



Visitation Policy effective April 7, 2022.

Policy

In effort to promote the health, well-being and to respect the rights of our residents, Royal Palm Senior Residence has updated their Policy and Procedure to allow for visitation in accordance with the Florida Statutes, Chapter 408.823 (**No Patient left Alone Act**). This policy still continues to adhere the guidelines mandated by the CDC and the Department of Health as regards to infection control. To guarantee Florida families the fundamental right to visit their loved ones who are receiving care in hospitals, hospices, and long-term care facilities. No facility in Florida may require a vaccine as a condition of visitation and every health care facility must allow their residents and patients to be hugged by their loved ones.

[SB 988](#) states that all 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.

Procedure:

- All visitors must pass a health screening, including but not limited to, temperature taking, answer Covid questionnaire and sign the acknowledgement of guidelines for Visitations (Form RP-Covid19:2020).

- We require the family members / third-party providers to submit a negative test result for covid (no more than 2-week-old results), prior to visit. If unable to provide the Covid19 test result, we will require the visitors to be tested using our rapid antigen Covid19 Ag Card testing kits (BINAX Now), free of charge, and we will record the result(s). If visitor is confirmed to be infected / tested Positive for Covid19, visitation is not allowed.
- No Mask No Entry, following DOH & CDC's mandate on healthcare setting.
- Visitation hours are from 9am – 7pm, there will be no limit to time, frequency or number of visitors. Visits are allowed outdoor or indoor.
- In case there is an outbreak, visitors may be allowed in the facility at the designated outdoor area (covered patio) only. Visitors should be made aware of the potential risk of visiting during an outbreak investigation, and adhere to the core principles of infection prevention
- All visitors must provide name and contact information that may be used for Contact Tracing purposes
- Everyone who enters must follow our **Virus Protection Control Protocols**, following the CDC's guidelines, which are posted at the common areas. Royal Palm staff will give the visitor(s) information on locations of hand sanitizers, sink to wash the hands, and outdoor visitation area.
- Providers are authorized to request a visitor to agree to the policy and procedures in writing.

Family Visits

For family members who cannot visit in person, we continue to boost spirits and maintain emotional connections by connecting families and their loved one via virtual visits on Face Time, other video call apps, as well as helping to arrange phone calls.

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.

Professional Visitors

Royal Palm Senior Residence continues to allow *essential, medically necessary visitors*, including but not limited to physicians, hospice agency personnel, visiting nurses, Physical and Occupational Therapists, and private home health care aides to enter the building.

This visitation policy will be posted in an easily accessible format on the home page of their website. These policies should outline hours for visitation, infection control and education policies for visitors, and additional health or safety procedures that visitors are subject to.

Visitation Related Complaint

If you prefer to file a complaint about lack of visitation or other visitation restrictions, please call AHCA at 1-888-775-6055, Monday through Friday, 8am – 5pm EST, or you may submit the complaint online at AHCA website: <https://apps.ahca.myflorida.com/contact/>.