

## Golden Swan Assisted Living facilities LLC

### Visitation Policy & Procedures

May 11, 2026

**Golden Swan Assisted Living facilities LLC** are committed to maintaining a welcoming environment that balances resident rights with necessary infection control and safety measures. This visitation policy complies with **s. 408.823, Florida Statutes**, ensuring all residents have access to visitation while adhering to public health guidelines.

#### **1. Infection Control and Education Policies for Visitors**

To protect the health and well-being of residents, visitors, and staff, **Golden Swan Assisted Living facilities LLC** have implemented infection control measures that include:

- **Educational Materials:** Visitors will have access to information on infection prevention, including proper hand hygiene, cough etiquette, and recognizing symptoms of illness. These materials will be available at facility entrances, common areas, and online upon request.
- **Hand Hygiene:** All visitors must wash their hands with soap and water or use an alcohol-based hand sanitizer upon entering and before interacting with residents. Hand-sanitizing stations will be available throughout the facility.
- **Signage:** Clear signage outlining infection control measures will be posted at entrances and throughout the facility to educate visitors.
- **Visitor Cooperation:** Visitors who do not comply with infection control policies may be asked to leave if they pose a health risk to residents or staff.

## **2. Screening, Personal Protective Equipment (PPE), and Other Infection Control Protocols for Visitors**

**Golden Swan Assisted Living facilities LLC** follow a comprehensive screening and infection prevention strategy to minimize risks associated with communicable diseases.

- **Health Screening:** Visitors may be asked to complete a self-screening checklist upon arrival. Those displaying symptoms of communicable illnesses (fever, cough, shortness of breath, vomiting, diarrhea, or unexplained rash) may be denied entry or asked to wear additional PPE.
- **Personal Protective Equipment (PPE):** Visitors may be required to wear face masks, gloves, or other PPE based on current public health guidance or at the request of the resident. If PPE is required, the facility will provide masks and other necessary protective equipment at no cost to the visitor.
- **Facility Sanitation:** High-touch surfaces (doorknobs, handrails, furniture, etc.) will be disinfected frequently. Visitor areas will be cleaned and disinfected regularly to maintain a safe environment.

### **3. Length of Visits**

- **General Visiting Hours:** Residents have the right to visitation between 9:00 a.m. and 9:00 p.m., in accordance with Section 429.28(1)(d), Florida Statutes. Visiting hours may be adjusted according to the resident's priorities or health status. If changes are necessary, the administrator will notify and coordinate arrangements with the resident and/or POA/Guardian.

- **Sign-In/Sign-Out:** All visitors must sign in and out and inform staff before leaving the facility for safety and resident monitoring purposes.

- **Third-Party Providers (Health Providers, Subcontractors, etc.):** Business hours are from 10:00 a.m. to 12:00 p.m. and 2:00 p.m. to 4:00 p.m.

- **Extended Visiting Hours:** The facility may extend visiting hours upon request for:

- Family members traveling from out of town.

- Providers or caregivers providing essential support.

- Special occasions such as birthdays and anniversaries.

Caregivers and companions must provide required state documentation including Level 2 background screening, valid identification, applicable licenses, physical examination, proof of no communicable diseases, and personal insurance.

- **Visit Duration:** There is no specific minimum or maximum visit length, provided the visit does not disrupt the resident's health, safety, or daily routine/ADLs.

- **Meal Times:** Visitors should avoid congregating during meal times. Family members may enjoy meals privately with the resident while respecting the privacy of other residents.

- **Visitor Areas:** Visitors must use designated areas such as guest bathrooms or waiting areas and should not congregate in restricted areas.

Restricted areas include office areas, kitchen areas, activities areas, resident bathrooms, garage/laundry/storage areas, and any additional restricted areas identified by administration or staff.

#### **4. Visitor Guidelines**

- **Food and Medication:** Visitors must notify the administrator or healthcare provider prior to bringing food, drinks, medications, or over-the-counter products into the facility.
- **Bringing/Sending Devices or Equipment:** Visitors must notify the administrator and healthcare provider in advance.
- **Medication:** Medications must only be provided by the designated pharmacy approved by the administrator.
- **Behavior and Language:** Visitors are expected to maintain respectful, calm, compassionate, and supportive behavior at all times. Proper hygiene and good manners are expected during visits.
- **Privacy:** HIPAA laws must be respected. Residents' conditions should not be discussed unless you are family or part of the healthcare team. No cameras, audio recording devices, or photography are allowed in the facility by law.
- **Resident Privacy:** Visitors must not touch residents' personal belongings, including wheelchairs or mobility aids, and must respect resident living spaces.
- **Restricted Areas:** Visitors are not permitted to tamper with facility equipment such as air conditioning units, water heaters, or other facility property.
- **Umbrellas:** Umbrellas are only allowed in outdoor areas to prevent accidents from wet floors.
- **Pets:** Pets are permitted only with prior approval from the facility administrator.
- **Overnight Stays:** Visitors are not permitted to sleep or spend the night in residents' rooms or other areas of the facility.

