



OUR ADDRESS

4104 Foxtail Court
Kissimmee, FL 34746

*Proudly serving the
Kissimmee community.*



COMPASSIONATE CARE
SANCTUARY, LLC



OUR MISSION

To provide compassionate, high-quality care in a safe, loving, and respectful environment where residents are treated like family and live with dignity, purpose, and peace of mind.

VISITATION POLICY & PROCEDURES

Effective Date: 7/2026 | Review Date: 7/2027 | Approved By: Administrator

Compassionate Care Sanctuary (CCS) recognizes that maintaining relationships with family members, friends, clergy, healthcare professionals, advocates, and other loved ones is essential to every resident's emotional, spiritual, and physical well-being. This policy is in accordance with Sections 408.823 and 429.28(1)(d), Florida Statutes.



1. GENERAL VISITING HOURS

- Residents may receive visitors every day between 9:00 a.m. and 9:00 p.m., at a minimum.
- Compassionate Care Sanctuary welcomes visitors beyond these hours whenever clinically appropriate or requested by the resident.
- Visitors are encouraged to coordinate visits after 9:00 p.m. with facility staff to avoid disturbing other residents.
- Residents have unrestricted rights to privately communicate with any person of their choice, receive unopened mail, send unopened correspondence, access a telephone, and communicate privately.



2. NUMBER OF VISITORS

- There is no minimum or maximum number of visitors established by Compassionate Care Sanctuary.
- For resident comfort and safety:
 - Staff may recommend limiting the number of visitors present in a resident's room at one time when space limitations or safety concerns exist.
 - Larger family gatherings may be accommodated in common areas whenever possible.
 - Restrictions will only be implemented when necessary to protect resident safety or comply with emergency orders.



3. INFECTION CONTROL & VISITOR EDUCATION

Visitors will receive education regarding:

- Proper hand hygiene
- Respiratory etiquette
- Cough and sneeze precautions
- Appropriate use of personal protective equipment (PPE)
- Symptoms of communicable diseases
- Facility infection prevention practices
- Procedures during outbreaks or public health emergencies

Educational materials may be provided verbally or in writing upon arrival.



4. VISITOR SCREENING

To protect residents from communicable diseases, visitors may be screened for symptoms of illness.

Screening may include:

- Questions regarding current symptoms
- Observation for signs of illness
- Exposure history when appropriate

Visitors who have symptoms consistent with a communicable disease may be asked to:

- Wear appropriate PPE
- Delay visitation
- Visit outdoors
- Participate in alternative visitation methods if necessary

These measures apply broadly to all communicable diseases, including newly emerging infectious diseases, in accordance with Florida law and current public health guidance.



5. PERSONAL PROTECTIVE EQUIPMENT (PPE)

When clinically indicated or recommended by public health authorities, visitors may be requested to wear:

- Face masks
- Gloves
- Gowns
- Eye protection

Facility staff will provide instruction on proper use of PPE.

PPE requirements will be based upon resident medical condition, current communicable disease risks, public health recommendations, and facility infection prevention protocols.



6. VACCINATION STATUS

Compassionate Care Sanctuary will not require visitors to provide proof of vaccination or immunization status as a condition of visitation.

Visitors shall never be compelled to disclose vaccination information.



7. PHYSICAL CONTACT

Residents and visitors may engage in consensual physical contact, including hugging, holding hands, embracing, and touching unless temporary infection prevention precautions require otherwise to protect the health and safety of residents.



9. RESIDENT RIGHTS

Residents retain the right to:

- Choose who may visit
- Refuse visitors
- End a visit at any time
- Receive visitors in private
- Communicate freely with persons of their choice
- Maintain dignity, privacy, and confidentiality



8. REQUIRED IN-PERSON VISITATION

Consistent with Section 408.823(2)(c), Florida Statutes, in-person visitation shall always be permitted under the following circumstances unless the resident objects:

- End-of-life situations
- A resident who was living with family before admission
- A resident who is struggling with change or experiencing emotional distress
- A resident making one or more major medical decisions
- A resident experiencing weight loss or dehydration due to lack of family encouragement
- A resident who requires emotional support
- A resident whose family or caregiver is assisting with activities of daily living
- Any other situation where visitation is necessary to maintain the resident's health and well-being



10. STAFF RESPONSIBILITIES

All staff members shall:

- Respect resident visitation rights
- Promote meaningful visitation
- Educate visitors regarding infection prevention
- Assist visitors with PPE when necessary
- Document visitation concerns when appropriate
- Ensure residents' privacy is maintained
- Report any barriers to visitation to the Administrator



11. PERSON RESPONSIBLE FOR POLICY COMPLIANCE

The Administrator (or designee) is responsible for:

- Ensuring staff compliance with this policy
- Providing ongoing education to staff
- Monitoring adherence to infection prevention practices
- Reviewing visitation concerns
- Updating this policy to comply with changes in Florida law or public health guidance



12. SPECIAL CIRCUMSTANCES

Visitors shall conduct themselves respectfully toward residents, staff, and other visitors.

The facility may limit or terminate a visit only when necessary to protect resident safety, resident privacy, infection control, facility operations, or the rights of other residents. Such actions shall be individualized and documented when appropriate.

Where Compassion Meets Comfort, and Every Resident Feels at Home.