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<b>VISITATION POLICY AND PROCEDURES-FLORIDA</b>
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**GENERAL INFORMATION:**

There may be circumstances which restrict resident visitation, such as pandemic flu or presence of infectious diseases which may require isolation. Florida Statute 408.823, the “No Patient Left Alone Act” requires that Artis Senior Living implement a policy that permits a resident to have in-person visits by Essential Caregivers during these circumstances.

**PURPOSE:**

An Essential Caregiver is an outside individual who was previously actively engaged with the resident or is committed to assisting and encouraging with activities of daily living and other care needs.

Essential Caregivers are permitted even when the community is under other visitation restrictions, due to the necessity of the intervention to maintain or improve a resident’s well-being.

The visitation policies and procedures required by this statute must allow in-person visitation by Essential Caregivers in all the following circumstances, unless the resident objects:

1. End-of-life situations
2. A resident is struggling with the change in environment and lack of in-person support.
3. The resident is experiencing emotional distress or grieving the loss of a friend or family who has recently died.
4. A resident requires cueing or prompting to eat or drink which was previously provided by a family member or caregiver.
5. A resident who used to talk and interact with others is seldom speaking.

Each community must ensure that Compassionate Caregiving visits are conducted as safely as possible, and must require infection control practices, handwashing, and PPE.

**PROCEDURES:**

**GUIDELINES FOR ESSENTIAL CAREGIVERS:**

1. Sign in upon entering the community.
2. Submit to a screening which may include temperatures and/or questionnaire regarding health status.
3. Comply with infection control and education policies for visitors. Infection control policies may require a visitor to wear Personal Protective Equipment (PPE) including a surgical mask or other necessary PPE and perform hand hygiene. Artis associates will provide guidance on proper use of PPE.
4. The visitor is no longer required to show proof of their vaccination or immunization status.
5. The visitor shall sign this policy acknowledging an understanding of visitation policies. Failure to adhere to the policy shall result in suspension of in-person visitation.
6. Visitation hours will be 9am to 9pm as per FS 429.28 (1)(d). Any visitation outside of these hours will be considered upon request to the Executive Director. During these hours, in-person Essential Caregiver visit is permitted for at least 2 hours daily in addition to any other visitation authorized by the provider.
7. While minimizing physical contact and social distancing may be encouraged to minimize exposure, consensual physical contact is NOT prohibited.
8. Artis Senior Living does not require an Essential Caregiver to provide necessary care to a resident.

Artis Senior Living is committed to the health and wellbeing of our residents, which includes a resident's right to visit with their family. If you or your loved one has been met with resistance from a hospital, hospice, or long-term care community, when attempting to visit loved ones, you may file a complaint with the Agency for Healthcare Administration for further review and action.

Submitting this complaint online may assist the Agency in expediting the 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.

The link to the complaint portal is:

HCF Complaint Form | AHCA- Health Care Facility Complaint Form  
(myflorida.com).

If you have any questions or comments related to this policy, please contact the Executive Director at: 954-990-8941.

For more information about visiting Florida communities generally, please visit <http://ahca.myflorida.com/visitation/>. If you believe that your loved one's rights are being violated, please contact AHCA by calling the toll-free Complaint & Information Call Center at 1 (888) 419-3456, or by completing an online complaint form at: <https://ahca.myflorida.com>.

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