

Policies and Procedures
Administration Department

Visitation Policy
PP # 4000.028

POLICY:

River Garden will welcome visitors in accordance with the Governor's Executive Orders, applicable AHCA, CDC, and CMS regulations and consistent with River Garden operational and care policies.

PROCEDURE:

River Garden allows visitation at all times and for all residents as permitted under CMS regulation. River Garden will not restrict visitation without a reasonable clinical or safety cause. The CEO/Administrator or his/her designee is responsible for staff adherence to visitation policies and procedures.

Communicable Disease Outbreak and Visitation

River Garden will facilitate in-person visitation consistent with the applicable CMS regulation. Visitors who have a positive test for communicable disease, symptoms of a communicable disease, or currently meet the criteria for quarantine, should defer non-urgent in-person visitation until they meet CDC criteria for healthcare settings to end isolation. Visitors who are unable to adhere to the core principles of infection prevention shall not be permitted to visit and will be asked to leave.

- The resident has a right to receive visitors of his or her choosing at the time of his or her choosing, subject to the resident's right to deny visitation when applicable, and in a manner that does not impose on the rights of another resident.
- River Garden acknowledges that there are still risks associated with visitation and communicable disease. However, the risks are reduced by adhering to the core principles of infection prevention.
- There is no limit on the number of visitors that a resident can have at one time, however visits should be conducted in a manner that adheres to the core principles of infection prevention as recommended by CDC and/or CMS and does not increase risk to other residents.
 - Visitors must sign in at the reception desk and indicate which residents they are visiting
 - Visitors should read all education that River Garden provides
 - Visitors are highly recommended to wear proper PPE (such as a well-fitted surgical mask) based on the current recommendations of the Home as per CDC.

- Visitors will not be required to provide proof of vaccination or immunization status.
- Residents have the right to make choices about aspects of his or her life in the facility that are significant to the resident.
- Visitors, residents, or their representative will be made aware of the potential risk of visiting and necessary precautions related to the communicable disease in order to visit the resident. However, if a visitor, resident, or their representative is aware of the risks associated with visitation, and the visit occurs in a manner that does not place other residents at risk (e.g., in the resident's room), the resident will be allowed to receive visitors as he/she chooses.
 - If a resident's roommate is immunocompromised or otherwise has limitations related to the disease, visits will not be conducted in the resident's room, if possible.
 - If the health status of the resident prohibits the resident from leaving the room, then in-room visitation will be enabled while adhering to the core principles of infection prevention.

While it is safer for visitors not to enter the facility during an outbreak, visitors will be allowed in the facility.

- Visitors will be made aware of the potential risk of visiting during an outbreak investigation and must adhere to the core principles of infection prevention.
- If residents or their representative would like to have a visit during an outbreak investigation, they are highly recommended to wear PPE as recommended by CDC. While not recommended, residents who are on transmission-based precautions (TBP) or quarantine can still receive visitors.
- While an outbreak investigation is occurring, visitors shall limit their movements in the hallways and head directly to the resident's room if they wish to visit with the resident indoors. Visits will occur in the resident's room whenever possible.
- Visitors will be made aware of the potential risk of visiting, prior to the visit
- Visitors will be made aware of precautions necessary in order to visit the resident, prior to the visit
 - River Garden will offer appropriate PPE for the visit, if available
- Visitors will adhere to core principles of infection prevention during the visit

COVID-19 Visitation

Visitors with confirmed COVID-19 infection or compatible symptoms should defer non-urgent in-person visitation until they meet CDC criteria for healthcare settings to end isolation. For visitors who have had close contact with someone with COVID-19 infection, it is safest to defer non-urgent in-person visitation until 10 days after their close contact if they meet criteria described in CDC healthcare guidance (e.g., cannot wear source control). Visitors who are unable to adhere to the core principles of infection prevention shall not be permitted to visit and will be asked to leave.

