

Heritage Waterside Assisted Living Policy & Procedure
Visitation Rights Per the Agency for Health Care Administration
ACHA 408.823 No Resident/Patient Left Alone Act (2023)

Heritage Waterside Policy:

POLICY: **Visitation Policy & Procedures**

EXIBIT: **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)**

As enacted by the state of Florida the “No Patient Left Alone Act” will be effective as a law on 04/06/2022 (Heritage Waterside Community) shall implement the following visitation procedures including protocols surrounding essential caregivers (EC), in- person visitation and infection control procedures during visitation. with all regulatory guidelines, Heritage Waterside will follow these regulatory guidelines listed below:

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

AREAS OF FOCUS:

1. VISITATION – SIGN-OUT/SIGN-IN PROCEDURES
2. VISITATION
3. SPECIFIC VISITATION PROVISIONS
4. INFECTION CONTROL AND EDUCATION
5. SCREENING AND PPE
6. LENGTH OF VISITS AND VISITATION HOURS
7. MANAGEMENT OF VISITATION POLICIES
8. ESSENTIAL CAREGIVER PROCEDURES
9. IN-PERSON VISITATION PROCEDURES
10. INFECTION CONTROL

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VISITATION – SIGN-OUT/SIGN-IN PROCEDURES

PROCEDURE:

- A sign-out / sign in logbook will be located at the front desk.
- When away from community all residents must sign out when they leave the building and sign in when they return.
- In addition to signing a resident in/out, staff must be verbally informed by the resident or responsible party when a resident is taken out as well as when they have returned.
- Residents and their responsible parties are asked to inform the medication technician when they will be gone during mealtimes.
- If staff is informed the resident will be gone and potentially miss a medication time, the medication technician must send the medication with the resident or family member to administer. Medication Technicians must have the resident or family member sign on the Release of Medication Form stating that resident took the medications.
- If a resident is going to a medical appointment or hospital, the face sheet and medication list must go with the medical appointment driver and or EMT.

VISITATION:

Heritage Waterside guarantees families and visitors the fundamental right to visit their loved ones, receiving care in our community at all stages of life. Heritage Waterside **WILL NOT** require proof of vaccine **OR PROOF** of immunization as a condition to visitation **AND WILL ALLOW** for consensual physical contact between residents and their loved ones. Heritage Waterside will allow **IN-PATIENT/RESIDENT VISITATION** for the following circumstances unless the resident objects.

- End-of-life situations.
- A resident who was living with family before being admitted to our care 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 is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
- A resident 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 but seldom speaks now.
- The resident has 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 visitation authorized by the provider. The community does not designate a maximum amount of time of visitation, the resident and or POA will determine the length of time of the visit. The EC is not required to provide necessary care to a resident during any visit.
- Visitation may take place indoors or outside.

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SPECIFIC VISITATION PROVISIONS:

PURPOSE

- To prevent the spread of infections from one resident to another.
- To prevent the spread of infections from visitors to residents.
- To protect staff from infections.
- To prevent the transfer of communicable diseases.
- To allow for safe, productive, and enjoyable visits for residents and visitors.

INFECTION CONTROL AND EDUCATION:

- Visitors will be provided with education regarding infection control. IE The most important (Practice Hand Hygiene) washing their hands, how to wash their hands and the requirement of at least 20 minutes, avoid touching your face, mouth, nose, and eyes and then touching your loved one without washing your hands, cough and sneeze into a tissue, sleeve, or elbow instead of in your hand or into the air. Where and what personal protective equipment that we provide and how they will be able to get these items and where they are located. IE Gloves, Masks, Gowns, goggles and any other eye protection.
- The community will provide a copy of the policy and procedure document to every visitor and request their signature as an acknowledgement of the community rules for visiting.
- Handwashing is the most important method of infection control.
- Hands must be washed prior to contact with residents and between direct contact with any residents, after doing cleaning tasks, after using restroom or any other task that provides opportunity for infection. Follow Hand Washing Procedures (CDC)
- If circumstances exist and PPE is needed/required, visitors will be provided with appropriate PPE and instructions regarding donning and doffing of gowns, gloves, masks, etc.

