

Rosecastle at Deerwood 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.

As per Florida Statue 408.823, the Executive Director is responsible for ensuring that all staff and visitors adhere to the policies and procedures.

Visitation Guidelines:

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, if the visit does not interfere with the safety, privacy, or comfort of other residents. Residents will be allowed consensual physical contact with their visitors. The Visitation Policy is designed to promote resident, visitors, and employee safety and compliance with applicable laws and regulations. The Community does not restrict visitation.

Standard Protocol:

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

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.

Visitors will be asked to refrain from visiting if they have had a fever in the past 24 hours or are not feeling well, to protect our residents and employees.

Visitor Education and Infection Control Information:

Visitors must sign in and out for each visit using the visitor log.

Regular handwashing before, during and after the visit is required. Handwashing facilities are available for use by visitors. Visitors will be required to use these hand washing practices before, during, and after all visits.

Using standard precautions may eliminate the need to isolate the residents in private rooms for infection control purposes.

Alcohol-based gels will be available to all visitors. Hand washing and utilization of alcohol-based sanitizer methods are acceptable for hand hygiene. Hand washing with soap and warm water should be performed to remove germs, dirt, blood, and/or bodily fluids.

- **Proper Hand Washing Technique**
 - Remove all jewelry including rings.

- Run faucet so that water is lukewarm and wet hands.
- Use a small amount of liquid soap and massage into hands and wrists to include the forearms, as necessary, covering the entire area of contamination.
- Use friction by rubbing one hand upon the other, interlacing the fingers of both hands, using a back-and-forth motion for at least 20 seconds.
- Rinse hands and wrists under running water, holding the hands lower than elbows to allow water to flow from the fingertips.
- Dry hands with a clean paper towel.
- Use paper towel to turn off water faucet. Dispose of used paper towel.
- Use paper towel to open/exit door from hand washing area to eliminate possible contamination.

Personal Protection Equipment & Education (PPE):

Employees and visitors may be required to wear PPE in the event of a contagious infection disease, viral outbreak, or virus to prevent the spread of infection. Using the appropriate PPE as required will mitigate and prevent the spread of the virus. This information will be communicated with families, residents, and visitors at onset of an event. Community employees will provide additional guidance and instruct on the proper use of PPE based on individual situations.

When visiting a resident that is quarantined due to an active contagion period, the visitor will be required to wear full PPE. Community staff will instruct on proper donning and doffing of the PPE.

PPE may include, but not limited to mask (N95), gloves, goggles, isolation gowns, and/or face shields during the care or visitation with a resident who has a suspected or confirmed infection. Please notify employees if you need PPE equipment prior to entering any resident area during a virus outbreak.

- **Mask/N95:** Put on an N95 respirator (or equivalent or higher-level respirator) before entry into the resident room or care area, if not already wearing one as part of extended use strategies to optimize PPE supply. Other respirators include other disposable filtering face piece respirators, powered air purifying respirators (PAPRs), or elastomeric respirators. N95 respirators or respirators that offer a higher level of protection should be used when performing or present for an aerosol generating procedure. See appendix for respirator definition.

Disposable respirators should be removed and discarded after exiting the resident's room or care area and closing the door unless implementing extended use or reuse. Perform hand hygiene after removing the respirator or face mask.

- **Gloves:** Put on clean, non-sterile gloves upon entry into the resident room or care area. Change gloves if they become torn or heavily contaminated. Remove and

discard gloves before leaving the resident room or care area, and immediately perform hand hygiene.

- **Goggles/Eye Protection/Face Shields:** Put on eye protection (i.e., goggles or a face shield that covers the front and sides of the face) upon entry to the resident room or care area. Protective eyewear (e.g., safety glasses, trauma glasses) with gaps between glasses and the face do not protect eyes from all splashes and sprays. Ensure that eye protection is compatible with the respirator so there is not interference with proper positioning of the eye protection or with the fit or seal of the respirator.

Remove eye protection after leaving the resident room or care area, unless implemented extended use. Reusable eye protection (e.g., goggles) must be cleaned and disinfected according to manufacturer's reprocessing instructions prior to re-use. Disposable eye protection should be discarded after use unless following protocols for extended use or reuse.

- **Isolation Gowns:** Use a clean isolation gown upon entry into the resident room or area. Change the gown if it becomes soiled. Remove and discard the gown in a dedicated container for waste or linen before leaving the resident room or care area. Disposable gowns should be discarded after use. Community only uses single use disposable gowns which are available for visitors and employees.

If a resident is showing signs or symptoms of a virus, we will isolate them in their rooms and place a sign on the door to alert staff and visitors. PPE will be made available to staff and visitors and shown how to properly apply and remove PPE safely.

Essential Caregiver (ECG) /Compassionate Caregiver (CC):

A resident may designate a visitor who is a family member, friend, guardian, or other individual an essential caregiver (ECG). The ECG shall be allowed in-person visitation for at least 2 hours daily in addition to other visitation authorized by the Community. An ECG is not required to provide any necessary care to be so designated. There is no limit on the number of ECGs per resident.

The Community shall allow Compassionate Care visitors (CCs) and Essential Caregivers (ECGs) unless the resident objects to such a visit. Circumstances in which CC/ECG 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 one or more major medical decisions.
- (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.

Resident Rights:

Residents have the right to receive visitors and refuse visits at any time, as provided under their rights in Florida Statutes Chapter 429 and the Community's resident rights policies.

Special Circumstances:

If a State Agency issues a visitation restriction, the Essential Caregiver and Compassionate Caregiver will be allowed during end-of-life situations unless the resident objects or refuses the visit.

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

Resident Leave:

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/. 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/>.