Consideration of Clinical and Safety Restrictions

There are times that River Garden may need to place reasonable clinical and safety restrictions on visitation to include but not be limited to:

- Restrictions may be placed to prevent community-associated infection or communicable disease transmission to one or more residents. This will be based on recommendations from AHCA, CMS, the CDC or the local health department.
 - A resident's health state (e.g., end-of-life) will be considered when restricting visitors
- Visitors with signs and symptoms of a transmissible infection (i.e. febrile, flu-like symptoms...) should and will be asked to defer visitation until he or she is no longer infectious, reasonable, safe accommodations can be made, or according to CDC guidelines or local health department recommendations
- If an individual is suspected of abusing, exploiting, or coercing a resident, access will be restricted, up to and including denied access, until an investigation into the allegation has been completed and the results clear the allegation. If the individual is found to have been abusing, exploiting or coercing a resident, the visitation access will continue to be restricted/denied indefinitely.
 - Suspected abuse, exploitation or coercion must be reported to the Abuse Designee or the supervisor on duty
 - The abuse designee/supervisor will secure the resident and begin reporting and investigation as required.
 - The abuse designee in conjunction with the administrator on call will ask the individual to leave the premises if the person is on campus, if the person is not on campus, the individual will be contacted to ask them not to return to campus until further notice.
 - The abuse designee/administrator on call will provide the individual's information to the guard gate to ensure that the person is not allowed entry.
- If an individual has been found to have been committing criminal acts, such as theft, access will be denied
 - Suspected theft must be reported to the social worker or the supervisor on duty
 - The social worker/supervisor in conjunction with the administrator on call will ask the individual to leave the premises if the person is on campus, if the person is not on campus, the individual will be contacted to ask them not to return to campus until further notice.
 - The social worker/supervisor/administrator on call will provide the individual's information to the guard gate to ensure that the person is not allowed entry.
 - The social worker will contact the Jacksonville Sheriff's Office as needed.
- If an individual appears inebriated or disruptive access will be denied
 - Disruptive or inebriated behavior in a visitor should be reported to the social worker or the supervisor on duty
 - The social worker/supervisor in conjunction with the administrator on call will ask the individual to leave the premises if the person is on campus, if the person is not on campus, the individual will be contacted to ask them not to return to campus until further notice.

- The social worker/supervisor/administrator on call will provide the individual's information to the guard gate to ensure that the person is not allowed entry.
- If an individual has a history of bringing illegal substances into the facility which places the residents' health and safety at risk access will be denied or supervision must be provided during visitation
 - An individual bringing illegal substances into the facility must be reported to the social worker or the supervisor on duty
 - The social worker/supervisor will secure the resident, perform assessment and investigation as required.
 - The social worker/supervisor in conjunction with the administrator on call will ask the individual to leave the premises if the person is on campus, if the person is not on campus, the individual will be contacted to ask them not to return to campus until further notice.
 - The social worker/supervisor/administrator on call will provide the individual's information to the guard gate to ensure that the person is not allowed entry
 - The social worker/supervisor/administrator will contact the Jacksonville Sheriff's Office as needed.
 - The social worker will work with the resident to allow supervised visitation if the resident wishes to do so.

River Garden posts the visitation policy on the organization's website, www.rivergarden.org where all visitors have access to read it at any given time

References:

QSO-20-39-NH REVISED 5/8/2023: Nursing Home Visitation-COVID-19 (Revised):
<https://www.cms.gov/files/document/qso-20-39-nh-revised.pdf>
<https://www.cms.gov/medicare/provider-enrollment-and-certification/guidanceforlawsandregulations/downloads/appendix-pp-state-operations-manual.pdf>
 (last updated 2/3/23)

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Revised & Approved	11/27/23 MM
Revised & Approved:	04/20/2021 MM/bjm
Revised & Approved:	10/06/22 BJM
Revised & Approved:	110123 MM
Revised & Approved:	112723 MM
Reviewed & Approved:	021725 MM
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