

Catholic Charities of Central Florida

Policy Name:	Visitation
Department:	PTC
Applies to:	All Visitors
Date(s) of Revision:	

1. Policy

There are several instances in which visitation to the facility by outside vendors, volunteers, third party caregivers, home health aides and other medical personnel, resident friends/family and stakeholders is allowed. The best interests for all resident and staff safety, health and wellbeing must be considered when determining whether a visitor should be allowed on property. The Director or his/her designee has sole discretion for denying entry to any person, group and entity. Recommendations from regulating agencies such as the Centers for Disease Control (CDC), Agency for Health Care Administration (AHCA), the Department of Health (DOH) and law enforcement shall be followed, including suspending visitation when there is a threat to the safety, health or wellbeing of staff and residents.

2. Procedure

Procedures for visitation can vary depending on the type of visitor and/or current circumstances. General guidelines are provided below but may be altered by the Director as needed to meet the safety, health and wellbeing needs of staff and residents. Visitors shall sign in upon arrival and follow any additional safety or health screening requirements as recommended by the CDC, AHCA, DOH, or law enforcement.

Outside Vendors – may be allowed on property for scheduled or emergency maintenance/services. Staff are to greet vendors at the entrance to the facility and accompany them while they are on property.

Volunteers – visitors who are volunteering at Pathways to Care must follow Catholic Charities of Central Florida and Diocese of Orlando volunteer policies and procedures.

Third-party Caregivers, Home Health Aids and Other Medical Personnel – individuals, groups or entities providing healthcare, assistance with activities of daily living (ADLs) or emotional support, including individuals defined as Essential Caregivers and Compassionate Care Visitors by AHCA, may be allowed on property for scheduled or emergency services. Visits for healthcare services or assistance with ADLs shall be coordinated by Pathways to Care Clinical Services staff. These types of visitors must sign in the healthcare log and meet with the resident in the intake exam room. They must be trained on infection prevention and control and adhere to this training while caring for a Pathways to Care resident. Pathways to Care does not assume responsibility for the care provided by these visitors.

Resident friends/family – residents are permitted to have visitors while at Pathways to Care. Residents' friends/family are considered guests of the resident, who assumes responsibility for the behavior of his/her guest while they are on property. Friends/family visitors are not allowed in resident or staff only areas including resident bedrooms. In the event of an emergency, hurricane or disaster, or other threat to the safety, health and wellbeing of staff and residents, the Director may implement additional

restrictions on the frequency, location, and time frame(s) for friends/family visitation, including suspension of all visits. The Director or his/her designee shall clearly communicate any restrictions to residents both verbally and in writing via letters to residents or posted signs.

The hours of visitation will be from 9am to 9pm daily unless altered due to situations and circumstances identified in the previous paragraph. Individuals identified by a resident as an essential caregiver will be allowed in person visitation for at least 2 hours daily. Pathways to Care shall make provisions to extend visiting hours for care givers and out of town guests when deemed appropriate.

In person visitation will be allowed in following circumstances unless the resident objects – End of life situations, A resident who was living with family prior to being admitted to Pathways to Care is struggling with the change in environment and lack of in person family support, The resident is making one or more major medical decisions, a resident is experiencing emotional distress or grieving the loss of a friend or family member, a resident needs cuing or encouragement to eat or drink which was previously provided by a family member or care giver, a resident who used to talk and interact with others is seldom speaking

Consensual physical contact is allowed between a resident, client, or patient and the visitor.

Stakeholders – Other stakeholders such as Board Members, partner agencies and funders may be allowed on property. Visits from stakeholders should be coordinated by the Director or his/her designee. Staff are to greet stakeholders at the entrance to the facility and accompany them while they are on property.

Denial of Entry or Removal from Property – in the event an individual, group or entity is deemed a risk to the safety, health and/or wellbeing of staff and/or residents, the Director or his/her designee has the authority to deny entry to the visitor. This denial may be based on immediate threat to safety or health by an individual or part of a global suspension of visitors based upon guidelines provided by the CDC, AHCA, and/or DOH. In the event a visitor on property poses a threat to staff and/or residents, the Director or his/her designee shall notify the individual that he/she must vacate the property immediately. Law enforcement should be contacted for assistance as needed in the removal of individuals from the property.

Infection Protection/Control and Visitation Protocols During a Disease Outbreak and/or Pandemic – The Director or his/her designee shall stay abreast of the recommendations and guidelines provided by the CDC, AHCA or DOH to ensure the safety, health and wellbeing of staff and residents. The guidelines may include: requiring all visitors to be screened prior to entry to the facility for signs and symptoms of disease; attestation of visitors to their health condition(s) and/or associated risk factors; mandatory wearing of masks and/or Personal Protective Equipment (PPE) as needed; adherence to infection prevention and control practices such as hand washing and social distancing; limiting movement of the visitor(s) while on property; and limiting or suspending visitation altogether. While accommodations can be made for Third-party Caregivers, Home Health Aids, other medical personnel, Essential Caregivers and Compassionate Care Visitors to visit during a disease outbreak or pandemic, all guidelines established by the CDC, AHCA and DOH must be followed. Global suspension of visitation shall be discussed with Catholic Charities' Senior Director of Healthcare Services and President prior to adoption, except in the case of immediate emergencies and/or threats.

Visitation Protocols During a Hurricane or Other Natural or Man-Made Disaster – visitation during a hurricane or other natural or man-made disaster should be limited to emergency personnel only.

Pathways to Care does not assume responsibility for any person(s) on property other than staff and residents during hurricanes or other disasters.

Definitions

Third Party Care Giver, Home Health Aide, Other Medical Provider – an individual that provides healthcare services or assistance with ADLs whose care is established in the resident’s plan of care or service plan. Also called Third-party Caregiver, Home Health Aide, or other medical personnel.

Compassionate Care Visitor – an individual that provides emotional support to a resident. Includes individuals considered “sitters”.

Essential Care Givers – Residents may designate a visitor who is a family member friend, guardian or other individual as an essential care giver. Essential care givers will not be required to provide necessary care to a resident, nor will Pathways to Care require an essential care giver to provide such care

The Director of Pathways to Care or his/her designee will be responsible for ensuring that staff adhere to the visitation policy.

3. Authorizing Signature

President _____

Date _____