

## Visitation Policy

We value the involvement of family, friends, and loved ones in the life of our Residents. The Community welcomes visitors and encourages family visits and communication with the Resident.

Residents will be allowed visitation with any person or persons of their choice 24 hours per day. There are no limitations to the number of visitors a resident will be allowed, as long as the visit does not interfere with the safety, privacy, or comfort of other residents. Residents will be allowed consensual physical contact with their visitors.

Visitors will be asked to sign in and out at the reception desk when visiting the community.

In order to reduce or eliminate transmission of communicable diseases, the Community may require visitors to submit to health screening to determine whether the visitor has a fever. Visitors will not be asked about their vaccination status or expected to provide proof of vaccination as a condition of visiting the community.

A resident may designate a visitor who is a family member, friend, guardian, or other individual an essential caregiver (EC). The EC shall be allowed in-person visitation for at least 2 hours daily in addition to other visitation authorized by the Community. An EC is not required to provide any necessary care to be so designated.

The Community shall allow compassionate care visitors (CCs) unless the resident objects to such a visit. Circumstances in which CC visits are appropriate include:

- (1) End-of-life situations.
- (2) A resident who was living with his or her family before recently being admitted to the Community is struggling with the change in environment and lack of physical family support.
- (3) A resident is making a major medical decision.
- (4) A resident who is grieving after a friend or family member recently passed away.
- (5) A resident who needs cueing and encouragement with eating or drinking, previously provided by family or caregivers, is experiencing weight loss or dehydration.
- (6) A resident, who used to talk and interact with others, is experiencing emotional distress, seldom speaking, or crying more frequently when the resident had rarely cried in the past.

The Community may suspend the in-person visitation of a visitor who violates the Community's Visitation Policy.

Residents are permitted overnight visits with family and friends away from the community subject to the resident following proper sign-out procedures.

The Executive Director of the Community is responsible to ensure that staff adheres to this Visitation Policy.

If you have questions about the Community's Visitation Policy, please speak to the Executive Director of the Community.

For more information about visitation in Florida communities generally, please visit [acha.myflorida.com/visitation/](https://acha.myflorida.com/visitation/). If you believe that your rights or your loved one's rights are being violated, please contact the Agency for Health Care Administration (AHCA) by calling the toll-free Complaint and Information Call Center at 1-888-419-3456, or by completing an online complaint form at <https://ahca.myflorida.com/>.