SCREENING AND PPE

- All visitors are screened upon entry. The community will maintain a visitor log for communicable diseases screening of signs & symptoms.
- Heritage Waterside **WILL NOT COMPEL** any visitor to provide proof of vaccination or immunization as a pre-requisite for entry or visitation.
- Heritage Waterside has implemented CDC guidelines and state public health recommendations to prevent the spread of disease and will follow these protocols.
- Gloves are available to be used and provided to visitors whenever there is a possibility of contact with body fluids or blood.
- Should more protection be needed, protective gear kits are in the emergency supply room that staff have access to. These kits include gloves, disposable gowns, eye protection and masks.
- Extra supplies are kept in the emergency supply closet to refill kits.

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LENGTH OF VISITS AND VISITATION HOURS:

- Heritage Waterside allows visitors seven days a week between the hours of 8:00 a.m. and 10:00 P.M. Certain exceptions will be made on an individual basis, with approval of the Executive Director and Wellness Director. (Families may use our external call system after hours to contact staff if needed)
- Heritage Waterside does not limit the time a visitor may spend with a resident, however depending on the specific resident needs and care plan, some suggestions may be provided. Typical visits range between 2 to 4 hours.
- Visitors are allowed to join our residents for meals, special events and special occasions and are encouraged to coordinate these visits front reception staff.
- Heritage Waterside does not restrict the number of visitors a resident may have. For visiting parties greater than 4, we request advance notice so we can accommodate the visit and secure an appropriate room of space to best accommodate the visit.
- During certain times, when required by city, county, state mandates, the number of visitors may be restricted due to extenuating circumstances. In this case, Heritage Waterside will follow all requirements put forward and will work with the visitors to accommodate all visits within those parameters.

MANAGEMENT OF VISITATION POLICIES:

- The Executive Director and the Wellness Director set the visitation policies and jointly train staff regarding requirements, adherence, and implementation.
- The Executive Director and the Business Office Manager are responsible for the day-to-day monitoring of visitors, compliance, and policy adherence. The Wellness Director and Medication Technician Manager serve as back up to the Executive Director and Business Office Manager. Weekend compliance is the responsibility of the Front desk reception and the Manager on Duty.

ESSENTIAL CARE GIVERS:

All residents have the option to designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver. Heritage Waterside will allow in - person visitation by the essential caregiver for at least 2 to 4 hours daily in addition to other visitation. All visitors will be required to sign into the community and comply with all appropriate and required screenings prior to the visit. All visitors will be required to sign out upon departure from the community.

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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 are never again denied the right to see their relatives and friends. HW recommends families to limit overnight stays to less than 72 hours. If families have a need for more than 72 hours, it will be granted under these circumstances.

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

If you have any questions about this policy, please don't hesitate to reach out to the Executive Director of the community and she will be happy to help with any questions or concerns.

Each visitor must sign the visitor acknowledgement for:

- Acknowledging having received training on infection prevention & control. Use of PPE, use of masks, hand hygiene, being satisfied with the training provided and not having any questions regarding any of these topics and agreeing to always adhere to these standards during each visit.
- Acknowledging their obligation and agreement to immediately notify HW if they experience symptoms of a respiratory infection, cough, fever, shortness of breath, or difficulty breathing, congestion, runny nose, soar throat, chills, headache, muscle pain, repeated shaking, chills, new loss of taste, smell, nausea or vomiting, diarrhea, or any other symptoms that could identify a communicable disease.
- The facility will notify residents and visitors of any changes in the visitation policy.

Heritage Waterside has a commitment to our residents and their families. If you or your loved one have been met with any resistance when attempting to visit with loved ones or friends, PLEASE NOTE: HW takes this seriously and you have the right to reach out to the administrator or you may file a complaint with the Agency of Health Care Administration for further review and action. If you feel that the administrator was not helpful or compliant you may submit this complaint online to AHCA and they will assist in expediting 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. Their phone number is (888-775-6055)

NOTE:

See also reporting any related complaints to the Agency for Health Care Administration at <https://www.ahca.myflorida.com/visitation>

This Policy and Procedure may be amended at any time by the community.

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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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