



VISITATION POLICY

Policy Statement – Updated January 3, 2023

WillowCreek Assisted Living & Memory Care adheres to Florida's SB 988 in regards to its visitation policy, as well as the CDC recommended guidance for long-term care facilities. Our policy addresses visitation of all visitors for all residents. Visits will be conducted in a manner that adhere to the core principals of infection prevention and does not increase risk to other residents.

SB 988 states that all hospitals, hospices, and long-term care facilities visitation policies and procedures must allow for in-person visitation in all of 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.

Policy Interpretation and Implementation

SB 988 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 (WillowCreek Assisted Living & Memory Care) must allow in-person visitation by the essential caregiver for at least two hours daily, in addition to any other visitation authorized by the provider.

Therefore, at WillowCreek Assisted Living & Memory Care, visitation is allowed for all residents at all times, while adhering to the core principles of infection control and guidance from CDC and the State of Florida Department of Health.

- Advise patients and their visitor(s) about the risks of an in-person visit.
- Visitation can be conducted in dedicated areas in the facility - based on a facility's structure and residents' needs, such as in resident rooms, common areas, and outdoors.
- Visitations must be recorded daily on the visitation log, with the name of visitors and the name of the resident they are visiting.
- Encourage use of alternative mechanisms for patient and visitor interactions such as video-call applications on cell phones or tablets, when appropriate.



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- Regardless of how visits are conducted, core principles and best practices reduce the risk of COVID-19 transmission:
 - **Core Principles of Infection Prevention**
 - Visitors who have a positive viral test for COVID-19 or the Flu, symptoms of COVID-19 or the Flu, or currently meet the criteria for quarantine, should not enter the facility. Facilities should screen all who enter for these visitation exclusions.
 - Masks are not required for visitors or staff but will be provided upon request
 - Hand hygiene (use of alcohol-based hand rub is preferred)
 - Physical distancing at least six feet between people, in accordance with CDC guidance, is encouraged
 - Instructional signage throughout the facility and proper visitor education on COVID-19 or the Flu signs and symptoms, infection control precautions, social distancing reminders, other applicable facility practices (e.g., use of face covering or mask, specified entries, exits and routes to designated areas, hand hygiene)
 - Cleaning and disinfecting high frequency touched surfaces in the facility
 - Appropriate staff use of Personal Protective Equipment, including masks are required during an outbreak
 - Visitors who are unable to adhere to the core principles of COVID-19 infection prevention should not be permitted to visit or should be asked to leave.

Indoor Visitation

WillowCreek Assisted Living & Memory Care will conduct indoor visitation at all times and for all residents as permitted under the State of Florida regulations. Although there is no limit on the number of visitors that a resident can have at one time, visits should be conducted in a manner that adheres to the core principles of infection prevention and does not increase risk to other residents.

Indoor Visits for resident on transmission-based precautions (TBP)

Before visiting residents, who are on TBP or quarantine, visitors should be made aware of the potential risk of visiting and precautions necessary in order to visit the resident. Visitors should adhere to the core principles of infection prevention. WillowCreek Assisted Living & Memory Care may offer well-fitting facemasks or other appropriate PPE, if available. However, the facility is not required to provide PPE for visitors. While not recommended, residents who are on TBP or quarantine can still receive visitors. In these cases, visits should occur in the resident's room and the resident should wear a well-fitting facemask (if tolerated).

Indoor Visitation during an Outbreak Investigation

While it is safer for visitors not to enter the facility during an outbreak investigation, visitors may still be allowed in the facility. Visitors should be made aware of the potential risk of visiting during an outbreak investigation and adhere to the core principles of infection prevention. If residents or their representative would like to have a visit during an outbreak investigation, they should wear face coverings or masks during visits, regardless of vaccination status, and visits should ideally occur in the resident's room. WillowCreek Assisted Living & Memory Care may contact their local health authorities for guidance or direction on how to structure their visitation to reduce the risk of COVID-19 transmission during an outbreak investigation.



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Compassionate Care Visits

Compassionate care visits are allowed at all times.

Communal Activities, Dining and Resident Outings

WillowCreek Assisted Living & Memory Care must permit residents to leave the facility as they choose. Should a resident choose to leave, the facility should remind the resident and any individual accompanying the resident to follow all recommended infection prevention practices.

Outdoor Visitation

Outdoor visitation is permitted at all times, even during an outbreak. When conducting outdoor visitation, all appropriate infection control and prevention practices should be followed during an outbreak. When the facility is not in an active outbreak there are no restriction for outdoor visitation.

Entry of Healthcare Workers and Other Providers of Services During an Outbreak

All healthcare workers, including providers from agencies who assist with discharge planning to the community, should be permitted to come into the facility, as long as they meet the screening criteria for visitation. In emergencies, EMS personnel do not need to be screened, so they can attend to an emergency without delay. All staff, including individuals providing services under arrangement as well as volunteers, should adhere to the core principles of infection prevention and wear appropriate personal protective equipment.

Visitation Length

No time limit.

Consensual Physical Contact

All physical contact must be consensual between two parties.

Policy Enforcement

The Administrator of WillowCreek Assisted Living & Memory Care is responsible for the enforcement of this policy.