternative but to mandate a shut down.

1. Heritage Waterside will provide each visitor with training on infection prevention and control, use of PPE. Use of masks, and proper hand hygiene. This will be done via an informative handout that accompanies this policy.
2. Each visitor must sign the visitor Acknowledgement for:
  - a. Acknowledging having received training on infection prevention and control. Use of PPE, use of masks, hand hygiene, being satisfied the training provided and not having any questions regarding any of these topics and agreeing to always adhere to these standards during each visit.
  - b. Acknowledging their obligation and agreement to immediately notify Heritage Waterside if they experience symptoms of a respiratory infection, cough, fever, shortness of breath or difficulty breathing, congestion or runny nose, soar throat, chills, headache, muscle pain, repeated shaking, chills, new loss of taste or smell, nausea or vomiting, diarrhea, or any other symptoms that could identify a communicable disease.
  - c. The facility will notify residents and visitors of any changes in the visitation policy.

Heritage Waterside operates 24 hours a day, 7 days a week. We have a receptionist on duty from 8:00a.m. until 10:00p.m., after that time all visitors are asked to use the call system box at the right side of the doors. We request for your safety of the residents and staff that everyone enter wearing masks and wait to be screened.

This means:

- Taking temperature and answering questions about recent exposure to illness during the sign in process
- During visits with your loved ones in the privacy of their living area masks would be optional.

Heritage Waterside has a commitment to our residents and their families. If you or your loved one have been met with resistance when attempting to visit with loved ones, PLEASE NOTE: Heritage Waterside takes that seriously and you have the right to reach out to the administrator or you may file a complaint with the Agency for further review and action. If you feel that the administrator was not helpful or compliant you may submit this complaint online to the agency and they will assist in expeditions review with the goal of swift resolution. If you prefer to make this complaint via phone, the agency has established a dedicated phone line for visitation related complaints 888-775-6055.

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**VISITOR ACKNOWLEDGEMENT**

**HERITAGE WATERSIDE**

I, \_\_\_\_\_, (Print)

\_\_\_\_\_, (Print)

\_\_\_\_\_, (Print)

Will be visiting:

\_\_\_\_\_, (Print) Resident Name.

I acknowledge that I have received training on infection prevention and control, use of PPE, use of masks, hand hygiene. I am satisfied with the training provided and do not have any questions regarding any of these topics. I agree to always adhere to these standards during each visit.

I also agree to immediately notify Heritage Waterside if I experience symptoms of a respiratory infection, cough, fever, shortness of breath or difficulty breathing, congestion or runny nose, sore throat, chills, headache, muscle pain, repeated shaking, chills, new loss of taste or smell, nausea or vomiting, diarrhea, or any other symptoms that could identify a communicable disease.

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

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