KEYSTONE PLACE AT BONITA SPRINGS FLORIDA

VISITATION

POLICY-PROCEDURE

SUBJECT: Visitation
DATE: October 22, 2026
RESPONSIBLE: Executive Director
DISTRIBUTION: All Staff

Policy: Keystone Place at Bonita Springs Florida is a senior living and service organization. Our mission is to be unfailing in serving our residents' needs with heightened awareness to the health and safety of our residents. Due to the negative impact (risk of depression, physical decline, social isolation, etc.) on the well-being of residents caused by visitation restriction, the Community facilitates indoor and outdoor visitation to the most-broad extent possible in the circumstances. This policy is established in accordance with section 408.823, Florida Statutes (in-person visitation), and the resident rights set forth in section 429.28, Florida Statutes.

ALL VISITATION IS SUBJECT TO THIS POLICY

Visitation is permitted for residents at all times. There shall be no restrictions on visitation with residents which are imposed by the Community. The Executive Director shall contact the Department of Health for continued guidance in the event of a pandemic or outbreak of an infectious disease or a communicable disease to determine advisability of temporary minimum recommendations to protect the health and safety of residents. Irrespective of the circumstances, the Community shall not restrict visitation except upon a valid and authorized legal order, or as to an individual visitor who fails to follow this policy as described in Section E below. The Executive Director is responsible for ensuring the following:

- ✓ The Community maintains adequate personal protective equipment (PPE) and hand hygiene supplies to support visitors.
- ✓ The Community maintains cleaning and disinfecting supplies sufficient to carry out ongoing and reasonable cleaning and disinfecting of surfaces including any common areas utilized for visitation.
- ✓ There are no legal orders imposing restrictions on visitation.

A. Person Responsible for Staff Adherence. The Executive Director is designated as the person responsible for ensuring staff adherence to this Visitation Policy and its procedures. In the absence of the Executive Director, the Director of Health and Wellness shall assume this responsibility. The Executive Director shall monitor staff compliance, address any reported failure to follow this policy and ensure that staff receive the training described in Section H.

B. Concierge. Each day the Concierge or one or more other staff members shall be designated by the Executive Director to be responsible for:

1. Maintaining a General Visitation Log at the concierge desk or electronic visitation system, in which each visitor signs in upon arrival and signs out upon departure. The General Visitation Log shall include the visitor's name, the resident visited, the date, and the time of entry and exit.

2. Confirming any common areas used for visitation have been appropriately disinfected and cleaned.
3. Making available for any visitor a facemask, other PPE as appropriate, and hand hygiene supplies.
4. Ensuring each visitor completes the screening described in Section E.
5. Providing visitors with the infection control education materials described in Section D and obtaining the visitor acknowledgment.
6. Maintaining a current list of each resident's designated essential caregiver(s), as described in Section C.

C. Hours, Length of Visits, Number of Visitors and Essential Caregivers. These standards meet or exceed the requirements of section 429.28(1)(d), Florida Statutes, which entitles each resident to visit with any person of the resident's choice at any time 24 hours a day 7 days a week.

1. Hours. Residents may receive visitors of their choice at any time, 24 hours a day, 7 days a week. Visitors arriving when the front entrance is secured shall contact staff for entry and complete sign-in and screening.
2. Length of Visits. There is no limit on the length of a visit. Upon request, the Community shall make accommodations for extended visits, including for caregivers, out-of-town guests and other similar situations.
3. Number of Visitors. There is no limit on the number of visitors a resident may receive or on the number of visitors present at one time. When a resident shares an apartment, or a group is large, staff may assist in arranging the visit in a common area or other suitable space to protect the privacy and rights of other residents. This assistance shall not be used to reduce or deny visitation.
4. Essential Caregivers. A resident may designate a visitor who is a family member, friend, guardian or other individual as an essential caregiver. A resident may designate more than one essential caregiver; the Community does not limit the number of essential caregivers a resident may designate. The designation may be made in writing or verbally to staff, shall be documented in the resident's file and may be changed by the resident at any time.
5. Essential Caregiver Visits. The Community shall allow in-person visitation by each essential caregiver for an unlimited duration. The Community does not require an essential caregiver to provide necessary care to the resident and shall not require an essential caregiver to provide such care. Essential caregivers follow the same screening, hand hygiene and PPE protocols as other visitors.

