	Administration	Version Date: 9/12/25
	Visitation Policy & Procedure	Version: 3

Policy Statement:

Providence Senior Living complies with Florida Statute 408.823, the “No Patient Left Alone Act,” and §429.28(1)(d), Florida Statutes. 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

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

Scope:

This policy applies to all Providence Senior Living communities; all residents and their representatives; all Essential Caregivers; and any other visitors (including ombudsmen, physicians, clergy, hospice, 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.

Definitions

- Essential Caregiver (EC): A person designated by the resident to provide in-person support; must be allowed at least 2 hours of visitation per day in addition to general hours.
- Compassionate Care Visits: Visits triggered by special circumstances (end-of-life, adjustment difficulty, major medical decisions, emotional distress/grief, feeding encouragement, social withdrawal/loss of communication).

Visiting Hours & Length

- General Hours: Residents have the right to unrestricted private communication and to visit with any person of their choice at any time between 9:00 a.m. and 9:00 p.m., at a minimum (§429.28(1)(d)).

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- Length of Visits: No time limits are imposed during general hours. Visits beyond general hours (including overnight) will be reasonably accommodated based on resident preference and clinical/safety considerations.
- Private Communication: Residents retain access to unopened correspondence and telephone use consistent with §429.28(1)(d).

Number of Visitors

The community does not set a numeric cap on visitors. Reasonable adjustments (e.g., location or staggering) may be made to protect privacy, life-safety occupancy, infection-control needs, or the rights of roommates/other residents.

Essential Caregiver Designation

- Each resident may designate one or more Essential Caregivers. ECs are entitled to at least two hours of daily in-person visitation in addition to general hours.
- EC visitation shall not be denied due to general restrictions when the visitor agrees to required infection-control measures.
- EC visitation cannot be conditioned upon the provision of physical care by the EC.


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.
- Visitors cannot be compelled to show or provide proof of vaccination or immunization status.
- 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.

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Consensual Physical Contact

- Consensual physical contact (e.g., holding hands, hugging) is permitted between residents and their visitors consistent with resident preference and any clinical precautions.

Privacy, Conduct, and Safety

- Visitors must respect resident/roommate privacy and staff workflows; disruptive or unsafe behavior may result in removal (documented by staff).
- The community may temporarily modify location/size/timing of visits to protect the rights/safety of other residents (e.g., crowded/common areas) or to meet life-safety occupancy limits.

Visitor Documentation & Monitoring

- Visitor Log: All visitors must sign in and out for safety and accountability. Logs are retained for 2 years.
- 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.

Roles & Responsibilities


- Executive Director/Administrator (Responsible Person): Implements policy; ensures staff training; approves after-hours/overnights; reviews visitor incidents/logs weekly; ensures website posting and availability at admission.
- Staff: Provide entry education; maintain visitor log; monitor adherence; instruct on PPE; escalate concerns to the Administrator.
- Corporate Compliance: Audits visitation quarterly; updates policy with statutory/regulatory changes; tracks corrective actions to closure.

Posting & Distribution

- A copy of this policy must be 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 residents are in isolation, visitor dons PPE provided by staff.

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- Visitors sign upon departure.
- Staff documents compliance or issues and reports concerns to Administrator.