

Visitation Policy

Purpose

It is the policy of Cape West Assisted Living Facility (“Cape West”) to respond sensitively to each resident’s individual needs, preferences, and wishes regarding visitation with family members, friends, essential caregivers, and other visitors.

Cape West recognizes the importance of maintaining meaningful relationships and social interaction while also providing a safe, comfortable, and respectful environment for all residents.

This policy is intended to support compliance with applicable Florida law, including the **No Patient Left Alone Act**, and applicable visitation requirements. Visitors will not be required to provide proof of vaccination or immunization status as a condition of visitation.

General Visitation

- Visitation is permitted **365 days a year between the hours of 9:00 a.m. and 9:00 p.m.**
- Visitation hours may be extended when appropriate, including for family members or other visitors traveling from out of town or when a resident’s circumstances warrant additional visitation.
- Visits may take place in the resident’s room, designated common areas, or appropriate outdoor areas of the facility.
- **Essential caregivers are permitted in-person visitation at Cape West for a minimum of two hours daily.**
- Residents are not limited in the number of visitors they may receive during the course of a day.
- To maintain a safe and comfortable environment, Cape West generally limits visitation to **no more than three visitors with a resident at one time.**
- Children are welcome to visit residents but must be appropriately supervised by an adult at all times.
- All visitors are required to sign in upon arrival and comply with reasonable facility safety, infection-control, privacy, and resident-care requirements.

Residents Leaving the Facility With Visitors

When a visitor takes a resident outside of Cape West, the visitor must notify facility staff before leaving.

The visitor must complete the applicable information in the visitor log, including:

- The visitor’s name and telephone number;
- The resident’s name;
- The approximate time of departure; and

License # 11886 4614/4616 SW 7th Place, Cape Coral, FL 33914

Admin # 239-540-7385 Owner # 239-839-8002

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- The anticipated time of return.

Providing a current telephone number is required so that Cape West can contact the individual accompanying the resident if necessary.

Visitors should notify staff when the resident returns to the facility.

Essential Caregivers

A resident may designate a family member, friend, guardian, or other individual as an **essential caregiver**.

Essential caregivers may provide companionship, emotional support, assistance, and encouragement to residents. This support may be particularly important in circumstances including, but not limited to:

- End-of-life situations;
- Major medical decisions or significant changes in a resident's condition;
- Emotional distress;
- Grieving the recent loss of a family member or friend;
- Providing encouragement or assistance with eating or drinking when such support was previously provided by a family member or caregiver;
- Helping a resident maintain communication, social interaction, and engagement with others; and
- Other circumstances in which the presence of an essential caregiver supports the resident's emotional or physical well-being.

Cape West will make reasonable efforts to facilitate essential caregiver visitation while protecting the health, safety, privacy, and rights of all residents.

Visits From Other Facilities, Providers, and Professional Representatives

Representatives of other facilities, healthcare organizations, service providers, or other businesses who wish to visit a Cape West resident should follow these guidelines:

- When reasonably possible, please have the resident or family member notify Cape West **at least 24 hours in advance** of the planned visit.
- Professional or business-related visits should be coordinated with the Administrator or Manager when appropriate.
- Upon arrival, professional representatives should identify themselves to staff and may be asked to provide a business card or other professional identification.
- Representatives should limit their interaction to the resident they are visiting unless permission has been provided to interact with another resident.
- Conversations involving a resident's personal, medical, financial, or other confidential information should be conducted privately and in a manner that respects the resident's privacy and dignity.

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Cape West appreciates the cooperation and communication of residents, families, visitors, caregivers, and outside professionals in helping us maintain a welcoming, safe, and respectful environment for everyone.

Cape West Assisted Living Facility

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AL License #11886

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