



Riverside Cottages @ the Shores, LLC
471 Shores Blvd, St. Augustine, FL 32086

VISITATION POLICY & PROCEDURES

Policy Statement: Riverside Cottages at the Shores is committed to supporting the physical, mental, and psychosocial well-being of our residents by allowing unrestricted private communication and in-person visitation with any person of their choice, in accordance with Florida law. The safety-related policies for visitors will not be more stringent than those established for facility staff.

Administrator Responsible: The Administrator/Executive Director, Emily Oswald, is responsible for ensuring all staff adhere to this visitation policy and its procedures. Any comments or concerns please direct to either
Email: emilyo@riversidecottagesalf.com
Phone: 904.921.6519

I. General Visitation

Visitation Hours: General visitation is allowed a minimum of 9 a.m. to 9 p.m. daily.

Access Outside Hours: Visitors requiring access outside of general hours (9 p.m. to 9 a.m.) must coordinate with facility staff or the Administrator on call.

Visitor Limits: There are no limits on the number of visitors a resident may have at one time, provided the visit does not infringe upon the rights or safety of other residents or staff.

Location of Visits: Visits may occur in the resident's room, common areas, or outdoor spaces. If a resident shares a room, outdoor visitation is preferred, or the roommate should ideally not be present during the visit.

Consensual Physical Contact: Consensual physical contact between a resident and a visitor is permitted and encouraged.

Vaccination/Testing Status: Visitors are not required to provide proof of any vaccination or immunization, nor are they required to be screened for health status as a condition of entry, unless they are visiting a resident in isolation or quarantine.

II. Essential Caregiver Visitation (as per F.S. 408.823)

Residents have the right to designate an essential caregiver who can visit in addition to general visitation, even during a communicable disease outbreak or facility quarantine.

Designation: Residents can designate a family member, friend, guardian, or other individual as an essential caregiver.

Minimum Duration: Essential caregivers are permitted in-person visitation for at least 2 hours daily.

Not Required to Provide Care: Essential caregivers are not obligated to provide care to the resident, and the facility cannot require them to do so.



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Mandatory Visitation Circumstances: In-person visitation by an essential caregiver must be allowed in specific situations, unless the resident objects, including end-of-life, significant distress, major medical decisions, emotional distress, need for encouragement with eating/drinking, or withdrawal.

III. Visitor Procedures and Infection Control

Visitors must follow these procedures for the safety of all:

Sign In/Out: All visitors must sign in and out.

Hand Hygiene: Perform hand hygiene before, during, and after visiting.

Adherence to Policies: Visitors may need to agree in writing to follow facility policies, and failure to comply could lead to suspended visitation.

Right to Refuse Entry: The facility reserves the right to refuse entry or suspend visitation to any individual who threatens the safety or well-being of residents, staff, or vendors.

Symptom Reporting: Visitors must inform the facility immediately if they develop symptoms of a communicable disease or test positive within 7 days of their visit.

Infection Control Requirements: When visiting a resident in isolation or quarantine, visitors will be instructed on and must wear appropriate PPE, such as a face mask, gown, and face shield, as directed by staff and consistent with CDC guidance. PPE requirements for visitors will align with those for staff in similar situations. The facility will provide necessary PPE.

IV. Availability of the Policy

This policy is accessible on the facility's website at <https://riversidecottagesalf.com/visitation-policy/> and is posted with the visitor sign in sheet at the entrance to the facility. A copy will also be provided to the Agency for Health Care Administration (AHCA) with licensure applications.

V. Complaints

The Executive Director/Administrator is responsible for ensuring staff follow this policy. Any concerns please contact Emily Oswald at +1.904.342.2590 or via email: emilyo@riversidecottagesalf.com

Concerns regarding visitation rights can be filed with the AHCA through their online portal or phone line (1-888-419-3456). The AHCA website also provides information on visitation requirements.

Resident
First Name: _____

Resident
Last Name: _____

Resident or
DPOA
Signature: _____

Date: _____