YOUR SANCTUARY ASSISTED LIVING

1121 Ensenada Drive, Orlando, Florida 32825

Phone: _____ | Website: _____

POLICY AND PROCEDURES FOR VISITATION

UPDATED: NOVEMBER 2026 | Facility Administrator: Marcia Miller

POLICY

The intent of this policy is to ensure that Residents have access to visitors of their choice and visitors and facility staff work together to ensure a healthy environment.

OVERSIGHT

The Facility Administrator maintains overall responsibility for the implementation and oversight of these policies and procedures. Facility Administrator will ensure that facility staff are trained during orientation and on an ongoing status as needed.

FACILITY ADMINISTRATOR IS RESPONSIBLE FOR STAFF ADHERENCE TO VISITATION POLICIES AND PROCEDURES.

DISSEMINATION

The Facility Administrator will provide copies of this policy and procedures to Residents/Responsible Party upon admission. A copy along with educational information will be posted by the main entrance, with individual handouts available at that location as well. **EDUCATIONAL MATERIALS RELATED TO INFECTION CONTROL WILL BE AVAILABLE FOR VISITORS AT THE SIGN IN AREA AT THE ENTRANCE.** This will consist of general handwashing and use of hand sanitizer information as well as basic information including covering mouth for sneezing and coughing.

PROCEDURES FOR IMPLEMENTATION

1) All residents who live in this facility will be encouraged to have visitors who support their physical and/or mental well being. Residents will always maintain the right to make decisions as to whom they want to see (visit with) and for how long they want the visit to last, in alignment with Florida Resident Rights. Facility staff will honor the residents choices.

Persons representing Federal, State and Local authorities may have access to residents in the performance of their duties during and before and after visiting hours.

VISITING HOURS

2) The Facility has set up visiting hours that support the residents needs and the security of the facility. These hours are from **9AM to 9PM each day**. Residents also have the right to unrestricted private communication, including receiving and sending unopened correspondence, access to a telephone and visiting with the person(s) of his or her choice. **There is no time limit placed on length of visits as long as the rights and comfort of other residents are not compromised.**

**** NOTE: ESSENTIAL CAREGIVERS VISITORS HAVE NO SET VISITING HOURS.**

In-Person visitation is encouraged and allowed (with resident approval) in all circumstances, but particularly in the following situations:

a) End-of-life situations
b) A resident 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.
c) The resident is making one or more major medical decisions.
d) The resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
e) The resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver
f) A resident who used to talk and interact with others is seldom speaking

ESSENTIAL CAREGIVERS

3) Variances to these hours will be made by the facility for a Resident or Resident Representative or other visitor who is unable to visit during normal visiting hours with the permission of the resident and notice to facility staff. Essential Caregivers have no set visiting hours.

An Essential Caregiver is designated by the Resident or Resident Representative. This may or may not be someone who provides physical care to the Resident. Provider will not require an Essential Caregiver to provide care, but will support them to assist Resident if they are able and choose to do so. Resident/Resident Representative will be asked upon Admission whom they would like to designate as an Essential Caregiver and will document this information and contact information in the resident chart. Facility staff will be informed of Resident choices in this area to support that relationship.

4) Visitors are asked to respect the privacy and personal needs of other Residents and roommate (in a shared room). If in a shared room and the other resident is resting or requests privacy, the Facility will provide another place to visit if acceptable to all parties.

There is not a limit on the number of visitors a resident may have. The facility will work with residents and visitors to accommodate visitors as much as possible. Visitors are encouraged to communicate with staff ahead of time, if possible, if a larger space will be needed to accommodate a larger group. The facility will gladly assist visitors to provide space and assist with special Resident events.

INFECTION CONTROL

5) The Facility will provide hand sanitizer at the entrance and in general activity areas for use by visitors and residents. Visitors will also have access to bathrooms for handwashing. Facility will have gloves and masks available for use by visitors if requested by the visitor.

Each Visitor will be required to sign in at the entrance and complete the screening log. If the Visitor refuses or fails to comply with these policies and procedures, the facility reserves the right to

suspend the in-person visitation.

ESSENTIAL CAREGIVER VISITORS CANNOT BE DENIED ENTRY.

6) No Resident or Visitor will be asked to wear Personal Protective Equipment (masks, gown, gloves), unless there is physician order specific to the Resident being visited. These orders should be specific to the resident and what PPE is ordered, and have a specified timeframe for use. Residents with a physician order for PPE will only be asked to wear it in general public common areas.

Facility Administrator will be responsible to clarify the timeframe and specifics from the Medical Provider relative to any orders for the Resident or Caregivers/Visitors which involve PPE for that specific resident.

Residents have a right to refuse to wear a facial covering even if their physician has ordered it (Florida Resident Rights). The facility will then work with the residents to minimize the risk of any period of potential transmission.

Visitors and Staff have the right to opt out of wearing facial covering, even if ordered for a specific resident.

7) This Facility does not mandate vaccinations or immunizations for residents/staff or visitors, but does reserve the right to request visitors to sign in upon entering the home and may have their temperature taken.

ESSENTIAL CAREGIVER VISITORS CANNOT BE DENIED ENTRY.
NEITHER RESIDENTS, STAFF NOR VISITORS CAN BE COMPELLED TO PROVIDE PROOF OF VACCINATION OR IMMUNIZATION STATUS.

8) There are no restrictions related to residents and visitors having consensual physical contact during the visit. Sexual behavior is not covered in this policy.

9) If the Facility maintains a website, this policy and procedures will be posted to the site in a page accessible either on or from the home page.

10) This policy is subject to direction and oversight from the Florida Agency for Health Care Administration (AHCA), Florida Department of Health or other Authorities having jurisdiction in the event of an emergent event, either site, community or state specific.