

Number:	FL35	Policy:	In-Person Visitation
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PURPOSE

In accordance with Chapter 408.823 Florida Statutes, NeuroRestorative Florida will amend visitation policies to ensure compliance with visitation guidelines. Accordingly,

“In-Person Visitation bill has been signed into law, creating Chapter 408.823, which is subject ‘In-person visitation.’ A resident may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver.”

POLICY

The following are the procedures to be followed to identify Essential Caregivers for participants and the expectations. These procedures will be administered equally to all participants that request to have an essential caregiver, without regard to race, color, religion, sex (including gender identity and transgender status), age, national origin, disability, or veteran status.

Essential care givers provide emotional support to help a participant deal with a difficult transition or loss, upsetting event, making major medical decisions, needs cueing to eat and drink, stops speaking, or end-of-life. Essential caregiver visitors may be allowed entry into facilities on a limited basis for these specific purposes. NeuroRestorative Florida programs will allow an essential caregiver to have in-person visitation for at least 2-hours daily in addition to the regular visitation hours. Normal visitation hours are between 9:00am through 9:00pm. NeuroRestorative Florida may make exceptions to the 2-hour visitation on a case-by-case basis for end-of-life residents. These exceptions will be discussed and agreed upon in writing by the facility’s designee and the participant’s responsible party.

PROCEDURES

1. For designation and utilization of essential caregiver visitors:
 - a. NeuroRestorative Florida will provide the Agency for Health Care Administration (AHCA) with a copy of this policy and procedure, with the initial license application, renewal application, change of ownership application, and/or upon request.
 - b. NeuroRestorative Florida will post this policy in-house as well as make available to all participants and responsible parties.
 - c. NeuroRestorative Florida will designate the program nurses or designees as the key staff to support infection prevention and control training.
 - d. NeuroRestorative Florida will set a limit on the total number of visitors allowed in the facility at any given time based on the ability of staff to safely screen and monitor and the space to accommodate the essential caregiver visitors.
 - i. Identify locations for visitation/care to occur planning for participants in shared spaces and facilities with minimal common space to identify maximum time availability.

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- ii. Provide outdoor visitation spaces that are protected from weather elements, such as porches, courtyards, patios, or other covered areas that are protected from heat and sun, with cooling devices, if needed.
 - iii. Create indoor visitation spaces for participants in a room that is not accessible by other participants or in a participant’s private room if the participant is bedbound and for health reasons cannot leave his/her room.
- e. All participants and/or POA/Guardian if appropriate, will be asked if they want to identify as an Essential Caregiver.
- f. All new participants will be asked if they would like to identify an Essential Caregiver upon move-in.
- g. All participants will be allowed to update as requested the named Essential Caregiver of records within 2 business days of request.
- h. Participants are allowed in-person visitation in all the following circumstances, unless the participant objects:
 - i. End-of-life situations
 - ii. A participant who was living with family before being admitted to NeuroRestorative Florida is struggling with the change of environment and lack of in-person family support.
 - iii. The participant is making one or more major medical decisions.
 - iv. A participant is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
 - v. A participant needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
 - vi. A participant who used to talk and interact with others is seldom speaking.
- i. Maintain a visitor log for signing in and out.
- j. No more than one essential caregiver visitor may be designated per resident.
- k. This policy need NOT prohibit essential caregiver visitor visits, if the specific participant to be visit is quarantined, tested positive, or showing symptoms of a communicable disease. Visits in these circumstances will likely require a higher level of PPE than standard surgical masks. The general visitation requirement that the facility has no new facility-onset cases of a communicable disease (for example COVID-19) is not applicable to visitation by essential caregiver visitors.
- l. NeuroRestorative Florida is not required to provide for “facility-provided” COVID-19 testing if, and only if, it is based on the most recent CDC and FDA guidance. The cost of the testing cannot be passed on to the visitor.
- m. Essential caregiver visitors must wear Personal Protective Equipment (PPE) per facility’s Infection Control Policies. The PPE required must be consistent with the most recent CDC guidance for healthcare workers. At NeuroRestorative Florida the essential caregiver visitors shall wear the same PPE that staff wear to provide care or service to the participant.

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- n. Any changes to NeuroRestorative Florida essential caregiver visitor policies must be promptly communicated to affected participants and essential caregiver visitors.
2. To facilitate visits by Essential caregiver visitors upon a request from a participant or friend/family member:
 - a. The participant (or their representative) will read and sign the policy and procedures. The acknowledgement of the signature represents that the essential caregiver visitor will abide by the policies set forth in this document.
 - b. The essential caregiver visitor will complete training on NeuroRestorative Florida infection prevention and control including the use of PPE, use of masks, hand sanitation, and social distancing.
 - c. The essential caregiver visitor must immediately inform the facility if they develop symptoms consistent with a communicable disease within 24 hours of their last visit at the facility.
 - d. Essential caregiver visits may take place in the participant’s room or a designated area determined by NeuroRestorative Florida at the time the visitation scheduled is developed and agreed upon.
 3. When an essential caregiver visitor is scheduled to visit, NeuroRestorative Florida will:
 - a. NeuroRestorative Florida will thoroughly screen the visitor per the facility’s infection control policy and procedure and document the name of the individual, the date and time of entry, and the screening mechanism used, along with the screening employee’s name and signature. Just as with staff entering the building, if the visitor fails the screening, the visitor CANNOT be allowed entry.
 - b. NeuroRestorative Florida will ensure that the required consents, and training and policy acknowledgements are in place.
 - c. NeuroRestorative Florida will ensure that the caregiver visitor has appropriate PPE if applicable.
 - d. NeuroRestorative Florida will require the essential caregiver visitor to sign in and out on the visitor log.
 - e. NeuroRestorative Florida will monitor the essential caregiver visitor’s adherence to Program’s policies and procedures.
 - f. If the essential caregiver visitor fails to follow the facility’s infection prevention and control requirements, after attempts to mitigate concerns, NeuroRestorative Florida may restrict or revoke visitation.
 - g. In the event the essential caregiver visitor’s status is revoked due to the individual not following the facility’s policy and procedures, the participant may select a different essential caregiver visitor who will be granted visitation rights upon proper vetting and agreeing to NeuroRestorative Florida’s policies and procedures.