

**Acacia Grove Assisted Living Facility, LLC**

**2485 Ridgcrest Ave Orange Park, FL 32065**

**CoVid-19 Appendix A: State of Florida Visitation Policies and Procedures:**

**Definitions:**

- **Essential Caregivers:** an individual who provides health care services or assistance with activities of daily living to help maintain or improve the quality of care or quality of life of a facility resident.
  - Care or services provided by the Essential Caregiver is included in the plan of care or service plan for the resident.
  - Activities of daily living are tasks related to personal care needs as identified in the plan of care or service plan and include bathing, dressing, eating, or emotional support.
- **\*Compassionate Care Visitor:** is intended to provide emotional support to help a resident face a hard situation such as:
  - End of life
  - Major upset, difficult transition, or loss

*\*Note: Compassionate Care Visitor are allowed on a limited basis as an exception to restricted visitation.*

- **General Visitation:** applies to individuals who are not designated as an Essential Caregiver or Compassionate Care Visitor

**Policies and Procedures: In- Person Visitation:**

**On April 6, 2022, Governor Ron DeSantis signed SB 988, which guarantees Florida families the fundamental right to visit their loved ones receiving care in hospitals, hospices, nursing homes, assisted living facilities, and intermediate care facilities for the developmentally disabled.**

**Essential Caregivers and Compassionate Care Visitors:**

1. Center will (with the resident/resident representative) designate two (2) individuals as an Essential Caregiver or Compassionate Care Visitor such as:
  - a) Those that provided Essential Caregiver services prior to the pandemic or have asked during the pandemic to provide these services.

*Note: this limitation does not apply to end of life situations.*

2. The Administrator or designee will provide infection prevention and control training including but not limited to:
  - a) Proper PPE and Mask Use
  - b) Hand Hygiene
  - c) Social Distancing
3. The Essential Caregiver and/or Compassionate Care visitors will be screened including temperature check and symptom check prior to entry.
4. The Community will determine the total number of visitors allowed in the community at one time based on staffing, ability to screen and monitor visitation.
5. Community will develop a schedule with the resident/resident's representative and the Essential Caregiver and/or Compassionate Care visitor
  - a) Including evenings and weekends

- b) Community will print the appointment schedule or center screener
6. The Essential Caregiver and/or Compassionate visitor will sign in and out of the Community's visitor log (in addition to screening)

No health care facility in Florida may require a vaccine as a condition to visitation and must allow for consensual physical contact between patients and their loved ones.

[SB 988](#) states that all hospitals, hospices, and long-term care facilities visitation policies and procedures must allow for in-person visitation in all the following circumstances, unless the resident, client, or patient objects:

- End-of-life situations.
- A resident, client, or patient 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, client, or patient is making one or more major medical decisions.
- A resident, client, or patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
- A resident, client, or patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
- A resident, client, or patient who used to talk and interact with others is seldom speaking.
- For hospitals, childbirth, including labor and delivery.
- Pediatric patients.

**General Visitation:** those individuals not designated as an Essential Caregiver or Compassionate Care Visitor.

**Indoor and/or Outdoor Visitation.**

**The following conditions must exist for a facility to allow indoor and/or outdoor visitation:**

- 14 days with no new center onset of **resident or staff** COVID-19 cases (if a staff person was in the center in the 10 days prior to the positive test) excluding dedicated areas.
- Sufficient staff to support management of visitor
- Adequate PPE
- Adequate cleaning and disinfecting supplies
- Adequate capacity at referral hospitals for the community

**Policy and Procedures:**

1. Visitors will 18 years of age or older
2. The resident care designates up to five (5) visitors total.
3. The community will limit visitors per resident to no more than one (1) at one time.
4. The community will determine the total number of visitors allowed in the center at one time based on staffing, ability to screen and monitor visitation.
5. The center will schedule visitors by appointment
6. For resident safety, the community will limit length of visits to 2 hours daily, or on

visitation days. This is determined by the community and resident's designated caregivers,

7. The community will notify residents, resident representatives, and reoccurring visitors of change in the visitation policy.