## **5. Number of Visitors**

**Golden Swan Assisted Living facilities LLC** support unrestricted visitation but reserves the right to limit the number of visitors per resident in the following situations:

- **Space Limitations:** If a resident shares a room, the number of visitors may be limited to avoid overcrowding.
- **Infection Control Concerns:** During an outbreak or public health emergency, visitation may be adjusted to comply with state and federal guidelines.
- **Resident Preference:** Some residents may request limited or scheduled visitation based on their personal comfort and health needs.

Residents may receive multiple visitors at one time, provided the visit does not interfere with other residents' rights or create safety hazards.

## **6. Designation of Person Responsible for Staff Adherence**

The Administrator or designated Infection Control Coordinator is responsible for:

- Ensuring all staff are trained on the visitation policy.
- Monitoring compliance with infection control and visitor screening protocols.
- Addressing visitor concerns or disputes regarding visitation policies.
- Making case-by-case decisions regarding special visitation requests.

## **7. Vaccination and Immunization Status**

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- Visitors will not be required to show proof of vaccination or immunization as a condition for entry.
- While vaccinations are encouraged for public health reasons, visitation will not be denied based on immunization status.
- Residents and their families have the right to make their own decisions regarding exposure to unvaccinated individuals.

## **8. Consensual Physical Contact**

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- Residents have the right to physical contact with their visitors, including hugging, hand-holding, and other forms of personal interaction.
- Visitors and residents should follow proper hand hygiene before and after physical contact.
- If a resident is under isolation precautions, visitors will be informed of necessary PPE measures before engaging in physical contact.

## **9. Required In-Person Visitation Circumstances**

In compliance with s. 408.823(2)(c), F.S., in-person visitation must be allowed in the following situations:

**1. End-of-Life Situations** – A resident facing terminal illness or significant health decline must be allowed in-person visits. Essential caregivers and loved ones shall be allowed access, provided the resident does not object, while following facility infection control protocols. Physical contact between a resident and visitor is permitted. Residents may designate an essential caregiver who is allowed at least two (2) hours of daily in-person visitation, even if general visitation is temporarily restricted due to health concerns.

**2. Emotional Distress / Grieving the Loss of a Loved One or Mental Health Needs** – If a resident is experiencing emotional distress, depression, anxiety, grief following the loss of a loved one, changes in environment, caregiver transitions, or social isolation, visitation shall not be denied. Family members, friends, caregivers, and designated support persons shall be permitted to provide emotional support.

**3. Major Medical Decisions** – Residents shall be allowed in-person visitation when making critical medical or legal decisions. Family members, legal representatives, or designated support persons may be present as needed to assist with decision-making.

**4. Lack of Family Support** – If a resident is at risk of emotional, physical, cognitive, or nutritional decline due to the absence of family support, in-person visitation shall be permitted. This includes residents who require family encouragement, cueing, or assistance to maintain their well-being.

**5. Resident Request** – A resident may request in-person visits at any time unless there is a documented safety concern.

**6. Transition to a New Living Environment** – Residents who recently moved into the facility and are struggling to adjust due to separation from family, changes in routine, or an unfamiliar environment shall be permitted in-person visitation from family members, caregivers, or designated support persons.

**7. Assistance with Eating and Drinking** – Residents who require cueing, encouragement, supervision, or assistance with eating or drinking that has traditionally been provided by a family member, caregiver, or designated support person shall be allowed in-person visitation for that purpose.

**8. Significant Change in Communication or Social Interaction** – Residents who demonstrate a noticeable decline in communication, social interaction, or engagement with others, including becoming withdrawn or speaking significantly less than usual, shall be permitted in-person visitation from family members, caregivers, or designated support persons.

**9. Other Significant Physical, Emotional, or Cognitive Decline** – In-person visitation shall also be permitted whenever a resident experiences a significant physical, emotional, behavioral, or

cognitive decline and the presence of family or designated support persons is expected to improve the resident's well-being.

**10. Posting of Visitation Policy** – The facility shall maintain a written Visitation Policy and Procedures and post it on the homepage of the facility's website in accordance with all applicable Florida laws and regulations. The policy shall be reviewed and updated as needed to ensure continued compliance

### **10. Compliance with State Regulations**

**Golden Swan Assisted Living facilities LLC** comply with **s. 408.831, Florida Statutes.**

\_\_ Failure to comply with these requirements may result in:

Denial, suspension, or revocation of the facility's license.

Withdrawal of application consideration for new or renewal licenses.

For any concerns, please contact the Facility Administrator by phone, text, or email.

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