

Guideline

Operations	Visitation Policy	Date of Issue: 2/18/23 Last Revised: 3/18/2024 Last Reviewed: 3/18/2024
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Guideline Statement

The Gallery at Cape Coral shall permit residents to receive visitors in accordance with resident's wishes, and protection of rights of other residents within the community. This guideline shall also detail compassionate care visitation.

Guideline Interpretation and Implementation

- Residents shall be permitted to have visitors of their choosing, at the time of their choosing.
- The community shall facilitate a minimum of 9am-9pm daily access to visitation with 24-hour access to visitation, at resident request.
- The community may restrict or deny some types, times, or locations of visitation in order to protect the safety, security, and/or rights of the community's residents. Restrictions or denials may occur for reasons including, but not limited to:
 - a. Individuals who have been found to have committed criminal acts, or are undergoing an investigation related to allegations of abuse, exploitation, or coercion.
 - b. Individuals who appear to be inebriated or disruptive.
- Visitors may include, but are not limited to:
 - a. Spouses/ Domestic partners/ other family members (not restricted to individuals related by blood)
 - b. Friends
 - c. Clergy
 - d. Healthcare providers
 - e. Representatives from federal and state regulatory agencies, resident advocates, or Long Term Care Ombudsman
 - f. Other individuals with whom the resident wants to associate. In the event the resident is not cognitively sound, permission for such visitation shall be obtained from the resident's legal representative.

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- Residents and/ or responsible parties shall be informed of visitation rights and related guidelines upon admission to the community.
- At a resident's request, space and privacy for interactions with visitors shall be afforded by the community.
- Visitation shall not be denied, restricted, or limited by the community to any individual on basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- Residents have the right to deny visitation at any time. If a resident chooses to withdraw consent for visitation by a particular individual, such denial shall be documented in writing and retained in the resident's business record and/ or the resident's electronic medical record.
- Residents have the right to participate in consensual physical contact with a visitor of the community. If a resident is not cognitively sound, and desires consensual sexual contact with a visitor, the resident's legal representative shall be contacted by the community's Health and Wellness Director, or their designee, or the community's Memory Care Director, or their designee.
- The community shall not restrict visitors based on the request of family members or the healthcare power of attorney. If a family member (or HPOA) requests that a certain individual be denied access to any resident based on safety or security concerns, the staff will protect resident safety while allowing visitor access until the allegations are investigated.
- A critically ill resident shall be permitted to have visitors of their choice at any time, as long as visitation is not medically contraindicated. The rationale for medically-restricted visitation shall be documented in the resident's electronic medical record.
- Unless otherwise permitted by the resident, visitors shall wait outside of the resident's apartment while the resident is receiving treatment, undergoing examinations, and/or receiving personal care.
- Incidents of disruptive behavior by any visitor(s) shall be documented within the resident's business record
- Inquiries concerning visitation and access to the community should be referred to the community's Executive Director, or their designee.
- Visitors shall not occupy the resident's apartment without the knowledge of the resident and/or community's Executive Director, or their designee. When a resident is not at the community, approval for

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such access shall be obtained by the community's Executive Director, or their designee.

- Visitors shall not reside at the community in the resident's apartment without admission to the community. Visitors wishing to temporarily stay in the resident's apartment overnight shall have prior approval from the community's Executive Director, or their designee. "Temporary stay" shall be defined as no more than 3 days per month.
- Visitors shall enter and exit the community through the community's main entrance/ exit, signing in and out for each visit. Visitors shall not use side doors, patio entrances, employee access hallways, windows, or any other means to enter community. Visitors of residents who live within the community's Memory Care environment shall not be provided keypad access codes for gaining entry to the community or Memory Care environment.
- In the event of an outbreak situation within the community or local community, prioritization of the health and safety of residents shall be implemented. In this situation, Sancerre at Palm Coast reserve the right to enact at least the following points:
 - a. The community's Executive Director, or their designee, and the community's Health and Wellness Director, or their designee, may initiate compassionate care visits for a resident, based on assessment of needs. The status of the community during an outbreak situation alone shall not affect the allowance of compassionate care visitation.
 - b. The community's Executive Director, or their designee, reserves the right to discontinue compassionate care visits for reasons including, but not limited to:
 - i. Infection control guidelines not being followed as outlined
 - ii. Upon direction of the local health department or other regulatory authority.
 - iii. Exhibition of behavior which interferes with the rights of residents, quality of life of residents, or operations of the community.
 - c. Actions to prevent the transmission of infectious disease shall be taken when compassionate care visits are allowed. Actions may include, but are not limited to:
 - i. Encouragement of hand hygiene by handwashing or use of alcohol-based hand sanitizer

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- ii. Advisement of wearing medical-grade surgical face masks, or other PPE for the duration of their visit, as instructed by the community or guidelines set forth by the community's local health department or other regulatory agency.
 - iii. Staying in the resident's apartment or designated area for the duration of the visit.
- d. Compassionate care visits may be considered for reasons including, but not limited to:
 - i. End of life situations where the resident is beginning to decline or transition.
 - ii. Death of a close family member or friend of the resident, inclusive of emotional distress experienced by the resident in grieving such loss
 - iii. Progressively worsening conditions of grief, depression, confusion, or anxiety exhibited by resident.
 - iv. Memory or cognitive conditions that are newly onset, or worsening for resident.
 - v. Significant weight loss, weakness and/or decline in physical function sustained by the resident.
 - vi. New residents who are struggling with the change in environment.
 - vii. Residents facing major medical decisions
 - viii. A resident who needs support with eating which was previously provided by an essential caregiver
- The community may request a visitor agree to visitation guideline and procedures in writing.
- The community's Executive Director, or their designee, shall be responsible for ensuring that staff adhere to guideline procedures, as outlined.