

## NORWOOD ASSISTED LIVING INC

### POLICY AND PROCEDURES

#### NO PATIENT LEFT ALONE

The following is the Policy adopted by this facility as directed by SB 988, No Patient Left Alone Act, signed into law by Governor DeSantis on 6 April 2022.

SB 988 guarantees Florida families the fundamental right to visit their loved ones who are receiving care in hospitals and long-term care facilities.

#### Policy:

SB 988 states health care facilities must allow in-person visitation in all the following circumstances, unless the resident, client, or patient objects:

- End of life situations
- A resident, client, or patient is making one or more major medical decision
- 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 provided by a family member or caregiver
- A resident, client, or patient who used to talk and interact with others is seldom speaking

Additionally, SB 988 allows a resident, client, or patient the option to designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver. The provider must allow in-person visitation by the essential caregiver for at least 2 hours daily in addition to any other visitation authorized by the provider.

At times there may be circumstances which restrict Resident visitation, such as pandemic flu or presence of infectious diseases which may require isolation. No Patient Left Alone Act requires NORWOOD Assisted Living Facility to implement policy that allows a Resident to have in-person visits by an Essential Caregiver during these circumstances. During this period, Norwood AIF allows a resident the option to designate a visitor who is a family member, friend, guardian, or other individual as an Essential Caregiver. This does not require an Essential Caregiver to provide necessary care to a resident of Norwood ALF, and may not require an Essential Caregiver to provide such care.

#### Procedures:

Norwood Assisted Living, requires the following procedures to comply with the Act.

Before in-person visitation, all Essential Caregivers must adhere to the following procedures:

- Sign in upon entering the facility before interacting with any staff and residents.
- Follow the facilities Policy and Procedures on Infection Control, PPE and screening requirements which includes temperatures and/ or a questionnaire about health status.

Visitation hours will be 9 a.m. to 9 p.m. Any visitation outside of those hours will be considered upon request to the Administrator. During these hours, in-person visitation by the Essential Caregiver is allowed for at least 2 hours in addition to any other visitation authorized by the Administrator.

While minimizing physical contact and social distancing may be encouraged to limit exposure, consensual physical contact between a resident and Essential Caregiver is NOT prohibited.

Norwood ALF takes our commitment to the wellbeing of our Residents seriously, and this includes the Resident's right to visitation with their family. If you or loved one have been met with resistance from an employee of Norwood AIF when attempting to visit with loved ones, you may file a complaint with the Agency of Health Care Administration for further review and action. Submitting this complaint online may assist the Agency in expedition review with the goal of swift resolution. Go online to [www.ahca.myflorida.com/visitation](http://www.ahca.myflorida.com/visitation). If you prefer to make this complaint via phone, the Agency has established a dedicated phone line for visitation complaints at 888-775-6055. If you have any questions or comments regarding this policy, please contact the Administrator of Norwood ALF at 407-715-7845