



## **Visitation Policy and Procedures**

**Objective:** To protect the right of our residents to have visitors. **Responsibility:** All Staff and visitors.

**Standard:** Trinity Garden Assisted Living Facility provides immediate access to the residents for guests and representatives of local, state, and federal agencies.

Trinity Garden Assisted Living Facility provides immediate access to any resident by the following:

- a. Any representative of the State who is authorized access to residents.
- b. The resident's individual physician.
- c. The State Long Term Care Ombudsman.
- d. Immediate family or other relatives (subject to the resident's right to deny or withdraw consent at any time.
- e. Others who are visiting with the consent of the resident
- f. Reasonable access to any entity or individual who provides health, social, legal, or other services to the residents, at the resident's consent;

### **Essential Caregivers**

Trinity Garden Assisted Living Facility does not limit the number of visitors nor are visitors subject to visiting hour limitations. The facility may request a change in location of the visits to assist care giving or protect the privacy of other residents, or if the visits infringe upon the rights of other residents.

An individual or representative of an agency that provides health, social, legal, or other services to the residents has the right of "reasonable access" to the resident. Trinity Garden Assisted Living Facility may establish guidelines regarding the timing or other circumstances of the visit, such as location, provided the guidelines allow for ready access to these services.



Trinity Garden Assisted Living Facility allows representatives of the State Ombudsman program to examine a resident's clinical records with the permission of the resident or the resident's legal representative, and to the extent allowed by state law.

Suggested visiting hours are 9:00 a.m. to 9:00 p.m.; however, families and visitors can visit 24/7, 365 days per year. All visitors must sign-in upon entering the community and before interacting with any staff, resident, family members or friends. By signing, the visitor agrees to follow the visitation policies and procedures.

The Assisted Living Administrator or Designee will ensure staff adhere to the visitation policies and procedures.

Trinity Garden Assisted Living Facility will allow in- person visitation in all the following circumstances, unless the resident objects:

- End-of-Life Situations
- A resident 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 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 is seldom speaking,

### **Essential Caregivers:**

At times there may be circumstances where Resident visitation may be scaled back in efforts to ensure resident and staff safety, and to stop the spread of infection, such as pandemic, flu, or presence of infectious diseases which may require isolation. In such



cases, Trinity Garden Assisted Living Facility shall comply with all current local, state, or national standards. Essential caregivers will not be denied entry into the facility.

Trinity Garden Assisted Living Facility allows residents to designate a family member, friend, guardian, or other individual as an Essential Caregiver. The Essential Caregiver is not required to provide necessary care to a resident and Trinity Garden Assisted Living Facility may not require an Essential Caregiver to provide such care.

Essential Caregivers and ALL visitors are allowed to visit during visitation hours are 9 am to 9 pm; however, Trinity Garden Assisted Living Facility will allow visitation 24/7, 365 days per year.

Trinity Garden Assisted Living Facility requires ALL Visitors and Essential Caregivers to:

- Sign-in upon entering the community and before interacting with any staff, residents, family members or friends. By signing in, the visitor agrees in writing to follow the policies and procedures.
- Comply with the infection control and educational policies for visitors. Infection control policies may require a visitor to wear Personal Protection Equipment (PPE), including properly wearing a face mask and other necessary PPE, and performing hand hygiene. Staff will provide directions on the proper use of PPE.
- Submit to a screening which may include temperature check and/or a questionnaire about health status. Essential Caregivers will not be denied entry into Trinity Garden Assisted Living Facility.
- Essential Caregivers and ALL visitors are allowed to visit during visitation hours which are 9a.m. to 9pm.; however, Trinity Garden Assisted Living Facility will allow visitation 24/7, 365 days per year.
- Trinity Garden Assisted Living Facility does not limit the number of visitors nor are visitors subject to visiting hour limitations. The facility may request a change in



location of the visits to assist care giving or protect the privacy of other residents, or if the visits infringe upon the rights of other residents.

- The Assisted Living Administrator or Designee will ensure staff adhere to the visitation policies and procedures.
- Visitors are NOT required to submit proof of vaccination or immunization.
- Consensual physical contact is allowed between resident and visitors.
- All visits are subject to monitoring for compliance with all infection control procedures, including the appropriate use of PPE.

Trinity Garden Assisted Living Facility is committed to the wellbeing of our residents, and this includes a resident's right to visitation with their family. If you or a loved one have been met with resistance from a hospital, hospice, or long-term care facility, when attempting to visit with loved ones, you may file a complaint with the Agency for Healthcare Administration for further review and action. Submitting this complaint online may assist the Agency in expediting your review. If you prefer to make this complaint via phone, the dedicated phone line for visitation related complaints is 1-888-775-6005; the link to the complaint portal is: <https://apps.ahca.myflorida.com/hcfc/>