



VISITATION POLICY

To comply with Florida Statute, “No Patient Left Alone Act”, All Seasons Naples shall implement the following visitation procedures including protocols surrounding in-person visitations, essential caregivers (EC), and infection control procedures during visitation.

PROCEDURE:

IN-PERSON VISITATION

While suggested visiting hours are within the timeframe of 9:00 a.m. to 9:00 p.m., In-person visits are allowed anytime and in all the following circumstances unless the resident objects:

- End-of-Life situations
- A resident who was living with family prior to moving in is struggling with a change in environment and/or experiencing a lack of in-person 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 passed
- A resident requiring cues 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.

GENERAL VISITATION

- In-person visits are allowed anytime.
- Visitation may occur in residents’ apartment, outdoor community spaces, or common areas.
- Residents are not limited in how many visitors they can have per day or at one time.
- Consensual physical contact between a resident and visitor is permitted.

GENERAL VISITATION PROCESS

- The community will maintain a visitor log for signing in and signing out at the concierge desk.
- Visitors should self-screen for symptoms of illness prior to entry.
- Educational information is posted at the sign-in area regarding what signs/symptoms may indicate a contagious illness and the facility’s visitation policy.
 - Visitors may request a copy of this policy at the concierge desk.



- Hand sanitizer is readily available throughout the community. Visitors are encouraged to use hand sanitizer upon entering and exiting the community.
- When visiting a resident who is quarantined or showing signs of communicable disease, the visitor will be educated on transmission-based precautions, donning and doffing of PPE, and proper hand hygiene.
 - All visitors will wear PPE as designated by the facility based on the type of visit and the route of transmission of the organism with which the resident is infected.
 - All visits are subject to monitoring for compliance with all infection control procedures, including appropriate PPE use.
- Visitors will not be required to provide proof of vaccination or immunization status.

ESSENTIAL CAREGIVER (EC) PROCESS

- A resident may designate a visitor who is a family member, friend, guardian or other individual as an essential caregiver.
- The community does not designate a maximum amount of time of visitation by the essential caregiver but 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.
- In the event of an outbreak or full community quarantine, visits by essential caregivers will continue to be permitted to ensure residents receive necessary support. To help maintain the safety of the community, essential caregivers are kindly asked to limit their movement within the community to travel directly to and from the resident's apartment.
- Essential caregivers will be permitted to visit residents at the community regardless of screening outcome.
- Essential caregiver visitors must wear Personal Protective Equipment (PPE) per community's Infection Control Policies. The PPE required must be consistent with the most recent written and posted CDC guidance for healthcare workers. The essential caregiver visitors will be provided with the same PPE that staff wear to provide care or services to the resident.

INFECTION CONTROL

To protect our residents and their guests and reduce any spread of unwanted infectious diseases into our community:

- All visitors must comply with infection control protocols including health screening, hand hygiene, and use of PPE if required by community policy or as directed by public health guidance.
- Visitors will be reminded to maintain infection control practices i.e. hand washing including frequent use of hand sanitizer, appropriate cough etiquette, etc.



- Staff will educate visitors on infection prevention protocols needed (i.e., proper PPE use, hand hygiene, etc.)
- Key team members are designated to support infection control prevention and educate visitors as needed.

All Seasons Naples may suspend in-person visitation of a specific visitor if the resident does not agree or if the visitor(s) violates the procedures pertaining to this Visitation Policy or is disruptive to care or the environment of other guests.

The Executive Director will be responsible for ensuring that staff adhere to this Visitation Policy and Procedure.

This policy will be reviewed annually or as needed to meet regulatory requirements.

If you have any questions about this policy, please don't hesitate to reach out to the Executive Director at the community and we are happy to help. See also reporting any related complaints to the Agency for Health Care Administration at: <https://www.ahca.myflorida.com/visitation/>