

Policy Name: Community Visitor Policy FL-22	Effective Date: 9/2020
Category/Sub-Function: Operations/Clinical Services	Last Revised: 11/1/2020; 7/2022; 12/2022; 9/2025
Applies to: Assisted Living, Alzheimer's and Dementia Care - FL	Policy Owner: SVP Chief Nursing Officer

Policy Overview

Brookdale assisted living and memory care communities may implement modifications to their visitor practices for family and friends, subject to changing conditions, and consistent with guidelines.

Policy Detail/Procedures

A. General Visitation Guidelines

1. In-person visitation is allowed in all of the following circumstances, unless the resident objects:
 - a. End-of-life situations.
 - b. A resident who was living with family before being admitted to the community is struggling with the change in environment and lack of in-person family support.
 - c. The resident is making one or more major medical decisions.
 - d. A resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
 - e. A resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
 - f. A resident who used to talk and interact with others is seldom speaking.
2. Visitors and residents may have close contact (including touch, hugs, assisting with activities of daily living, etc.) when both the visitor and the resident perform hand hygiene before and after contact.
3. Visitor protocols should be communicated to families in advance.
4. Communities shall permit visitors, at a minimum, between the hours of 9 a.m. and 9 p.m. The number of visitors per resident at one time and the total number of visitors in the community at one time (based on the size of the building and physical space) should be taken into consideration. The hours for visitation and the number of visitors may require limitation based on local and state guidelines and the availability of space necessary.
5. Visitors will self screen for symptoms of illness prior to the visit.
6. Visitors may not be required to submit proof of any vaccination or immunization.
7. The community should maintain a hand sanitizing station at the entrance of the visiting area, at the check-in location, as well as the area visitor screening occurs. Visitors must sanitize hands with an alcohol based hand rub or by handwashing with soap and water when entering and exiting.
8. A community must provide instructional signage throughout the community and proper visitor education regarding:
 - a. Infection control precautions; and

- b. Other applicable practices (e.g. use of facemask or other appropriate Personal Protective Equipment (PPE), specified entries and exits, routes to be designated visiting areas, hand hygiene).
- 9. The community may require visitors to use a facemask or other appropriate PPE as required by community policy or procedure, local health department guidance, or state or federal law or Authorities Having Jurisdiction (AHJ).
- 10. The resident's and visitors' hands shall be sanitized prior to leaving the visiting space.
- 11. The community may require additional infection control protocols for visitors as required by community policy or procedure, local health department guidance, or state or federal law
- 12. Executive Director or designee shall be responsible for compliance with this policy and procedure.

B. Essential Caregivers

- 1. A resident may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver.
- 2. Communities shall permit in-person visitation by the essential caregiver for at least 2 hours daily in addition to any other visitation authorized by the community.
- 3. An essential caregiver is not required to provide necessary care to a resident of a community, and communities may not require an essential caregiver to provide such care.

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