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## Helping Heart LLC Visitation Policy

Policy: In-Person Visitation Policy

Exhibit:

- A) Florida Law Chapter 2022-34 Committee Substitute for Senate Bill No.988
  - B) Residential Essential Caregiver Designation Form
  - C) Essential Caregiver Acceptance Form
- Adoption: May 9, 2022

### Purpose

In-Person Visitation bill has been signed into law, creating Chapter 408.823, which is subject “In-person visitation.” This policy and these procedures are intended to serve as a sample for assisted living facilities to comply with the regulations set forth in Chapter 408.823, Florida Statutes. A resident may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver.

### Policy

The following are the procedure to be followed to identify Essential Caregivers for residents and the expectations. These procedures will be administered equally to all residents that request to have an essential caregiver, without regard to race, color, religion, sex (including gender identity and transgender status), age, national origin, disability, or veteran status.

Essential caregiver visitors provide emotional support to help a resident deal with a difficult transition or loss, upsetting event, making major medical decisions, needs cueing to eat and drink, stops speaking, or end-of-life. Essential caregiver visitors may be allowed entry into facilities on a limited basis for these specific purposes. The provider must allow at a minimum in-person visitation for at least 2-hours daily under these circumstances. At Helping Heart LLC, the 2-hour visitation will be between 9:00 a.m. – 9:00 p.m. Helping Heart LLC may make exceptions to the 2-hour visitation on a case-by-case basis for end-of life residents. These exceptions will be discussed and agreed upon in writing by the facility’s designee and the resident’s responsible party.

### Procedures

#### **I. For designation and utilization of essential caregiver visitors.**

1. Helping Heart LLC will provide the Agency for Health Care Administrations (AHCA) with a copy of the facility’s essential caregiver visitor’s policy and procedure, with the initial licensure application, renewal application and/or change of ownership application.
2. Helping Heart LLC essential caregiver visitor’s policy and procedure is available on [www.helpingheartllc.com](http://www.helpingheartllc.com) homepage.
3. Helping Heart LLC will designate Keneshia Wyatt-German as key staff to support infection prevention and control training.
4. Helping Heart LLC will set a limit on the total number of visitors allowed in the facility at any given time based on the ability of staff to safely screen and monitor and the space to accommodate the essential caregiver visitors.
  - a. Identify locations for visitation/care to occur planning for residents in shared spaces and facilities within minimal common space to identify maximum time availability.
  - b. Provide outdoor visitation spaces that are protected from weather elements, such as porches, courtyard, patios, or other covered areas that are protected from heat and sun, with cooling devices, in needed.



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- c. Create indoor visitation spaces for residents in a room that is not accessible by other residents or in a resident's private room if the resident is bedbound and for health reasons cannot leave his or her room.
5. All residents and/or POA/Guardian if appropriate will be asked if want to identify an Essential Caregiver.
6. All new residents will be asked if they would like to identify an Essential Caregiver of record within 2 business days of request.
7. All residents will be allowed to update as requested the named Essential Caregiver of record within 2 business days of request.
8. Residents are allowed in-person visitation in **all of the following circumstances**, unless the resident, client or patient objects:
  - a. End-of-life situations.
  - b. 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.
  - c. The resident, client, or patient is making one or more major medical decisions.
  - d. A resident, client, or patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
  - e. A resident, client, or patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
  - f. A resident, client, or patient who used to talk and interact with others is seldom speaking.
9. Maintain a visitor log for signing in and out.
10. No more than one essential caregiver visitor may be designated per resident.
11. The policy need NOT prohibit essential caregiver visitor visits, if the specific resident to be visited is quarantined, tested positive, or showing symptoms of a communicable disease. Visits in these circumstances will likely require a higher level of PPE than new-facility-onset cases of a communicable disease (for example COVID-19) is not applicable to visitations by essential caregiver visitors.
12. Helping Heart LLC is not required to provide for "facility-provided" COVID-19 testing if, and only if, it is based on the most recent CDC and FDA guidance. The cost of this testing cannot be passed on to the visitor.
13. Essential caregiver visitors must wear Personal Protective Equipment (PPE) per facility's Infection Control Policies. The PPE required must be consistent with the most recent CDC guidance for healthcare workers. At Helping Heart LLC, he essential caregiver visitors shall wear the same PPE that the staff wear to provide care or services to the resident.
14. Any changes to Helping Heart LLC essential caregiver visitor policies must be promptly communicated to affected residents and essential caregiver visitors.

## **II. To facilitate visits by Essential caregiver visitors upon a request from a resident or friend/family member:**

1. The resident (or their representative) will read and sign the policy and procedures. The acknowledgement of the signature of the signature represents that the essential caregiver visitor will abide by the policies set forth in this document.



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2. The essential caregiver visitor will complete training on Helping Heart LLC infection prevention and control including the use of PPE, use of masks, hand sanitation, and social distancing.
3. The essential caregiver visitor must immediately inform the facility if they develop symptoms consistent with a communicable disease within 24-hours of their last visit at the facility.
4. Essential caregiver visits may take place in the resident's room or a designated area determined by Helping Heart LLC at the time the visitation scheduled is developed and agreed upon.

