

# *The Gallery at Hacienda Lakes Visitation Policy*

Operations	Visitation Policy	Date of Issue: 2/18/2023 Last Revised: 2/21/2025 Last Reviewed: 2/21/2025
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## **The Gallery at Hacienda Lakes Policy Statement**

The Gallery at Hacienda Lakes strives to promote autonomy and independence for residents, staff, and guests. The Gallery at Hacienda Lakes shall permit residents to receive visitors in accordance with resident's wishes, and protection of rights of other residents within the community.

### **Policy Interpretation and Implementation**

- Residents are permitted to have visitors of their choosing, at the time of their choosing. The number of visitors is not restricted.
- The community shall facilitate a minimum of 9am-9pm daily access to visitation with 24-hour access to visitation, at the resident's 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\*\*Please note, this is not pertinent to essential caregivers.
- 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.

## *The Gallery at Hacienda Lakes Visitation Policy*

- Residents and/ or responsible parties shall be informed by the community's Executive Director, or their designee, of visitation rights and related guidelines upon admission to the community.
- The community's Executive Director, or their designee, shall oversee staff adhering to the visitation guideline.
- 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 Director of Health and Wellness, the community's Memory Care Director, or their respective designee(s).
- 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.
- 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 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 Gallery at Hacienda Lakes Visitation Policy*

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, staff 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.
  - During the hours that the community's main entrance doors are locked and unattended, the community shall provide means for a visitor to request access. Typically, this is in the form of a doorbell or 24-hour accessible phone line to contact staff within the community for access to be granted.
  - Visitors shall not be required to show or provide proof of vaccination or immunization status.
  - 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, The Gallery at Hacienda Lakes reserves the right to enact at least the following points:
    - a. Actions to prevent the transmission of communicable disease shall be taken and may include, but are not limited to:
      - i. Encouragement of hand hygiene by handwashing or use of alcohol-based hand sanitizer
      - 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.
- \*\*Please note, this is not pertinent to essential caregivers.
- The community may request a visitor agree to visitation guidelines, policies, and procedures in writing