

VISITATION POLICY & PROCEDURES

Revised/Updated 2-2026

Lutheran Haven Assisted Living Facility

POLICY

Lutheran Haven supports and encourages visitation as an essential part of each resident's physical, emotional, and psychosocial well-being. In accordance with Florida law, residents have the right to receive visitors of their choosing and to maintain meaningful personal relationships.

Visitation will be conducted in a manner that protects resident rights, dignity, privacy, and safety while maintaining infection control and facility operations.

This policy complies with Florida Statutes §408.823 and §429.28.

PURPOSE

To establish guidelines that ensure:

- Residents may receive visitors of their choice
- Visitation is conducted safely
- Residents' rights are protected
- Infection control standards are followed
- Essential caregivers are supported

DEFINITIONS

Visitor: Any individual chosen by the resident to visit, including family, friends, clergy, or representatives.

Essential Caregiver: A person designated by the resident or resident representative to provide emotional support or assistance with eating, decision-making, or adjustment.

GENERAL VISITATION RIGHTS

1. Residents may receive visitors **at any time between 9:00 a.m. and 9:00 p.m.**
 2. Extended visiting hours may be granted upon request.
 3. Visits may occur in resident rooms or designated common areas.
 4. Residents may visit with any person of his or her choice.
 5. Consensual physical contact (hand holding, hugging) is permitted.
 6. Visitation shall not be restricted based on vaccination status.
 7. Visitors are not required to have screenings or to provide proof of immunization.
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MANDATORY IN-PERSON VISITATION

In-person visitation must be allowed (unless the resident objects) in the following situations:

- End-of-life circumstances
- Resident experiencing emotional distress or grief
- Resident making major medical decisions
- Resident newly admitted and struggling with transition
- Resident needs cueing or encouragement to eat or drink
- Resident who has become socially withdrawn

ESSENTIAL CAREGIVER VISITATION

1. Residents may designate **one or more essential caregivers.**
 2. Essential caregivers are entitled to **a minimum of two (2) hours of daily in-person visitation** in addition to standard visitation.
 3. Essential caregivers are not required to provide care as a condition of visitation.
 4. Documentation of essential caregiver designation will be maintained in the resident's file.
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INFECTION CONTROL & SAFETY PROCEDURES

Visitors are expected to:

- Perform hand hygiene upon entry and exit
- Follow posted infection control signage
- Follow isolation or precaution instructions if applicable
- Wear PPE if required during outbreaks or specific health concerns

Visitors exhibiting signs of illness may be asked to postpone their visit.

VISITOR PROCEDURES

- Visitors will check in at the front desk or designated area.
 - Visitors may be asked to sign a visitor log.
 - Visitors must comply with facility policies and staff instructions.
 - Visitors must respect resident privacy and roommate rights.
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LIMITATIONS & SUSPENSION OF VISITATION

- The facility may suspend visitation privileges for a specific visitor if they:
 - Refuse to follow infection control procedures
 - Disrupt facility operations
 - Endanger residents or staff
 - Violate resident rights or privacy
- Such actions will be documented.

POLICY ACCESSIBILITY

- This visitation policy will be:
 - Provided to residents upon admission
 - Available upon request
 - Posted on the facility's website (if applicable)
 - Submitted to AHCA upon licensure or renewal
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RESPONSIBILITY

The Administrator or designee is responsible for implementing and enforcing this policy.