Policy: Visitation – Florida-Hunters Creek and Lake Mary

Spring Hills Senior Communities

**Visitation Policy and Procedures – Florida (Hunters Creek & Lake Mary)**

**I. Policy Statement**

**Spring Hills Senior Communities permits residents to receive visitors subject to the resident’s wishes and the protection of the rights, health, and safety of other residents in the community. The community acknowledges that social connection is essential for resident well-being and shall ensure full compliance with Florida Statutes § 408.823 and § 429.28 regarding in-person visitation rights.**

**II. General Visitation Guidelines**

* **Visitation Hours: Daily from 9:00 AM – 9:00 PM**
* **No Time Limits apply during these hours; however, after-hours visitation requires prior approval from the Executive Director.**
* **Locations: Visits may occur in resident rooms, designated common areas, outdoor spaces, or in the lobby/lounge (with reasonable comfort and privacy).**
* **Communication Rights: Residents maintain unrestricted private communication, including phone calls, written correspondence, and access to visitors of their choice.**
* **Resident Consent: Residents have the right to accept or deny any visitor at any time.**

**III. Visitor Screening, Infection Control, and Education**

1. **Infection Control Education:**
   * **All visitors will receive education on proper infection control before entering the community.**
   * **Topics include hand hygiene, respiratory etiquette, and COVID-19 or other infectious disease protocols.**
2. **Hand Hygiene:**
   * **Visitors must wash hands with soap and water or use hand sanitizer upon entering and exiting the community.**
3. **Respiratory Etiquette:**
   * **Visitors must cover coughs/sneezes and wear a mask if advised by staff during periods of heightened illness risk.**
4. **Health Screening:**
   * **Visitors are subject to temperature checks and may be asked to complete a health questionnaire.**
5. **Visitors Who Are Ill:**
   * **Visitors showing signs of illness (e.g., fever, cough, sore throat) are asked to postpone their visit until symptom-free.**
6. **PPE Requirements:**
   * **Visitors may be asked to wear masks or PPE based on the facility’s infection control guidance, consistent with DOH/CDC recommendations.**

**IV. Number of Visitors Allowed**

* **Residents may receive at least four visitors at one time.**
* **Additional visitors may be approved at the discretion of the Executive Director.**
* **End-of-life residents may have unrestricted visitation, unless medically contraindicated.**
* **The facility may relocate visits to alternative areas to protect roommate privacy or other residents' rights.**

**V. Essential Caregiver Designation and Visitation**

* **Residents may designate one or more essential caregivers.**
* **Essential caregivers must be allowed at least two (2) hours per day of in-person visitation.**
* **This time is in addition to general visitation.**
* **Essential caregivers are not required to provide hands-on care unless voluntarily agreed.**
* **Essential caregiver access shall not be restricted based on vaccination or immunization status.**

**VI. Special Circumstances Requiring Unrestricted Visitation**

**Unless the resident objects, in-person visitation shall be permitted in the following circumstances:**

1. **End-of-life situations**
2. **Residents with difficulty adjusting to new environments**
3. **Medical decision-making discussions**
4. **Emotional distress or grieving**
5. **Residents needing encouragement to eat or drink**
6. **Residents who previously engaged with others and now show minimal communication**
7. **Pediatric or childbirth-related cases (as applicable)**

**VII. Physical Contact and Resident Rights**

* **Consensual physical contact (e.g., hugging, holding hands) between residents and visitors is permitted, consistent with the resident’s preferences.**
* **Visitors are expected to follow infection control guidelines before and after contact.**
* **The community respects residents’ autonomy in accepting or refusing physical contact.**

**VIII. Equal Access and Non-Discrimination**

* **Visitation shall not be restricted or denied on the basis of:**
  + **Race, color, national origin**
  + **Religion, sex, gender identity, sexual orientation**
  + **Disability or vaccination status**

**IX. Vaccination Status**

* **Visitors shall not be required to show or provide proof of COVID-19 vaccination or any other immunization as a condition for visitation.**

**X. Oversight and Enforcement**

* **The Executive Director or designee is responsible for:**
  + **Ensuring staff compliance with this policy**
  + **Addressing concerns, grievances, or violations**
  + **Training staff on updated procedures**
* **Non-compliance by staff or repeated visitor violations may result in corrective actions or temporary suspension of visitation privileges for that individual.**

**XI. Posting and Accessibility**

* **A copy of this policy will be:**
  + **Posted prominently in the facility**
  + **Accessible on the homepage of the facility website**
  + **Provided upon admission and available upon request**
* **Changes to this policy will be communicated to residents, families, and staff promptly.**

**XII. Reporting and Complaints**

**Residents, family members, or visitors who believe their visitation rights have been violated may file a complaint with the Agency for Health Care Administration (AHCA).  
The agency maintains a dedicated webpage for visitation rights and enforcement.**

**XIII. Review and Updates**

**This policy will be reviewed annually, or more frequently if:**

* **New federal or state regulations are adopted**
* **Guidance from CDC or the Florida Department of Health changes**
* **Significant infection control risks arise**

**XIV. References**

* **Florida Statutes § 408.823 (In-Person Visitation)**
* **Florida Statutes § 429.28 (Resident Rights)**
* **Florida Administrative Code 59A-36**
* **SB 988 – “No Patient Left Alone Act”**
* **Agency for Health Care Administration (AHCA)**

Approval Date: September 24, 2025

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_

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Spring Hills Senior Communities 2023