



Florida

Visitation Policy

Department: Operations	Revised 12-9-25
Policy Visitation Florida	Reviewed 12-2025

Purpose

To ensure residents have the right to in-person visitation in accordance with Florida Statute 408.823 and to establish procedures for safe, consistent, and reasonable access for visitors while maintaining required infection-control practices.

Policy Statement

It is the policy of this Assisted Living Facility (ALF) to permit in-person visitation for residents at all times in alignment with the **No Patient Left Alone Act**. This facility will not restrict visitation except when necessary to protect the health and safety of residents, staff, or visitors, and such restrictions will **never be more stringent than those applied to facility staff**.

The facility **will not require proof of vaccination or immunization** from any visitor.

Consensual **physical contact between residents and visitors is permitted**.

Definitions

Essential Caregiver

A designated individual is chosen by the resident (or the resident's representative) to provide in-person support.

The facility must allow essential caregiver visits for **at least 2 hours per day, in addition to** all other visitation options.

Regular Visitor

Any individual invited by a resident for social, emotional, or supportive visits.

2. Resident Rights to Visitation

Residents have the right to receive in-person visitors in the following situations **at a minimum**, unless they object:

1. **End-of-life** or when death is expected.
2. Residents who **lived with family prior to admission** and are having difficulty adjusting.
3. When a resident is making **major medical decisions**.
4. When a resident is experiencing **emotional distress or grief**.
5. When the resident needs **cueing or encouragement to eat or drink**, previously provided by family.
6. When the resident, who typically interacted socially, is now **withdrawn or seldom speaking**.

These visits **must be permitted regardless of any facility-wide restrictions**.

3. General Visitation Requirements

Visiting Hours

- Visitation is permitted **7 days per week**.
- Hours may be adjusted for safety and quiet hours but must be **reasonable** (e.g., 9:00 AM – 8:00 PM).
- Essential caregivers may visit **outside normal hours** when clinically appropriate.

Number of Visitors

- The facility may establish reasonable limits based on resident need and room space, but limits **may not be more restrictive** than the Resident Bill of Rights (s. 429.28).

Visitor Movement

Visitors may access resident rooms, designated visitation spaces, and outdoor spaces as appropriate. Movement will be guided by infection-control protocols.

4. Infection-Control Requirements

Visitors may be required to:

- Perform **hand hygiene** upon entry and exit.
- Comply with infection-prevention instructions (e.g., wearing PPE when appropriate).

- Participate in symptom screening (e.g., temperature check, symptom questionnaire).

Visitors are **not required** to:

- Provide proof of vaccination or immunization.
- Submit to testing unless required for staff under the same circumstances.

All infection-control measures for visitors must be **equal to or less than** those required for facility staff.

5. Essential Caregiver Procedures

1. Residents may designate an essential caregiver at any time.
2. The essential caregiver will receive orientation on:
 - Hand hygiene
 - PPE use (if required)
 - Infection-control expectations
3. The facility must allow at least **2 hours/day** of essential caregiver visitation.
4. The essential caregiver **is not required to provide care**.

6. Visitor Agreement

The facility may require all visitors—including essential caregivers—to sign a **Visitor Acknowledgment Form** confirming they will follow:

- Infection-control procedures
- Facility safety requirements
- Visitor conduct expectations

Failure to follow the policy may result in **temporary suspension of visitation privileges** for that individual visitor. Such suspensions must be:

- Documented
- Specific to the visitor's behavior
- Not applied broadly to all visitors

7. Facility Responsibilities

The facility will:

- Ensure appropriate staff are trained on this policy.
- Post the policy on the facility website within 24 hours.
- Provide the policy to AHCA upon request or during licensure survey.

- Maintain documentation of essential caregiver designations.
- Ensure designated **staff member** monitors compliance with visitation and infection-control procedures.

8. Complaints and Escalation

Residents, families, or visitors may report concerns to:

- The Administrator or designee
- AHCA's complaint line (link available on AHCA website)
- The Long-Term Care Ombudsman Program

Retaliation against residents or visitors who file complaints is prohibited.

9. Policy Review

This policy will be reviewed **annually** and updated as needed based on changes in state law or guidance from AHCA.