

# Visitation Update and Holiday Announcement



As the holidays approach, we wanted to send out communication to you to advise of our Center's policy regarding visitation, meals and home visits. We understand that families cherish getting together for the holiday season. However, we must take into consideration the safety of our customers first, which is always our top priority.

- **Visitation:** Recently, Governor DeSantis made updates to the visitation order. A brief summary of the changes applicable to you as a visitor are noted below:
  - There will no longer be a distinction between Compassionate Caregivers and Essential Caregivers. Rather, they will all be combined into Compassionate Caregivers only. Therefore, if you were listed as an Essential caregiver previously, you will still be permitted to visit as a compassionate caregiver.
    - Compassionate caregivers will still be required to pass the screening tool, sign in and out of the visitor log, and receive infection prevention and control training.
    - Proper PPE including a mask is still required along with social distancing from other customers and team members and limited movement in the center as previously advised.
  - Customers will be permitted visits from their legal counsel when virtual means are not available. Specifically, attorneys and their legal staff who are acting in their capacity as the legal representatives of customer where
    - (a) the customers and lawyers are engaged in an active attorney-client relationship,
    - (b) the visit is related to the representation in legal proceedings or in consultation on legal matters, and
    - (c) virtual or telephonic means are unavailable.
  - There is no longer a maximum limit on the number of visitors allowed to visit a customer in the rule. Instead, the Center is now required to state the maximum number permitted, dependent upon the staffing available to supervise the visitors.
    - Therefore, all visits must still be scheduled in advance. Please reach out to the Center to schedule your visit.
  - Children are now allowed to visit with appropriate adult monitoring. Masks must be worn by all children over 2 years of age.
  - For general visitors, they continue to not be permitted in the Center until 14 days have passed with no positive COVID cases. However, outdoor visitation for general visitors and compassionate care visitors will always be permitted now, regardless of COVID status in the facility.
  - Therapy animals may visit in outdoor areas, subject to the Center's policy on vaccinations. Please contact the Center prior to bringing a therapy animal to discuss the required documentation.
- **Meals:** If you are a General Visitor and visiting during the Thanksgiving or Christmas holiday per the above listed Visitation policy and would like to bring a meal in for your loved one, you are permitted to do so (pursuant to diet restrictions) and the customer may eat it after the visit. However, if you are a designated Compassionate Care visitor, you can be present during the meal however, please note that the meal should only be for the Customer to consume. Since visitors are required to keep their masks on at all times during visitation, visitors will not be permitted to eat with the Customer. Again, we understand that this may be disappointing, but it is to ensure the safety of our customers, staff, and our visitors.
- **Home Visits:** We have received questions about whether you can take your loved one home for the holidays. While it is certainly our customer's right to leave if their physician order allows it, we are discouraging this. The reason is that if the customer leaves our Center, they will be required to be placed on transmission based precautions for 14 days upon return. This means that we cannot guarantee they will return to their regular room. The Customer will need to go into a single room while on transmission based precautions.
  - As an alternative, we encourage you to visit in the Center per the above listed visitation policy.
  - Another alternative is to work with the Center to set up a Zoom, FaceTime or Skype call with your loved one and have a virtual gathering.

We hope this answers some of the questions you may have on the Center's policy regarding the holidays and the new visitation rule per the Governor's latest order. We want to thank you all in advance for your cooperation and wish you all a safe holiday season.