D. Infection Control and Visitor Education. The Community shall educate visitors on infection control practices as follows:

1. Signage addressing hand hygiene, respiratory etiquette, and symptoms of communicable disease shall be posted at the entrance, at the concierge desk and in common areas used for visitation. Signage shall include step-by-step instructions for proper handwashing and for properly putting on, wearing and removing a facemask.
2. Written infection control guidance for visitors shall be available at the concierge desk and in the electronic visitation system, if used. Staff shall answer visitor questions about infection control.
3. Staff shall teach visitors how to prevent the spread of communicable diseases, including: (a) proper handwashing – wetting the hands with clean running water, applying soap, scrubbing all surfaces of the hands, between the fingers and under the nails for at least 20 seconds, rinsing, and drying with a clean paper towel – and

the use of alcohol-based hand sanitizer when soap and water are not readily available; (b) how to properly put on, wear, remove and dispose of a facemask, gloves, gown and other PPE; and (c) respiratory etiquette, including covering coughs and sneezes, and the importance of postponing a visit when ill. Staff shall demonstrate proper handwashing and PPE use to visitors at their first visit, during an outbreak of infectious disease or communicable disease, when a visitor is visiting a resident who is ill, and upon request.

4. Visitors shall be asked to acknowledge in writing (paper or electronic) that they have received this policy and agree to follow it. The acknowledgment may be obtained at the first visit and when the policy is revised.
5. During an outbreak of an infectious disease or a communicable disease within the Community, visitors shall be informed of the outbreak and of any additional infection control measures in effect.
6. Infection control and education policies for visitors shall be no more stringent than the infection control and education policies that apply to staff of the Community.

The above information shall be provided by the Concierge or other staff member providing access to the Community.

The Director of Health and Wellness shall ensure there is posting throughout the Community showing how to prevent the spread of infection diseases.

E. Screening, Personal Protective Equipment and Other Infection Control Protocols. The following protocols apply to all visitors:

1. Screening. Upon arrival, each visitor shall sign in and complete a screening, and shall sign out upon departure. The screening may be a self-screening, for current signs or symptoms of a communicable disease (for example, fever, new cough, shortness of breath, vomiting or diarrhea) and for known recent exposure to a communicable disease. Screening shall be no more stringent than the screening required of staff.
2. Visitors Who Do Not Pass Screening. A visitor who reports symptoms or a recent exposure shall be asked to consider postponing the visit until symptoms resolve, or the visit may proceed with appropriate PPE and other precautions, with acknowledgement by the Executive Director or Director of Health and Wellness to provide the Community's management with such information in case any additional precautions are appropriate. Staff shall offer alternative means of communication (telephone or video) when an in-person visit may need to be postponed.
3. Hand Hygiene. Visitors shall perform hand hygiene upon entering and leaving the Community and before and after contact with a resident.
4. Personal Protective Equipment. Facemasks and hand hygiene supplies shall be available to all visitors. When a resident is on transmission-based precautions, or during an outbreak or an infectious disease or a communicable disease, visitors shall be provided with and instructed in the use of the PPE recommended by the Centers for Disease Control and Prevention and the Florida Department of Health, consistent with the PPE required of staff in the same circumstance. Visitors may bring and wear their own PPE. If the Community will be unable to supply a type of PPE needed for a visit, visitors shall be notified in advance by telephone, email or posted notice and asked to bring that PPE to the visit.

5. Visits with a Resident Who Is Ill. When a resident is ill with, or on transmission-based precautions for, a communicable disease, staff shall: (a) inform visitors of the precautions in effect before they enter the resident's apartment, without disclosing the resident's protected health information beyond what is needed to protect the visitor; (b) provide visitors with the appropriate PPE and instruct them in its use; (c) ask that the visit take place in the resident's apartment rather than in common areas; and (d) ask visitors to perform hand hygiene before entering and after leaving the apartment. Visitation, including consensual physical contact, continues with these precautions in place. A visitor or an essential caregiver shall not be asked to leave, or be denied entry, because the resident is ill.
6. Cleaning and Disinfection. Common areas used for visitation shall be cleaned and disinfected on a routine basis and as needed.
7. Visitor Non-Compliance. A visitor who refuses to follow the screening, PPE or other infection control protocols in this policy, after being informed of them, may have in-person visitation suspended, as permitted by section 408.823, Florida Statutes. Any suspension shall apply only to that visitor, shall be approved by the Executive Director, and shall be documented.

F. Vaccination Status. Visitors shall not be required or compelled to show or provide proof of vaccination or immunization status as a condition of visitation. Staff shall not ask visitors to provide proof of vaccination or immunization, and a visitor's vaccination or immunization status shall not affect the length, frequency or manner of a visit.

G. Physical Contact. Consensual physical contact between a resident and a visitor is allowed and shall not be restricted. This includes, for example, hugging, holding hands and other affectionate contact the resident welcomes. Staff shall respect the resident's wishes regarding physical contact and shall not discourage consensual contact. Visitors are encouraged to perform hand hygiene before and after physical contact with a resident.

H. Staff Training. All staff shall be trained in and knowledgeable about the Visitation Policy. Training shall occur upon hire, annually, and whenever this policy is revised, and shall include the visitor rights in Sections C, F and G. All staff shall report immediately to the Executive Director, Director of Operations or the Director of Health and Wellness any observation or concern of a failure to follow the Visitation Policy. Any staff member taking an action in contravention of this policy shall be immediately retrained.

I. Guest Policy. All visitors must comply with the Guest Policy.