



## *Hibiscus Court of Melbourne*

### *Visitation Policy & Procedures*

At *Hibiscus Court of Melbourne* the health and well being of our residents and staff is, and always has been, our top priority. Every action and measure that is put into place reflects our commitment to our residents, our staff, and their families.

We are pleased to say that today's practice at our community provides for visitation for all residents, at all times. However, all persons who enter our community must be aware of the risks to themselves and others associated with such visitation – and the importance of following our policies relating to visitation and infection control.

#### **COMMUNITY ACCESS & VISITATION POLICY**

##### **Purpose**

The Community Access & Visitation Policy, which incorporates important infection control education for all persons who enter, is intended to promote resident, visitor, and employee safety, in compliance with applicable laws and regulations.

##### **Policy**

All persons who enter the building will be screened prior to entry. This includes all staff, vendors, third party providers and visitors.

Only Emergency Personnel are permitted entry without being screened.

While a face covering is not required to enter the community, we highly encourage everyone who enters to wear a well-fitting face mask which covers their nose and mouth. If a person entering the community does not have a face mask, and desires to wear one, one can be provided by an associate.

Additionally, please note that we do not require anyone who enters the community to provide vaccination or immunization information to our community, as vaccination or immunization is not required for entry.

Printed infection control educational materials are available at the reception desk (and attached to this document) and must be reviewed and acknowledged by those entering the community. More detailed training materials are also available on our website.

##### **Screening Process**

All persons who enter the building must stop in the reception area to complete the screening process and acknowledge their understanding of the Community's Access & Visitation Policy as well as our infection control protocols.

All persons who have been in the community must immediately inform the community if they develop COVID 19 symptoms or test positive for COVID-19 within 10 days of their visit, so the community can take appropriate precautionary measures to help protect residents and staff.

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### **Visitation**

While the community does not have set visiting hours, the outside doors are locked when not monitored. Visitors are to ring the doorbell or call the phone number posted at the door and an associate will respond. Additionally, while the community has no limit on the length of time a person can visit; and no restrictions on the number of people allowed per visit, we ask that all visitors be considerate of the right to privacy for other residents in the community.

The following rules must be followed by all persons who visit the community:

- Do not enter a resident's apartments unless you are invited in.
- The community has areas available where visitors can meet with residents. If you are unsure where these areas are, please ask the community Executive Director, or Manager on Duty.

Visitors are an important part of our community, and consensual contact between residents and visitors is always allowed, as we understand how visitors enrich the daily routines and lives of our residents, helping them enjoy our home-like atmosphere.

### **Essential Caregivers**

A resident or their responsible party may designate anyone they choose as an Essential Caregiver. There are no limits on the number of identified Essential Caregivers per resident.

### **Special Circumstances**

In the event a Local, State or Federal agency might require restriction, the Essential Caregiver will be allowed to visit in the resident's room, unless the resident objects:

1. End-of-life situations
2. A resident who was living with family before moving into the community is struggling with the change in environment and lack of in-person family support
3. The resident is making one or more major medical decisions
4. A resident is experiencing emotional distress
5. A resident is grieving the loss of a friend or family member who recently died
6. A resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver
7. A resident who customarily talked and interacted with others, is seldom speaking

If a person violates the community's policies as outlined and agreed to in the screening process, the Executive Director, as the person responsible for ensuring adherence to the Community's Access & Visitation Policy, as well as the Community's Infection Control Policy and protocols, or his/her designee, reserve the right to suspend in-person visitation from that specific visitor.

If for any reason you have questions about our Community Access & Visitor Program, or about the Community's Infection Control practices, please do not hesitate to contact your Executive Director. The Executive Director is responsible for making sure all visitors and staff adhere to visitation policies and procedures.

Thank you,

Hibiscus Court of  
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