	Administration	Version Date: 8/26/25
	Visitation Policy & Procedure	Version: 2

Policy Statement:

It is the policy of Providence Senior Living to fully comply with Florida Statute 408.823, the “No Patient Left Alone Act.” Residents in our Assisted Living Communities have the right to in-person visitation at all times, subject only to clinical and safety requirements consistent with state law.

Our communities will not restrict or prohibit visitation in a manner that conflicts with state law or Agency for Health Care Administration (AHCA) guidance.

Purpose

- To ensure residents are never left without access to family, friends, caregivers, or advocates, in compliance with Florida Statute 408.823.
- To balance visitation with infection control, safety, and respect for other residents.
- To ensure staff, residents, and families understand visitation rights and responsibilities.

Scope:

This policy applies to all Providence Senior Living communities, all residents, their family members, Essential Caregivers, and any other visitors (including ombudsmen, physicians, and regulatory officials).

Visitation Hours

- Standard visiting hours are 9:00 a.m. – 9:00 p.m., seven days a week.
- Flexibility will be granted for out-of-town guests, resident preferences, or special circumstances (e.g., end-of-life care).
- Residents may receive visitors outside of standard hours upon reasonable request.


Visitation Rights

1. Resident Rights

- Residents have the right to receive visitors of their choosing at any time, subject only to reasonable clinical and safety limitations.
- Residents may refuse or withdraw consent for visitation at any time.

2. No Limitations

- No arbitrary limits will be placed on the number, frequency, or duration of visits, except when necessary to protect the rights and safety of other residents or in accordance with public health mandates.

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Essential Caregiver Designation

- Each resident may designate one or more Essential Caregivers.
- Essential Caregivers are entitled to at least two hours of daily in-person visitation, in addition to general visiting hours.
- Visitation privileges cannot be conditioned on the Essential Caregiver providing physical care.
- Visits must occur even during outbreak restrictions, provided infection-control precautions are followed.

Special Circumstance Visitation

Visitation will **always** be allowed in the following circumstances unless declined by the resident:

- End-of-life care.
- Transition adjustment difficulties.
- Major medical decision discussions.
- Emotional distress, grief, or psychosocial decline.
- Feeding assistance, cueing, or encouragement needs.
- Social withdrawal or reduced verbal communication.

Infection Control & Safety


- Visitors are encouraged to perform hand hygiene before and after resident contact.
- PPE (masks, gowns, N-95, face shields) may be required if:
- The resident is on isolation or quarantine precautions.
- Public health guidance requires it during an outbreak.
- Vaccination status will **not** be used as a condition of visitation.
- Visitors should self-screen for symptoms of illness prior to entry. The facility may perform temperature or symptom checks as needed.
- Signage, education, and staff oversight will ensure compliance with infection-control practices.

Resident Rights

- Residents have the right to accept or decline any visitor at any time.
 - Residents must always be permitted access to:
 - State Long-Term Care Ombudsman representatives.
 - Physicians, hospice providers, and clergy.
 - Protection & Advocacy representatives.
 - AHCA or other regulatory officials.

Visitor Documentation & Monitoring

- Visitor Log: All visitors must sign in and out for safety and accountability.

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- Acknowledgment: Residents and/or representatives will sign confirming that visitors understand and agree to comply with facility visitation rules.
- Monitoring: Staff will observe visits for adherence to infection-control and conduct standards.
- Non-Compliance: Visitors who fail to follow policy may have visitation restricted or suspended, except for regulatory officials or ombudsmen.

Posting & Distribution

- A copy of this policy must posted on each community's homepage.
- A copy must be provided to all residents and their representatives at admission.
- The policy will be made available upon request and during AHCA inspections.

Procedure

- Visitor arrives, signs into the log, and self-screens for illness.
- Staff provides infection-control guidance.
- Visitor performs hand hygiene before contact.
- Resident receives visitor during 9 a.m.–9 p.m. hours or extended hours if approved.
- Essential Caregiver may visit a minimum of 2 hours daily regardless of other restrictions.
- If resident is in isolation, visitor dons PPE provided by staff.
- Visitor signs out upon departure.
- Staff documents compliance or issues and reports concerns to Administrator.