



Florida Community Visitor Policy

Atlas Senior Living assisted living and memory care communities may implement modifications to their visitor practices for family and friends, subject to changing conditions, and consistent guidelines.

Policy Detail and Procedures -Effective Date 05/01/2022

A. General Visitation Guidelines

1. In-person visitation is allowed in all of the following circumstances, unless the resident objects:
 - a. End-of-life situations.
 - b. A resident who was living with family before being admitted to the community is struggling with the change in environment and lack of in-person family support.
 - c. The resident is making one or more major medical decisions.
 - d. A resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
 - e. A resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
 - f. A resident who used to talk and interact with others is seldom speaking.
2. Visitors and residents may have close contact (including touch, hugs, assisting with activities of daily living, etc.) while both the visitor and the resident perform hand hygiene before and after contact and are wearing a well-fitted face mask with good filtration.
3. Visitor protocols should be communicated to families in advance.
4. The community will follow a visitor and resident visit check-in and screening process.
 - a. Visitors and residents will have their symptoms screened pursuant to the community's screening process prior to the visit.
 - b. The visit may not occur if the visitor or resident do not pass the community screening process.
5. The community should maintain a hand sanitizing station at the entrance of the visiting area, at the check-in location, as well as the area visitor screening occurs. Visitors must sanitize hands with an alcohol-based hand rub or by handwashing with soap and water when entering and exiting.
6. A community must provide instructional signage throughout the community and proper visitor education regarding:
 - a. Infection control precautions; and
 - b. Other applicable practices (e.g. use of facemask or other appropriate Personal Protective Equipment (PPE), specified entries and exits, routes to be designated visiting areas, hand hygiene).

7. The community may suspend in-person visitation of a specific visitor if the visitor is unable to adhere to the core principles of infection control and preventions, violates community policy or procedure, or if otherwise required to suspend or restrict visitation under state or federal law.

8. The community may require visitors to use a facemask or other appropriate PPE as required by community policy or procedure, local health department guidance, or state or federal law.

9. The community may require additional infection control protocols for visitors as required by community policy or procedure, local health department guidance, or state or federal law.

10. Executive Director or designee shall be responsible for compliance with this policy and procedure.

B. Essential Caregiver

1. A resident, client, or patient may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver.

2. Communities shall permit in-person visitation by the essential caregiver for at least 2 hours daily in addition to any other visitation authorized by the community.

3. An essential caregiver is not required to provide necessary care to a resident, client, or patient of a community, and communities may not require an essential caregiver to provide such care.

If someone has been met with resistance from a hospital, hospice, or long-term care facility when attempting to visit with loved ones, they may file a complaint with the Agency for Health Care Administration (AHCA) for further review and action online at www.ahca.myflorida.com/visitation or call our dedicated phone line for visitation related complaints 888-775-6055.