



Resident Visitation Policy

Policy

Thrive Senior Living team members will observe and respect the rights of all residents to receive visitors of their choosing. Visitation will be permitted in accordance with Florida law while maintaining the health, safety, and well-being of residents, visitors, and team members.

Procedure

1. Residents will be permitted to receive visitors daily, with visitation available between 8:00 a.m. and 8:00 p.m., at a minimum.
2. Residents may receive visitors outside established hours, including essential caregivers and visitors in special circumstances. Team members will assist with community access when entrances are secured.
3. Residents have the right to:
 - a. Receive visitors of their choosing.
 - b. Decline visitation at any time.
 - c. Engage in consensual physical contact with visitors.
 - d. Visit privately in their apartment or designated community areas.
4. In-person visitation will be permitted in the following circumstances unless the resident objects:
 - a. End-of-life situations.
 - b. A resident who was living with family before admission is struggling with the transition to the community and lack of family support.
 - c. A resident is making significant medical decisions.
 - d. A resident is experiencing emotional distress or grieving the loss of a friend or family member.
 - e. A resident requires encouragement or assistance with eating or drinking previously provided by a family member or caregiver.
 - f. A resident who previously interacted with others has become withdrawn or is seldom speaking.

5. Residents may designate a family member, friend, guardian, or other individual as an essential caregiver who will be permitted in-person visitation for at least two (2) hours daily, in addition to regular visitation. Essential caregivers will not be required to provide care as a condition of visitation. Residents may make or update a designation by notifying the Community President/Administrator or designee; the designation will be documented in the resident's record.

7. Infection prevention practices will be maintained as follows:

- a. Visitors will be educated on applicable infection prevention procedures.
- b. Visitors will follow applicable screening, hand hygiene, personal protective equipment, and other infection prevention protocols.
- c. Safety-related policies and procedures for visitors will not be more stringent than those established for community team members.
- d. Visitors will not be required to provide proof of vaccination or immunization.
- e. During public health emergencies, outbreaks, or other circumstances requiring additional precautions, the community will implement appropriate infection prevention measures while preserving residents' visitation rights in accordance with Florida law, including essential caregiver visitation.

8. Visitors will be expected to respect resident privacy, follow community procedures, and maintain appropriate conduct.

9. The Community President/Administrator may restrict an individual visitor who violates established safety or conduct procedures only as permitted by applicable law and consistent with resident rights. The reason for any restriction, its scope, and efforts to preserve the resident's visitation rights will be documented.

10. The Community President/Administrator will be responsible for ensuring:

- a. All team members are educated on visitation requirements.
- b. Residents and families are informed of visitation rights.
- c. The visitation policy is publicly posted and easily accessible from the homepage of the community's website within twenty-four (24) hours of establishment.
- d. The policy is available to residents, families, visitors, and AHCA upon request.
- e. Residents, their representatives, and visitors are informed of material changes to the visitation policy.
- f. The policy is submitted to AHCA with applications for initial licensure, license renewal, or change of ownership.

11. Residents, families, and visitors may report concerns regarding visitation to community leadership or the Florida Agency for Health Care Administration (AHCA).

AHCA Visitation Complaint Hotline: 1-888-419-3456

Website: <https://ahca.myflorida.com/visitation.html>