

Vista Lake Assisted Living and Vista Lake Memory Care

Visitation Policy

Executive Director: Coral DiMaggio

Scope: This policy applies to all visitors at Vista Lake Assisted Living and Vista Lake Memory Care

Purpose: To establish proper rules and ensure safe visitations at Vista Lake Assisted Living and Vista Lake Memory Care

Compliance: Executive Director and/or Director and/or staff on duty will ensure staff adherence to visitation policy.

Vista Lake Assisted Living and Vista Lake Memory Care will allow entry to:

- Family members and friends visiting our residents
- Healthcare workers: physicians, home health care nurses, physical therapists, occupational therapists, hospice aides, etc.
- Public Guardians, Professional Guardians.
- Attorneys of Record for residents in an Adult Mental Health and Treatment Facility or forensic facility for court related matters.
- Representatives of the federal or state government: Ombudsman, Department of Children and Families, Department of Health, Department of Elderly Affairs, the Agency for Health Care Administration, the Agency for Persons with Disabilities, the Office of The Attorney General, any law enforcement officer, and any emergency medical personnel.
- Essential caregivers and compassionate care visitors.
- General visitors – prospective residents and their families, third party vendors, chaplains, priests, scheduled entertainers, etc.

The facility would not allow entry and/or escort out persons who are:

- Under influence of alcohol and drugs
- Present in inappropriate attire
- Verbally and/or physically aggressive
- Possess any item that may be harmful to the residents and employees – weapons, hazard materials, etc.
- Experiencing any flu/COVID like symptoms

All visitors:

- Are recommended to perform a proper hand hygiene for infection control procedures. Face masks are always available in the lobbies. Hand sanitizer can be found by the sign in desk, around the building, and upon request. During active

COVID cases within the facility, all visitors are required to wear a face mask while visiting.

- Are required to sign in the Visitors Log upon entry and sign out upon leaving. The Visitor Log is located at the Front Entrance and is maintained by the Business Office Manager. Visitors are not required to provide vaccination or immunization status.
- Should respect our residents' privacy, especially if willing to enter residents' rooms. Visitors may refer to our employees for help, if needed.
- Are limited to 4 people per resident at one time and 2 people per during active COVID infections.
- Are allowed consensual physical contact allowed between a resident and visitor(s), i.e. Hugs, handshakes, etc.

Visiting hours:

- To ensure our residents' rest the facility recommends visiting hours between 9 AM and 9 PM daily, except for emergency situations. Essential Caregivers are allowed entry from 7am-11pm.
- Essential healthcare professionals, representatives of Government and State Agencies, Law enforcement and Emergency services are allowed in the building at any time.