 TRUSTWELL LIVING		Issue Date: 5/2022
		Revision 6-29-2023

Policy:

On April 6, 2022, the No Patient Left Alone Act guaranteed Florida residents that reside in healthcare facilities, the right to visit with their loved ones. This policy is intended to promote resident, visitor, and employee compliance with applicable Florida regulations. Trustwell Living recognizes the critical role family members and other close outside caregivers have in the care, support and advocating for our residents. As such, our residents have the right to unrestricted private communication, including receiving and sending unopened correspondence, access to a telephone, and visits with any person of his or her choice per Florida Statutes 408.823 & 429.28 (1)(d).

Compliance:

The Executive Director is responsible for ensuring staff and visitor adherence to the visitation policy.

Visiting Hours:


Trustwell Living does not limit visitation. Residents are permitted to receive visitors during all periods of residency in the community, for any length of stay and any number of visitors. Visitors are allowed visitation all days of the week. Although we do not have designated visiting hours, entry to the community may be regulated during overnight hours. If a resident wishes to receive visitors after designated Concierge hours, staff will be available to assist with entry upon request.

Restricted Access:

In the event the community must restrict access due to public health emergencies or safety concerns, Trustwell Living may request visitors be limited to two at a time to accommodate multiple residents and to ensure resident and visitor safety standards are adhered to. Additionally, visitors may be asked to conduct visits in the resident’s apartment. Should access be restricted due to public health emergencies or safety concerns, upon request, the community shall make provisions to extend visiting access for caregivers, out-of-town guests, and in other similar situations.

Essential Visits:

A resident may choose to designate a person who is a family member, friend, or other individual as an essential caregiver. An essential caregiver may continue to visit even if visitation is restricted. If a resident would like to designate an individual as an essential caregiver, they should notify the Health Services Director or caregiver designee. Residents are allowed in-person visitation in all the following circumstances:

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- End-of-life situations
- A resident who was living with family before moving into community is struggling with the change in environment and lack of in-person family support.
- The resident is grieving the loss of a friend or family member who has recently died.
- A resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver, and the client is experiencing weight loss or dehydration.
- A resident who used to talk and interact with others is experiencing emotional distress, is seldom speaking, or is crying more frequently than he or she did previously

Community Entry:

- Information regarding restricted entry, community outbreaks or public health emergencies will be posted on entrance doors.
- The community will maintain a sign in/out log that all visitors must comply with.
- Screenings are no longer required to enter the community.
- Visitors are not required to provide proof of immunizations or vaccines.
- Visitors shall refer to available printed materials that reinforce hand hygiene, respiratory etiquette, and Personal Protective Equipment (PPE) donning and doffing prior to entering the community. The Health Services Director or caregiver designee will provide training utilizing posters or printed materials to educate visitors as needed on infection control and prevention.
- Hand sanitizer stations are available at the community entry doors and throughout the community.
- Trustwell Living recognizes the importance of physical touch to some residents. Consensual physical contact is allowed between residents and visitors.

Infection Control:

All visitors will be advised of infection control procedures including any requirements for Personal Protective Equipment (PPE) as required by current CDC guidelines. All resident approved visitors will be allowed entry provided they pass the community screening criteria and comply with community policies for entry. Trustwell Living may refuse entry to any visitor if he/she does not comply with CDC guided health screenings or who refuses to obey any infection control & safety protocols in effect at that time.

Additional Information:

- Trustwell Living will provide the Agency for Health Care Administration (ACHA) with a copy of the community’s visitation policy by January 1st of each year.
- Residents, family members, responsible parties, and caregivers will be provided

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information regarding their visitation rights as per Florida Statute 408.823 and 429.28 (1)(d)

- Trustwell Living will notify and inform residents, their representatives, and visitors of any change in the visitation standard.