



GOLD CHOICE

SENIOR MANAGEMENT

Gold Choice Policy

POLICY: Visitation Policy

Gold Choice complies with all regulatory guidelines and will follow the regulatory guidelines listed here.

No health care facility in Florida may require a vaccine or proof of immunization status as a condition to visitation and must allow for consensual physical contact between patients and their loved ones.

Visitation definition and procedures may be altered or changed based on local and state health department mandates.

Visitation may occur at any time of the day or night and the length of the visit shall not be limited.

The Executive Director or Designee is responsible for staff adherence to this policy.

Procedure

Gold Choice permits IN-PERSON VISITATION. As well as visitation in all the following circumstances, unless the resident, client, or patient objects.

- End-of-life situations.
- A resident, client, or patient who was living with family before being admitted to the provider's care is struggling with the change in environment and lack of in-person family support.
- The resident, client, or patient is making one or more major medical decisions.
- A resident, client, or patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died.

- A resident, client, or patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
- A resident, client, or patient who used to talk and interact with others is seldom speaking.
- The resident, client, or patient the option to designate a visitor who is a family member, friend, guardian, or individual as an essential caregiver. The provider must allow in- person visitation by the essential caregiver for at least 2 hours daily in addition to any other visitations authorized by the provider.

Gold Choice recognizes that family and human connection is one of the most important aspects of physical, mental, and emotional well-being. We are committed to making sure that residents/patients are never again denied the right to see their relatives and friends. Gold Choice recommends families limit the number of visitors to 3 and overnight stays to less than 72 hours. The Administrator or Designee is responsible for staff adherence to the visitation policies and procedures.

If Gold Choice had a case of an infectious disease or a potential outbreak we would work with CDC, OSHA, federal, state guidelines and emergency management to minimize the risks within the facility, however we would not stop family visitations unless it was so viable that the government had no other alternative but to mandate a shut down.

1. Gold Choice will provide each visitor with training on infection prevention and control, use of PPE, use of masks and proper hand hygiene. This will be done via an informative handout that accompanies this policy.
2. Each visitor must sign the visitor Acknowledgement form:
 - a. Acknowledging having received training on infection prevention and control, use of PPE, use of masks, hand hygiene, being satisfied with the training provided and not having any questions regarding any of these topics and agreeing to always adhere to these standards during each visit.
 - b. Acknowledging their obligation and agreement to immediately notify Gold Choice if they experience symptoms of a respiratory infection, cough, fever, shortness of breath or difficulty breathing, congestion or runny nose, sore throat, chills, headache, muscle pain, repeated shaking with chills, new loss of taste or smell, nausea or vomiting, diarrhea, or any other symptoms that could identify a communicable disease.

3. The facility will notify residents and visitors of any changes in visitation policy.

Gold Choice operates 24 hours a day, 7 days a week. We have a receptionist on duty from 8:30am until 4:30pm, after that time all visitors are asked to use either the code provided to all residents and family members or use the doorbell call box. We request for the safety of the residents and staff that everyone enter wearing a mask and wait to be screened.

This means:

- Taking temperature and answering questions about recent exposure to illness during the sign in process.
- During visits with your loved ones in the privacy of their living area masks would be optional.

Gold Choice has a commitment to our residents and their families. If you or your loved one have been met with resistance when attempting to visit with loved ones, PLEASE NOTE: We take that seriously and you have the right to reach out to the administrator or you may file a complaint with the Agency for further review and action.

The Administrator / Executive Director or Designee is responsible for staff adherence to this policy. If you feel that they were not helpful or compliant you may submit a complaint online to the agency and they will assist in expeditious review with the goal of swift resolution. If you prefer to make this complaint via phone, the agency has established a dedicated phone line for visitation related complaints, 888-775-6055.

Visitor Acknowledgement Gold Choice

I, _____, (Print)

_____, (Print)

_____, (Print)

will be visiting:

_____ (Print) Resident Name.

I acknowledge that I have received training on infection prevention and control, use of PPE, use of masks, hand hygiene, I am satisfied with the training provided and do not have any questions regarding any of these topics. I agree to always adhere to these standards during each visit.

I also agree to immediately notify Gold Choice if I experience symptoms of a respiratory infection, cough, fever, shortness of breath or difficulty breathing, congestion or runny nose, sore throat, chills, headache, muscle pain, repeated shaking with chills, new loss of taste or smell, nausea or vomiting, diarrhea, or any other symptoms that could identify a communicable disease.

Sign

Sign

Sign

Date: _____