



Policy: Assisted Living Visitation Policy

Purpose: This document is to provide the Community, Residents, and Staff, in Florida, guidance for in-person visitation under Section 408.823, Florida Statutes; also known as the “No Patient Left Alone Act.”

PROCEDURES:

1. The Community’s Visitation Policy and Procedure is available on the Community’s website at: www.balmoralseniorliving.com
2. The Community will designate the Administrator as the person responsible for ensuring staff adhere to the Visitation Policy and Procedure.
3. Safety related policies and procedures are not more stringent than those established for staff of the Community. Visitors are not required to provide proof of any vaccination or immunization. This policy allows consensual physical contact between a Resident and Visitor.
4. The Community recognizes a Resident may designate a Visitor who is a family member, friend, guardian, or other individual as an essential caregiver. The Community will allow in-person visitation by the essential caregiver and any other authorized visitation. It is the Community’s policy that they are to do nothing to limit essential caregivers.
5. The Community does not require caregivers to provide necessary care to a Resident. The designated essential caregiver will be documented in Resident’s electronic medical record and updated upon the Resident’s request.
6. Residents are allowed in-person visitation in all the following circumstances, unless the Resident objects:
 - (a.) End-of-life situations;
 - (b.) 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;
 - (c.) Resident is making one or more major medical decisions;
 - (d.) Resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died;
 - (e.) Resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver; and/or Resident who used to talk and interact with others is seldom speaking;
7. Visitors are welcome to visit at any time. General visiting hours are from 9:00 AM – 9:00 PM. After 9:00 PM, Visitors should call the on-call Phone Number that is posted at the front door and wait for staff to provide them with access. There is no limitation on the visitation length.
8. The Community has no limit on the number of Visitors per Resident. The Community may limit the total number of Visitors allowed in the facility at any given time based on



the ability of staff to safely screen and monitor the space used to accommodate the Visitors.

9. This policy does not prohibit visits if the Resident to be visited is quarantined, tested positive, or showing symptoms of a communicable disease. Visits in these circumstances will require a higher level of Personal Protective Equipment (“PPE”) than standard masks. PPE will be provided to the Visitor and will be in accordance with the most recent CDC guidance for healthcare workers.
10. The Community will screen all Visitors. The Community will document the name of the individual, the date, and time of entry. The visitation log is located at the front desk of the community.
11. All visitors will be provided with the following guidelines regarding infection control upon entering the community.
 - Hand Hygiene is Essential
Wash your hands with soap and water for at least 20 seconds upon entering and exiting the facility. Use hand sanitizer stations located throughout the building.
 - Wear a Mask When Required
Follow facility guidelines regarding mask use, especially during outbreaks or high-risk seasons.
 - Practice Respiratory Etiquette
Cough or sneeze into your elbow or a tissue and immediately sanitize your hands afterward.
 - Stay in Designated Areas
Please limit your visit to your loved one’s room or approved visiting areas unless otherwise directed by staff.
 - Follow Staff Instructions
If asked to wear protective equipment (e.g., gowns, gloves, masks), please do so for the safety of all residents.
12. The Community does not require Visitors to agree in writing to follow the visitation policies and procedures. However, if the Visitor has violated the policies and procedures, the Community may suspend in-person visitation for the specific individual.