8. **The community will discontinue visitation (except for Essential Caregivers and Compassionate Care Visitors) if a resident and/or a staff test positive for COVID-19 (if the staff member was in the center in the 10 days prior to the positive test)**

9. The community may perform testing based on CDC and FDA guidance.
10. The community will prohibit visitation if the resident is quarantined or if the resident is positive for COVID-19 or has signs or symptoms
11. The Administrator or designee will provide the visitor(s) education on infection prevention and control, use of mask, hand hygiene, social distancing, and community's visitation policies.
12. The visitor will be screened prior to entry including temperature check and symptoms screening. Visitor needs to pass screening to be allowed entry.
13. The visitor will sign in and out of the Community's Visitor Log (in addition to screening)
14. The community will monitor adherence to proper use of facemask, social distancing (while allowing for auditory privacy)
15. The community will clean and disinfect visitor spaces between visitors and maintain hand hygiene or hand washing stations
16. **Visitors will:**
  - a. Properly wear face mask and perform hand hygiene
  - b. Sign a consent form noting understanding of the community's visitation and infection prevention and control policies
  - c. Comply with community-provided COVID-19 testing (if offered)
  - d. Inform the community if they develop fever or other symptoms consistent with COVID-19 within 14 days of a visit.
  - e. Visit in the designated area or resident room
  - f. Maintain social distance at least six (6) feet with staff and other residents and limit movement in the community

**For Indoor Visitation:**

1. The community will designate an indoor space(s) for residents in a room not accessible by other residents OR in the resident's private room if resident is bed bound and for health reasons which they cannot leave their room

**For Outdoor Visitation\*:**

1. The community will designate an outdoor space(s) for residents, protected from weather including but not limited to:
  - a. Covered porches
  - b. Courtyard
  - c. Patios
  - d. Or other areas

**Note\*: protection from the elements should be considered including sun, heat, rain**

**Beauty Salons and Barbers:** to resume the center must have 14-continuous days with no new facility onset of resident or staff COVID-19 cases (if staff person was in the facility in the 10 days prior to the positive test), excluding dedicated areas accepting COVID-19 cases from the community.

**Policy and Procedure**

1. The Administrator or designee will provide the visitor(s) education on infection prevention and control, use of mask, hand hygiene, and social distancing.
2. **Beauticians and Barbers will:**
  - a. Will be screened including temperature check and symptom check prior to entry.
  - b. Complete infection prevention and control training, including training on the appropriate use of PPE, use of masks, hand hygiene, and social distancing
  - c. Sign and acknowledgement certifying completion of training (infection control and prevention, proper PPE and mask use, hand hygiene, social distancing and adherence to the community's infection prevention and control policies.
  - d. **Comply with community-provided COVID-19 Testing (frequency as per community staff)**
  - e. Inform the center if they develop fever or other symptoms consistent with COVID-19 within 14 days of a visit
  - f. Maintain social distance of at least six (6) feet with staff and other residents and limit movement within the community
3. Resident receiving services must wear a facemask (if tolerated)
4. Resident will practice social distancing while waiting for services.
5. The beautician/barber will only perform services for residents of the center, no outside guests.
6. Resident who are quarantined, exhibiting symptoms of COVID-19 or are COVID-19 positive cannot receive services.
7. The beautician/barber will clean and disinfect equipment between residents

**Resident Medical Services and Health Care Provider Visits:**

1. Resident leaving the community for medical appointments must wear a face mask at all times (if tolerated)
2. Upon return the resident will be screened for signs and symptoms of COVID-19 and documented in the medical record
3. Eye protection is encouraged if tolerated
4. Health Care Providers visiting residents will:
  - a. Screened including temperature and symptom check prior to entry
  - b. Will wear PPE according to CDC guidance
  - c. Schedule appointment for visit with the center
5. The resident will wear a face mask during provider's visit, if tolerated

Additionally, the bill allows a resident, client, or patient the option to designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver. The provider must allow in-person visitation by the essential caregiver for at least 2 hours daily in addition to any other visitation authorized by the provider. The administrator will be responsible for ensuring staff adheres to the policies and procedures.

## Complaints:

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The Agency takes our commitment to the wellbeing of Florida's patients seriously, and this includes a patient's right to visitation with their family.

If you or your 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 further review and action.

Submitting this complaint online may assist the Agency in expediting review with the goal of swift resolution. If you prefer to make this complaint via phone, the Agency has established a dedicated phone line for visitation related complaints **888-775-6055**