**III. When an essential caregiver visitor is scheduled to visit, the facility will:**

1. Helping Heart LLC will thoroughly screen the visitor per the facility's infection control policy and procedure and document the name of the individual, the date and time of entry, and the screening mechanism used, along with the screening employee's name and signature. Just as with staff entering the building, if the visitor fails the screening, the visitor CANNOT be allowed entry.
2. Helping Heart LLC will ensure that the required consents, and training and policy acknowledgements are in place.
3. Helping Heart LLC will ensure that the caregiver visitor has appropriate PPE if applicable.
4. Helping Heart LLC will require the essential caregiver visitor to sign in and out on the visitor log.
5. Helping Heart LLC will monitor the essential caregiver visitor's adherence to policies and procedures.
6. If the essential caregiver visitor fails to follow the facility's infection prevention and control requirements, after attempts to mitigate concerns, Helping Heart LLC shall restrict or revoke visitation.
7. In the event the essential caregiver visitor's status is revoked due to the individual not following the facility's policy and procedures, the resident may select a different essential caregiver visitor who will be granted visitation rights upon proper vetting and agreeing to Helping Heart LLC policies and procedures.

Exhibit A:

Chapter 2022-34  
Committee Substitute for  
Committee Substitute for Senate Bill No.988

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1  
2 An act relating to in-person visitation; providing a  
3 short title; creating s. 408.823, F.S.; providing  
4 applicability; requiring certain providers to  
5 establish visitation policies and procedures within a  
6 specified timeframe; providing requirements for such  
7 policies and procedures; authorizing the resident,  
8 client, or patient to designate an essential  
9 caregiver; establishing requirements related to  
10 essential caregivers; requiring in-person visitation  
11 in certain circumstances; providing that the policies  
12 and procedures may require visitors to agree in  
13 writing to follow such policies and procedures;  
14 authorizing providers to suspend in-person visitation  
15 of specific visitors under certain circumstances;  
16 requiring providers to provide their policies and  
17 procedures to the Agency for Health Care  
18 Administration at specified times; requiring providers  
19 to make their policies and procedures available to the  
20 agency for review at any time, upon request; requiring  
21 providers to make their policies and procedures easily  
22 accessible from the homepage of their websites within  
23 a specified timeframe; requiring the agency to  
24 dedicate a stand-alone page on its website for  
25 specified purposes; providing a directive to the  
26 Division of Law Revision; providing an effective date.

27  
28 Be It Enacted by the Legislature of the State of Florida:  
29

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30           Section 1. This act may be cited as the "No Patient Left  
31 Alone Act."

32           Section 2. Section 408.823, Florida Statutes, is created to  
33 read:

34           408.823 In-person visitation.-

35           (1) This section applies to developmental disabilities  
36 centers as defined in s. 393.063, hospitals licensed under  
37 chapter 395, nursing home facilities licensed under part II of  
38 chapter 400, hospice facilities licensed under part IV of  
39 chapter 400, intermediate care facilities for the  
40 developmentally disabled licensed and certified under part VIII  
41 of chapter 400, and assisted living facilities licensed under  
42 part I of chapter 429.

43           (2) (a) No later than 30 days after the effective date of  
44 this act, each provider shall establish visitation policies and  
45 procedures. The policies and procedures must, at a minimum,  
46 include infection control and education policies for visitors;  
47 screening, personal protective equipment, and other infection  
48 control protocols for visitors; permissible length of visits and  
49 numbers of visitors, which must meet or exceed the standards in  
50 ss. 400.022(1)(b) and 429.28(1)(d), as applicable; and  
51 designation of a person responsible for ensuring that staff  
52 adhere to the policies and procedures. Safety-related policies  
53 and procedures may not be more stringent than those established  
54 for the provider's staff and may not require visitors to submit  
55 proof of any vaccination or immunization. The policies and  
56 procedures must allow consensual physical contact between a  
57 resident, client, or patient and the visitor.

58           (b) A resident, client, or patient may designate a visitor

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59 who is a family member, friend, guardian, or other individual as  
60 an essential caregiver. The provider must allow in-person  
61 visitation by the essential caregiver for at least 2 hours daily  
62 in addition to any other visitation authorized by the provider.  
63 This section does not require an essential caregiver to provide  
64 necessary care to a resident, client, or patient of a provider,  
65 and providers may not require an essential caregiver to provide  
66 such care.

67 (c) The visitation policies and procedures required by this  
68 section must allow in-person visitation in all of the following  
69 circumstances, unless the resident, client, or patient objects:

70 1. End-of-life situations.

71 2. A resident, client, or patient who was living with  
72 family before being admitted to the provider's care is  
73 struggling with the change in environment and lack of in-person  
74 family support.

75 3. The resident, client, or patient is making one or more  
76 major medical decisions.

