



## **ASC Visitation/ Visitor Policy and Code of Conduct**

Ann Storck Center's (ASC) main priority is the health and safety of all individuals served, staff, and visitors on our premises. This policy is designed to ensure the safety of all residents, visitors, and staff, while at ASC. This policy defines and sets expectations regarding persons visiting residents and recognizes our commitment to provide visitation in accordance with Florida Statute 408.823: Senate Bill # 988. The Executive Director, Program Manager, and Residential Managers are responsible for ensuring that all staff and visitors adhere to this policy. If for any reason ASC needs to restrict visitation due to health or safety concerns, we will provide alternative visitation protocols to the families or responsible guardians via call, email, or in writing to thoroughly explain all changes and updates.

### **DEFINITIONS:**

- **Family or Family Member:** The terms "family" or "family member" include any person(s), as defined by the patient, who plays a significant role in an individual's life. This may include a person(s) not legally related to the individual. "Family" includes spouses, domestic partners, and significant others of both the same and opposite sex. "Family" includes a minor resident's parents, regardless of the gender of either parent. Solely for purposes of this visitation policy, the concept of parenthood is to be liberally construed without limitation as encompassing: biological parents, legal parents, foster parents, same-sex parents, step-parents, those serving in loco parentis, and other persons operating in caretaker roles, consistent with applicable law.
- **Visitor:** A "visitor" is defined as a guest of the patient. "Family" and "family members" are considered to be visitors. Legal and state-appointed guardians are considered to be visitors. Visitors must be approved by "Family" or "Family Members."
- **Florida Statute 408.823:** Senate Bill # 988: No Patient Left Behind Act, protects the residents' rights to have visitors. SB-988 states that all hospitals, hospices, and long-term care facilities' visitation policies and procedures must allow for in-person 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 that 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.
  - For hospitals, childbirth (including labor and delivery), and pediatric patients.

### **VISITATION GUIDELINES & PROCEDURES:**

- We continue to encourage family and friends to visit the individuals and to maintain relationships. However, we must limit visiting hours to respect the rights and privacy of all individuals served. Therefore, visiting hours will be from 8:00 a.m. to 8:00 p.m. (08:00-20:00). All doors will be locked at ASC's main campus and at ASC's Pembroke Pines Cluster by 8:00 p.m.
- All visitors must check in at the front of the house and sign in the Visitor Log Book upon entering and leaving the house.

- All visitors must park in designated parking spaces and are not allowed to park around the circle due to city ordinances (Emergency Response Vehicles).
- All visitors are responsible for following the individual's plan of care including all doctors' orders, dietary restrictions, and nursing protocols.
- Should any concerns arise during your visit please address them with the supervisor/ manager on duty.
- For the individuals' health and safety, a body check will be conducted prior to any off-site visit and again upon their return.
- Medication administration and nursing procedures will only be performed by the licensed nurse on duty in order to comply with regulations (ICF only)
- Residents always have the right to refuse visitors at any time should they choose to.
- All visitors are expected to be appropriately dressed (shirt and shoes are required)
- All visitors must be able to care for themselves. If they are unable or unwilling to care for themselves, they must be accompanied by another adult who agrees to supervise and care for them.
- Food preparation is not permitted in the resident rooms. Coffee makers, crock pots, portable stoves/hot plates, or any other types of cooking devices are not permitted at any time
- Food brought into the homes should be kept to a minimum. Any and all food brought in should be solely for the visitor or the resident being visited provided that dietary restrictions are observed. Food may not be distributed to other individuals under any circumstances without notice or approval.
- Designated smoking areas are only behind the Vista house and behind the Adult Day Program.

*Support persons and visitors must follow health precaution policies:*

- Do not visit if you are sick (fever, cough, sore throat, nausea, vomiting, or diarrhea) or have been exposed to a contagious illness within the past 10 days
- Follow all universal health precautions
- Wear a mask in the home if any cold/allergy symptoms are present
- Follow isolation precautions posted on the patient's door if necessary
- Pets and other animals are not permitted in the homes; only service animals individually trained to do work or provide tasks and under the control of a handler (as defined by the Americans with Disabilities Act (ADA) are allowed on campus in outdoor areas. Comfort animals and companion animals are not considered service animals.
- Children under 18 must have adult supervision at all times and must be respectful of the Code of Conduct listed below.

To maintain a safe environment where the individuals receive optimal care, all support persons and visitors shall refrain from behaviors that are disruptive or pose a threat to the rights or safety of others, as summarized in the Code of Conduct below.

Ann Storck Center is private property and the following are strictly prohibited:

- Weapons, including but not limited to firearms or any other item capable of causing serious bodily injury or death, such as knives (regardless of length); other cutting and stabbing instruments; explosive, incendiary, and bludgeoning devices; and nonlethal weapons such as Taser, stun gun and pepper spray devices

- Taking photographs or recordings (audio or video) of staff or other individuals without consent
- Drugs, alcohol, tobacco (including e-cigarettes) and other contraband
- Lifting any resident without assistance
- Physical assault, arson, or inflicting bodily harm to any person on premises
- Making verbal threats to harm another individual or destroy property
- Intentionally damaging equipment or property
- Attempting to intimidate or harass any person in the home
- Making harassing, offensive, or intimidating statements or threats of violence through written, verbal, or electronic communication
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language or sexual orientation
- Wearing apparel with obscene language or images
- Any other unacceptable behavior that creates or causes a disturbance, poses harm or a threat of harm to persons or campus facilities or violates Ann Storck Centers policies and procedures.

Ann Storck Center's staff is dedicated to providing quality care to our residents 24 hours a day. Visitors refusing to comply with visitation policies may be asked to leave and may be escorted off campus by management and/or law enforcement. Repeated refusal to comply with Ann Storck Center's visitation policy may result in restricted visitation.

Ann Storck Center does not restrict or deny visitation based on race, religion, ethnicity, culture, language, sex, age, sexual orientation, gender identity or expression, physical or mental disability or socioeconomic status.