

- Policy:** Visitors at Lakeview Terrace Rehabilitation and Health Care Center
- Responsibility:** Direct: Director of Nursing and Administrator
Consultative: Executive Director, Security and Designated Management Consultant Staff
- Purpose:** To establish procedures for visitation at Lakeview Terrace Rehabilitation and Health Care Center that promotes Resident choice, engagement in activity and well-being.
- To ensure Residents choice of visitors, and their right to privacy for family and friends.
- Standards:** 42CFR 483.10 Resident Rights
- The facility shall establish procedures and guidelines for visitation at the facility.
 - The facility will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- ALF 429.28 Resident Bill of Rights

Definitions:

1. **CDC** - Centers for Disease Control and Prevention
2. **Family** - Family or Family Member. The terms “family” or “family member” solely for this policy are understood and interpreted to include any person(s) who plays a significant role in an individual’s socio-emotional life. This may include a person(s) not legally related to the individual. Members of “family” may include spouses, domestic partners, and both different-sex and same-sex significant others. “Family” may include a minor Resident’s parents, regardless of the gender of either parent.
3. **PPE** - Personal Protective Equipment
4. **Resident representative**
 - (1) An individual chosen by the Resident to act on behalf of the Resident in order to support the Resident in decision-making; access medical, social or other personal information of the Resident; manage financial matters; or receive notifications;
 - (2) A person authorized by State or Federal law (including but not limited to agents under power of attorney, representative payees, and other fiduciaries) to act on behalf of the Resident in order to support the Resident in decision-making; access medical, social or

- other personal information of the Resident; manage financial matters; or receive notifications;
- (3) Legal representative, as used in section 712 of the Older Americans Act; or
 - (4) The court-appointed guardian or conservator of a Resident.
5. **Visitor** - A “visitor” is defined as a guest of the Resident. Family members are considered to be visitors as well.

Procedures:

1. Residents have the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse (including a same-sex spouse), a domestic partner (including a same-sex domestic partner), another family member, or a friend, and the right to withdraw or deny such consent at any time.
2. Residents' families and friends are encouraged to visit regularly and maintain contact by letter, telephone or electronic means when visiting is not possible. In these cases staff will ensure, as part of care planning, that where help to respond is necessary, this will be provided in the most appropriate manner, e.g. assisting with telephone calls or letter writing, ensuring birthday cards are sent and facilitating outings with or to relatives and friends, when clinically able.
3. There are no set visiting hours and guests may visit at any time based on Resident choice and the rights and well-being of the Residents.
4. Visitors will be welcomed at all reasonable times, and these may need to take into consideration not only when this is most suitable for the Resident, but also ‘unsociable’ hours in order to maintain contact. The Resident’s wishes must be paramount in these decisions. This is of particular importance during any illness of the Resident and for end of life planning, when families and Residents may wish to be together. Visiting should never unreasonably be prevented.
5. The facility will provide immediate access to a Resident by immediate family, other relatives of the Resident or other guests, subject to the Resident’s right to deny or withdraw consent at any time.
6. When the Resident is unable to express consent or express who is family or friend, the Resident representative will be contacted to facilitate consent and safe visitations.
7. Access to any Resident will be granted to any representative of the State or advocacy group and the Residents’ physician. Persons visiting for purposes relative to State and Federal regulations must have proper identification cards. (Refer to policy on Resident Rights).
8. When visitors intrude on other Residents or visit at times that may infringe upon the rights

of other Residents, the facility will attempt to accommodate the other Resident, such as finding another place for the visitation to occur.

9. Visitors should sign the visitors' book on arrival and departure from the facility.
10. Children under the age of 16 should always be accompanied by an adult other than the Resident.
11. Visitors are encouraged to raise any concerns or questions with the nurse-in charge and to be aware of the Grievance procedure. Visitors are encouraged to make suggestions and participate in family activities, such as consultation meetings and events.
12. At any time, the Resident has the right to refuse to see any visitor, and this right will be respected and upheld by the nurse-in-charge who will, if necessary, inform the visitor of the Resident's wishes. Any such request or refusal of the Resident will be recorded, with reasons, in the Resident's personal file and where necessary, especially in an ongoing refusal, be included in the care plan. All staff and Security will be made aware of such Resident wishes, and ensure that any visitors involved should be tactfully referred to the nurse-in-charge on arrival.
13. Under certain circumstances a particular visitor may be contrary to the well-being of the Resident or the facility in general. The nurse-in-charge will report this fact to the Administrator who may, at his/her discretion, exclude the visitor(s) from the facility, giving the reasons for this decision. Such instances will be recorded in the Resident's personal file, together with the reasons for exclusion.
14. Visitation may be restricted based on reasonable clinical and safety restrictions and the Resident's right to deny consent at any time.
 - a. Visitors with signs and symptoms of a communicable disease or symptoms of an Influenza-like illness will be informed of facility Infection control and prevention policies.
 - b. All visitors will be encouraged to follow hand-hygiene and respiratory etiquette. Additional measures will be instructed to the visitors based on the Resident's specific condition, such as isolation and PPE requirements either due to infectious agents or immunosuppression.
 - c. Visitors with signs and symptoms of a transmissible infection such as a fever or Influenza-like illness will be restricted from visitation until they are no longer infectious or 24 hours after resolution of fever without any antipyretic medications, or according to CDC guidelines, and/or local health department recommendations. Exceptions will be made for certain circumstances such as end of life situations.
 - d. Visitors not abiding by facility policies, after re-education may be restricted from visiting. This includes the prohibition of smoking on campus grounds.

- e. Visitors found to have been committing criminal acts such as theft or being inebriated or disruptive.
 - f. Visitors may also be denied access or provided with limited and supervised visitation to a resident if the individual is suspected of abusing, exploiting, or coercing a resident, until an investigation into the allegation has been completed or has been found to be abusing, exploiting, or coercing a resident; or having a history of bringing illegal substances in the facility which places residents' health and safety at risk.
 - g. The Director of Nursing and Medical Director may provide guidance on the clinical reason for visitation restriction. This restriction will be documented in the Resident's record.
 - h. Once a clinical or safety restriction is no longer a concern, the Director of Nursing or designee will promptly review and remove the visitation restriction, if appropriate.
 - i. Refer to facility policies on Infection Guidelines.
15. Visitors or family members with prohibitive legal documentation, such as applicable restraining orders, will not be allowed to visit. Security will be notified of such legal restrictions.
16. The facility will not tolerate any form of aggression, violence, harassment, or discrimination. Any visitor violating these areas will be asked to leave the premises and Security will be notified. Any future visit will be the subject of an agreed 'personal contract' between the facility and the visitor, if appropriate.
17. Visitors are encouraged to read the facilities' policies relating to making grievances or suggestions, abuse prevention and response and infection prevention.
18. Family, visitors and guests may park in any designated parking area except near fire hydrants, or in areas designated for handicapped parking without proper disabled parking permit or sticker.