

Heritage Waterside LLC Policy & Procedure
Visitation Rights Per the Agency for Health Care Administration
AHCA 408.823 No Resident/Patient Left Alone Act (2025)

Heritage Waterside LLC Policy:

POLICY: Visitation Policy & Procedures

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)**

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 LLC) 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 LLC will follow these regulatory guidelines listed below:

POLICY:

State regulatory requirements allow residents to have visitors at a minimum from 9 AM to 9 PM. There may be circumstances that restrict resident visitation, such as pandemic influenza or the presence of infectious diseases that may require isolation. We are also required to have additional policies and procedures to allow in-person visitation **that permits a resident to have in-person visits by an ESSENTIAL CAREGIVER during these circumstances.**

The visitation policies and procedures required must allow in-person visitation by ESSENTIAL CAREGIVERS in the following circumstances, unless the resident objects. Heritage Waterside LLC complies with all regulatory guidelines; Heritage Waterside LLC will follow these regulatory guidelines listed below.

VISITATION:

Heritage Waterside LLC guarantees families and visitors the fundamental right to visit their loved ones, receiving care in our community at all stages of life. Heritage Waterside LLC **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 LLC will allow **IN-PERSON/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.

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- 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. Heritage Waterside LLC will allow In-PERSON visitation by the essential caregiver. **(ESSENTIAL CARE GIVERS CANNOT BE DENIED or RESTRICTED ENTRY INTO THE COMMUNITY AT ANY TIME)** 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 essential caregiver is not required to provide necessary care to a resident during any visit.
- Visitation may take place indoors or outside.

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

VISITATION – SIGN-OUT/SIGN-IN PROCEDURES FOR RESIDENTS and VISITORS

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.

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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 LLC **WILL NOT** REQUIRE any visitor to provide proof of vaccination or immunization as a pre-requisite for entry or visitation.
- Heritage Waterside LLC 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 LLC allows visitors seven days a week between the hours of 7:30 a.m. and 10:00 P.M. (**ESSENTIAL CARE GIVERS CAN NOT BE DENIED or RESTRICTED ENTRY INTO THE COMMUNITY AT ANY TIME**) (Families and **ESSENTIAL CARE GIVERS** may use our external call system after hours to contact staff if needed)
- Heritage Waterside LLC does not limit the time a visitor may spend with a resident.
- Visitors are allowed to join our residents for meals, special events and special occasions and are encouraged to coordinate these visits with front reception staff.
- Heritage Waterside LLC 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 LLC 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, or designee is responsible for team members and their adherence to the visitation policy and procedures, and the implementation as well.
- Current residents shall be provided with a copy of the new policy. The Executive Director shall discuss the policy during the residents' monthly meetings.
- Upon moving into the community, the resident or legal representative shall complete an acknowledgment of this policy and sign and date the policy form. A copy of the executed form shall be placed in the resident's administration file and shall be subject to review upon request.
- The form and policy shall be incorporated into the Residents Handbook and house rules for visitation.
- Team members shall receive in-service training on this subject as part of the training for Residents Rights and Emergency.
- Essential Caregivers shall sign into a log sheet acknowledging their understanding of the policy. By signing in, they agree to follow the community visitation policies.
- The Executive Director or designee are responsible for the day-to-day monitoring of visitors, compliance, and policy adherence to the visitation policy and procedures. The Wellness Director and Medication Technician Supervisor serve as back up to the Executive Director and Business Office Manager. Weekend compliance is the responsibility of the Front desk reception and the Manger on Duty.

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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 LLC will allow in - person visitation by the essential caregiver. (ESSENTIAL CARE GIVERS CAN NOT BE DENIED or RESTRICTED ENTRY INTO THE COMMUNITY AT ANY TIME) 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.

Heritage Waterside LLC recognizes that family and human connection is one of the most important aspects of physical, mental, and emotional well-being. Heritage Waterside LLC is committed to making sure that residents are never again denied the right to see their relatives and friends.

If Heritage Waterside LLC had a case of COVID or 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. **(ESSENTIAL CARE GIVERS CAN NOT BE DENIED or RESTRICTED ENTRY INTO THE COMMUNITY AT ANY TIME)**

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 Heritage Waterside LLC 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 LLC 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: Heritage Waterside LLC 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)

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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 LLC

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 LLC 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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