77 4. A resident, client, or patient is experiencing emotional  
78 distress or grieving the loss of a friend or family member who  
79 recently died.

80 5. A resident, client, or patient needs cueing or  
81 encouragement to eat or drink which was previously provided by a  
82 family member or caregiver.

83 6. A resident, client, or patient who used to talk and  
84 interact with others is seldom speaking.

85 7. For hospitals, childbirth, including labor and delivery.

86 8. Pediatric patients.

87 (d) The policies and procedures may require a visitor to

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88 agree in writing to follow the provider's policies and  
89 procedures. A provider may suspend in-person visitation of a  
90 specific visitor if the visitor violates the provider's policies  
91 and procedures.

92 (e) The providers shall provide their visitation policies  
93 and procedures to the agency when applying for initial  
94 licensure, licensure renewal, or change of ownership. The  
95 provider must make the visitation policies and procedures  
96 available to the agency for review at any time, upon request.

97 (f) Within 24 hours after establishing the policies and  
98 procedures required under this section, providers must make such  
99 policies and procedures easily accessible from the homepage of  
100 their websites.

101 (3) The agency shall dedicate a stand-alone page on its  
102 website to explain the visitation requirements of this section  
103 and provide a link to the agency's webpage to report complaints.

104 Section 3. The Division of Law Revision is directed to  
105 replace the phrase "30 days after the effective date of this  
106 act" wherever it occurs in this act with the date 30 days after  
107 this act becomes a law.

108 Section 4. This act shall take effect upon becoming a law.



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**Exhibit B:**

**Essential Caregivers Designation**

I, \_\_\_\_\_ designate  
\_\_\_\_\_ as essential caregiver for \_\_\_\_\_.

In making this designation, I consent and understand that:

- Visits by essential caregivers are subject to Helping Heart LLC's policies and procedures and ability to screen visitors and monitor visitors.
- All essential caregiver visits may be scheduled, based on current facility conditions and are at will be set for a minimum of 2 hours daily.
- Limited to one visitor at a time and are limited to designated areas only. (Please speak with the Administrator regarding possible exceptions for end-of-life situations).
- Helping Heart LLC has the ability to object to a visit at any time, even under the following circumstances:
  - 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 which was previously by a family member or caregiver.
  - A resident, client, or patient who used to talk and interact with others is seldom speaking.
- Essential caregivers will need to follow the facility's infection control and education policies and procedures and agree to such. At no time will they be more stringent than those for staff and at no time require to submit proof of vaccination.
- Essential caregivers must sign an acknowledgement of completion of required trainings and adherence to infection prevention and control policies.
- Visits by a specific essential caregiver may be suspended for failure to follow infection prevention and control requirements or other related rules of Helping Heart LLC. At that time the resident or resident's representative can designate a new essential caregiver.

\_\_\_\_\_  
Resident or Legal Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Resident or Legal Representative Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Facility Representative Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Facility Representative Printed Name





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**Exhibit C:**

**Essential Caregivers Acknowledgement**

I, \_\_\_\_\_ accept the designation as an essential caregiver for

\_\_\_\_\_. I understand that:

- My visits as an essential caregiver are subject to Helping Heart LLC’s infection control and education policies and procedures. I acknowledge receiving the policies and procedures and agree to always abide by them.
- My visits as an essential caregiver may be scheduled and may be no less than two hours per day.
- Essential caregiver visits cannot occur if the resident personally objects/declines my visit no matter the circumstance per 408.823 of F.S.

“(c) The visitation policies and procedures required by this section must allow in-person visitation in all of the following circumstances, unless the resident, client, or patient objects:

1. End-of-life situations. 2. 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. 3. The resident, client, or patient is making one or more major medical decisions. 4. A resident, client, or patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died. 5. A resident, client, or patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver. 6. A resident, client, or patient who used to talk and interact with others is seldom speaking.

- When visiting as an essential caregiver, I will utilize personal protective equipment (PPE) as determined by facility policies and procedures related to current facility status and current medical condition of \_\_\_\_\_.
- I acknowledge having received training on infection prevention and control, use of PPE, use of masks, hand sanitation, and social distancing. I am satisfied with the training provided and do not have any questions regarding any of these topics.
- I acknowledge my obligation and agree to immediately notify Helping Heart LLC if I experience symptoms of a respiratory infection, cough, fever, shortness of breath or difficulty breathing, congestion or runny nose, sore throat, chills, headache, muscle pain, repeated shaking with chills, new loss of taste or smell, nausea or vomiting, diarrhea, symptoms possibly related to a contagious infection, or if I test positive for COVID-19 within fourteen (14) days of a visit.
- Visits by essential caregivers may be restricted or revoked for failure to follow infection prevention and control procedures of Helping Heart LLC.

\_\_\_\_\_  
Designated Essential Caregiver Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Designated Essential Caregiver Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Facility Representative Signature

\_\_\_\_\_  
Date+

\_\_\_\_\_  
Facility Representative Printed Name