Manual Name: Administrative

Manual Section: Resident Care

Policy Name: Visitation Policy

Policy:

Visitors are always welcome in our Community. Residents have the right to accept visitors of their own choosing and at any time, subject to the rights of other residents. Residents also have the right to deny visitation or withdraw consent at any time.

Procedure:

1. Residents may have visitors 24 hours a day so long as they do not disrupt other residents or the Community at large. Any hours that may be suggested or posted in the Community for visitation are the Community’s general business hours only and in no way restricts or limits visitation at any other hours.
2. A resident may designate a visitor who is a family member, friend, guardian or other individual as an essential caregiver. The Community will allow an essential caregiver two additional hours of visitation on top of any other visitation allowed by the Community.
3. All visitors enjoy full and equal visitation privileges consistent with the resident’s preferences. The Community does not restrict visitation on any legally protected basis, including race, color, sex, age, national origin, gender identity or expression, sexual orientation, or disability.
4. Unless specified by the resident or their legal representative or the Community’s policy on overnight guests, there is no set limit on the length of visits, or the number of visitors any one resident may have. If a special space is required due to the number of visitors or the length of the visit, the Community requests notification at least one day advanced notice to ensure proper space is available.
5. The following restrictions are necessary to promote the safety, privacy, respect, and clinical needs of our residents:
   1. Visitors may only use designated entrances and must register with the Accushield Kiosk upon entry and departure. Visitors must also be screened for health concerns utilizing the Community’s screening process as may be in effect. Visitors cannot be compelled to show or provide proof of vaccination or immunization status. [See Community Health Screening Requirements and Infection Control Policies]
   2. Visitors must knock before entering a resident’s unit and may be required to leave the room or the unit when the staff are providing a personal service.
   3. With memory care residents, due to individual safety and possible dietary restrictions, visitors should not give any food, drink, drugs, alcohol, or smoking paraphernalia to any resident without first checking with the Charge Nurse.
   4. Visitors must follow any clinical precautions that may be posted for anyone entering a resident’s unit as well as any other clinical restriction that may be provided by the nurse or a physician.
6. Visitors must be considerate of other residents, family members, and employees. Visitors may not be disruptive or create disturbances in resident units, hallways, or common areas. Unruly visitors will be asked to leave the premises.
7. Residents may not perform tasks or provide personal services for residents that are the responsibility of the Community or its care providers, unless approved or requested by the Charge Nurse. Some assistance, while appreciated, could be unsafe for the resident.
8. Visitors are not permitted to enter areas of the Community behind nurses’ stations or areas designated as available only to Community employees.
9. Visitors must follow the instructions of the management during any emergency or emergency drill.
10. No solicitation or distribution of any kind is permitted.
11. Visitors may not give any videos and/or photographs to any employees of the Community other than the Executive Director.
12. Shirt and shoes are to be worn at all times in the Community.
13. All individuals (staff, visitors, vendors, residents) entering the community upon entry will be screened in accordance with the Community’s Health Screening Requirements and Infection Control Policies as may be in effect from time to time.
    1. A thermometer or Thermal Imaging Device will be available near the Accushield kiosk that we encourage visitors to use.
    2. If someone voices feeling sick or has a temperature of 99.5 F or above, they will be educated on the risks of visiting while ill and if given permission by the resident to visit, visitor will be provided with PPE while visiting in the community.
14. Visitation is allowed in the resident apartment and throughout the Community. In person visitation must be allowed in all the following circumstances at minimum, unless resident, family, or the resident’s power of attorney object:
    1. End of life situations
    2. Resident lived with family before admission and is struggling with the change in environment and lack of in-person family support
    3. The resident is making one or more major medical decisions
    4. Resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died
    5. Resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver
    6. Resident who used to talk and interact with others is seldom speaking
15. Infection control and education policies for visitors:
    1. Respiratory Hygiene and Cough Etiquette
       1. Individuals should cover their mouths/noses when coughing or sneezing, use, and dispose of tissues, and perform hand hygiene after hands have been in contact with respiratory secretions.
       2. Community provides tissues and no-touch receptacles for disposal of tissues.
       3. Policy available for instructions for proper hand hygiene upon request. Alcohol-based hand rub is available at entrances and throughout the Community.
       4. Masks available to visitors upon entry into the Community if needed and upon request.
    2. Isolation procedures
       1. Isolation precautions will be explained to the resident and family before precautions are initiated. Visitors will be instructed on the importance and necessity of maintaining isolation precautions before entering the resident’s apartment.
          1. Handwashing and hand hygiene will be emphasized. Visitors will be instructed on proper methods and policy available upon request.
          2. Visitors will be cautioned against bringing items into the resident’s apartment which cannot be sanitized or disposed of. They will also be cautioned against removing items which might be contaminated.
          3. Perform proper hand hygiene before entering apartment and after removing PPE upon apartment exit.
    3. Personal Protective Equipment (PPE)
       1. Proper PPE may be required in certain situations during visitation. PPE will be provided for safe visitation.
       2. Isolation precautions, when initiated, will have a sign posted to identify what precautions are in place and PPE required for visitation. PPE may include but not limited to: gowns, masks (type may vary based on precautions), gloves, face shields, shoe and hair coverings.
       3. Masks. Masks should cover both the nose and mouth to protect against the spread of infections droplets that are transmitted by close contact.
       4. Gowns and Protective Apparel. Gowns and protective apparel are worn to provide barrier protection and reduce the opportunities for transmission of microorganisms. Gowns also prevent contamination of clothing and protect the skin from body fluid exposure.
       5. Gloves. Gloves are worn to provide a protective barrier and prevent contamination of hands. Wearing gloves does not replace the need for hand hygiene.
16. Consensual Physical Contact:
    1. Consensual physical contact is allowed during visitation. Based on physician recommendations, certain infection control measures and PPE, may be recommended for safe contact.
17. Policies:
    1. The Community will have available hand outs and education on hand hygiene, proper donning and doffing of PPE, specific policies for isolation procedures available upon request.
18. Visitation may be subject to change based on local, regional and/or state health department recommendations to the Community on visitation. The Community may also suspend in-person visitation of a specific visitor if the visitor violates the Community’s policies and procedures. If any governing or regulatory body request changes to the Community’s visitation policy, residents and families will be notified promptly.
19. The Executive Director is designated as person responsible for ensuring that employees adhere to the policies and procedures. When the Executive Director is not available, the Manager on Duty assumes responsibility.