

# Windsor Place at Orlando Lutheran Towers

## Essential Caregiver/In-Person Visitation Policy and Procedure

**POLICY:** As required by Florida Statute 429.28(1)(d) Resident Bill of Rights, Windsor Place policy allows a resident to have visitors from 9 a.m. to 9 p.m. at a minimum. At times there may be circumstances which restrict resident visitation, such as pandemic, flu, or presence of infectious disease which may require isolation. In such cases, Windsor Place shall comply with all requirements by the Agency for Healthcare Administration, Center for Disease Control, the Florida Department of Health, and Florida Emergency Management in effect, if any.

**PROCEDURE:** Florida Statute 408.823 requires additional procedures for resident visitation during these circumstances. Windsor Place visitation policies and procedures will follow this statute. In-person visitation by Essential Caregivers, defined as a relative, friend, guardian, or other individual selected by resident, resident's guardian, or resident's legally authorized representative for in-person visits, will be permitted to visit in all of the following circumstances, unless the resident objects:

- End-of-life situation
- A resident who was living with family before being admitted to Windsor Place's care is struggling with the change in environment and lack of in-person family support
- Making major medical decisions regarding the patient
- A resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died
- A resident that needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver
- A resident who used to talk and interact with others is experiencing emotional distress, seldom speaking, or crying more frequently than he or she did previously

**PROCEDURE:** Windsor Place requires the following procedures to comply with the statute. Before in-person visitation all Essential Caregivers must adhere to the following procedures:

1. Sign-in upon entering the facility and before interacting with any staff, residents, family members or friends.
2. Comply with the infection control and education policies for visitors, infection control policies may require a visitor to wear Personal Protection Equipment (PPE) including

properly wear a face mask and other necessary PPE and perform hand hygiene (staff will provide directions/instructions on the proper use of PPE).

3. Policy Consent: Signs this policy acknowledging an understanding of visitation policy, failure to adhere to the policy will result in suspension of the in-person visitation.

4. Submit to a screening which may include temperatures and/or a questionnaire about health statute.

5. Visitation hours will be 9 a.m. to 9 p.m. as per FS 429.28(1)(d). During these hours, in-person visitation by the essential caregiver is allowed for at least 2 hours daily, in addition to any other visitation authorized by the provider. Visitation outside of these hours will be considered upon request to the Administrator or Director of Nursing.

6. While minimizing physical contact and social distancing may be encouraged to limit exposure, physical contact between a resident and a visitor is not prohibited if the resident does not object.

7. A resident may designate a visitor who is a relative, friend, guardian, or other individual selected by resident, resident's guardian, or resident's legally authorized representative as an essential caregiver.

8. It is not required that an essential caregiver provide necessary care to a resident and providers may not require an essential caregiver to provide such care.

9. Windsor Place takes our commitment to the well-being of our residents seriously, and this includes a resident's rights to visitation with their family.

#### VISITATION POLICY ACKNOWLEDGEMENT

This statement verifies that I, \_\_\_\_\_ have received a copy of the Windsor Place at Orlando Lutheran Towers VISITATION POLICY AND PROCEDURE.

Signature of Visitor: \_\_\_\_\_ Date: \_\_\_\_\_