

POLICY NAME	VISITATION
CATEGORY:	OPERATIONS
EFFECTIVE DATE:	FEBRUARY 2026
POLICY OWNER	VICE PRESIDENT OF OPERATIONS
REVISION DATE	JULY 2026
APPLIES TO:	ASSISTED LIVING, MEMORY CARE

PURPOSE:

To promote resident rights, family involvement, emotional well-being, and safe visitation while ensuring compliance with applicable Florida Assisted Living Facility requirements. This policy applies to all Assisted Living communities under the RSR Senior Residences umbrella, including, but not limited to, The Residences at Miami, Seasons Gardens, Coral Plaza, Lenox on the Lake, and Majestic Memory Care.

POLICY DETAIL:

RSR Senior Residences supports open and flexible visitation without established visiting hours. Residents have the right to receive visitors of their choice at any time, consistent with their preferences and rights. Visitation may be reasonably limited only when necessary to protect the health, safety, privacy, and well-being of residents, staff, and community operations.

POLICY ADMINISTRATION:

The Executive Director of each RSR community or their designee is responsible for overseeing implementation of and staff compliance with this visitation policy and related procedures.

PROCEDURES:

1. Open Visitation

- Visitation is permitted at any time based on resident preference.
- Visits should not interfere with resident care, resident rest, or the rights of others.

2. Visitor Guidelines

- Visitors must sign in and out upon arrival and departure.
- Visitors must follow infection control practices communicated by RSR.
- Visitors must respect the privacy, dignity, and rights of residents.
- Visitors are encouraged, but not required, to postpone their visit if they have a known contagious illness or symptoms of a contagious illness that could pose a direct health and safety risk to residents.
- Visitors are encouraged, but not required, to bring personal protective equipment (PPE), such as a face mask, if they wish to wear PPE during their visit or if doing so may help reduce the potential spread of illness.

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3. Resident Rights

- Receive visitors at any time.
- Refuse visitors.
- Have private visits.
- Designate one or more essential caregivers in accordance with applicable law.
- Engage in consensual physical contact with visitors, subject to the residents' preferences and reasonable health and safety considerations.

4. Visitor Restriction by Resident or Legal Representative

- Approve or deny specific visitors.
- Establish conditions or preferences for visitation.
- Request privacy or no visitation.
- The community will honor the resident's expressed wishes in accordance with applicable law.

5. Essential Caregivers

- Residents may designate one or more essential caregivers.
- Essential caregivers may visit consistently with applicable law and resident rights.
- Essential caregivers may assist with care.

6. Visitor Education and Infection Prevention

To help protect residents, visitors, staff, and the community, RSR may provide visitors with information regarding infection prevention practices, including:

- Proper hand hygiene and handwashing.
- Respiratory etiquette and measures to reduce communicable illness.
- Appropriate use of PPE when voluntarily utilized by visitors.
- Infection prevention measures recommended by public health authorities or RSR.

7. Infection Control and Restrictions Disclosure

- Essential caregivers continue to be permitted access consistent with applicable law and resident rights.
- RSR will not require proof of vaccination or immunization as a condition of visitation.

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- When a resident is experiencing an infectious illness, the community may communicate recommended precautions while preserving visitation rights.
- RSR may be required, from time to time, to amend these procedures at the recommendation or instruction of public health authorities in order to prevent the spread of illnesses that could pose a direct health and safety risk to residents.

8. Special Circumstances

- End-of-life visits are always permitted.

9. Children and Pets

- Children are permitted with supervision.
- Pets may visit with approval and current vaccination documentation.

10. Visitor Conduct

- Visitors may be restricted if disruptive, unsafe, or non-compliant.

11. Communication

- RSR will communicate visitation updates to residents and families.