

Golden Swan by The Lake ALF. LLC

Visitation Policy

May 11, 2026

Golden Swan by the Lake ALF LLC. is 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 by the Lake ALF. LLC . has 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 by the Lake ALF Inc. follows a **comprehensive screening and infection prevention strategy** to minimize risks associated with communicable diseases. include:

- **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. (Times can be change the hours according with the Resident priorities and /status ,if so administrator will notify and make arrangements with Resident, 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. Facility show many signs in about.
- **Third-Party Providers (Health Providers, Subcontractors, etc.):**
Business hours are from 10 a.m. to 12:00 p.m. and 2:00 p.m. to 4:00 p.m. (posted at the facility entrance).
- **Extended Visiting Hours:** The facility may extend visiting hours upon request for:
 - o **Family members traveling from out of town.**
 - o **Providers or caregivers providing essential support.**(Must provide personal file with paperwork under State Requirements : Background Level 2, ID's, License if applicable, Physical /no communicable diseases , personal Insurance)
 - o **Special occasions** (e.g., birthdays, anniversaries).
- **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" as ADL's.
- **Meal Times:** Visitors should avoid congregating during meal times. Family members may enjoy meals privately with the resident in the resident's room or in designated outdoor dining areas As privacy for another Residents.
- **Visitor Areas:** Visitors must use designated areas, such as guest bathrooms only or waiting areas, and should not congregate in restricted areas.(No allow Areas include: Office, Kitchen area, Activities Area, only for Residents, Resident Bathroom (s), Garage/ Laundry, storage and another restricted areas notify by Administrator or Staff.

4. Visitor Guidelines

Food and Medication: For Safety to our Residents, Visitors must notify the administrator or healthcare provider if they "intend" prior to bring food, drinks, or medications, including over-the-counter medications, into the facility.

Bringing/ sending devices / equipment: Notify prior to the administrator and health Provider

Medication: only is provide by a local specific pharmacy designed by the Administrator To ensure safety and prompt delivery. That include in full at Hospital discharge, Dr. visits and Residents under Hospice services.

Behavior/ Language: when visiting keeping conversations uplifting while following community rules. Respecting other Residents around acting as a positive, present, calm, compassion and respectful guest. Bring joy by bringing smiles, good manners always Respecting privacy , showing affection to make visits comfortable and supportive maintain good hygiene.

Privacy:

- o HIPAA laws must be respected. Do not discuss residents' conditions unless you are family or part of the healthcare team.
- o No cameras, audio recording devices, or photography are allowed in the facility by law.
- **Resident Privacy:** Do not touch residents' personal belongings, including Recliners wheelchairs or mobility aids, and respect their living spaces (e.g., resident rooms).
- **Restricted Areas:** Visitors are not permitted to tamper with facility equipment such as air conditioning units, water heaters, ETC.

Visitors are not permitted in to the Restricted areas :

Office (Files, Medications, Machines, supplies Etc.)

Kitchen (Refrigerator, microwaves, ovens, sink, stove, utensils . Etc. Please if you need something such water to drink, ice cubes, Straws, Silverware please request to the Staff only.

Activities Area (Play Games, Stretch ETC, also use for Residents to rest)

Resident Bathroom (s) (to keep Resident Privacy and safe)

Garage /Laundry/ Storages (Machines, equipment, devices Clothes, general supplies Etc

Be notify and aware These areas are restricted to staff only. Attempting with Facility policies violations and Any damage caused will result in charges.

- **Umbrellas:** Umbrellas are only allowed in outdoor areas to prevent accidents from wet floors. (Specific area at the Facility before the main entrance)
- **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 of Boca ALF Inc. supports 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. to help with another Residents comfort and safety in a quiet environment.

Residents may receive **multiple visitors at a time**, provided that 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

- 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

- Residents have the right to **physical contact** with their visitors, including hugging, hand-holding, and other forms of personal interaction.
- Visitors & residents should follow good hand hygiene before & after physical contact.
- If the 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 only allowed**:

1. **End-of-Life Situations** – A resident facing terminal illness or significant health decline must be allowed in-person visits.
2. **Emotional Distress or Mental Health Needs** – If a resident is experiencing emotional distress due to changes in environment, caregiver transitions, or social isolation, visitation cannot be denied. (Caregivers / companion) must provide State requirement paperwork
3. **Major Medical Decisions** – Residents must be allowed in-person visitation when making critical medical or legal decisions.
4. **Lack of Family Support** – If a resident is at risk of emotional or physical decline due to a lack of in-person support, visitation will be accommodated.
5. **Resident Request** – A resident may request in-person visits at any time, and the facility must accommodate these requests unless there is a documented safety concern.

Compliance with State Regulations

Golden Swan of Boca ALF Inc. complies with s. 408.831, Florida Statutes, requiring that all outstanding fines, liens, or overpayments assessed by AHCA or Centers for Medicare and Medicaid Services be settled prior to license issuance.

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.

Please Any concerns must only referral to the Facility

Administrator by call , text or email

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