

[Name of Facility: Version for Managed Residential Communities]

Essential Support Persons and Visitation Policy					
<i>Date Implemented:</i>		<i>Date Reviewed/ Revised:</i>		<i>Reviewed/ Revised By:</i>	

Residents may designate a primary and secondary support person to have access to the resident in accordance with rules established by the Connecticut Department of Public Health to provide essential support as reflected in the resident’s person-centered plan of care. The facility shall allow for visitation to take place in the facility in accordance with resident rights and shall permit resident access to designated primary and secondary essential support persons in the event of visitor restrictions due to federal or state requirements or guidance, as directed by the Connecticut Department of Public Health

I. Definitions

A. “Primary essential support person” means a person designated by a resident, or a resident representative, who may have access to the resident in accordance with the rules set by the Commissioner of Public Health to provide essential support as reflected in the resident’s person-centered plan of care;

B. “Essential support” means support that includes, but is not limited to, (A) assistance with activities of daily living, and (B) physical, emotional, psychological and socialization support for the resident;

C. “Secondary essential support person” means support a person designated by the resident, or resident representative, to serve as a backup to a primary essential support person;

D. “Person-centered plan of care” means a care plan for a resident developed by a resident or resident representative in consultation with the multi-disciplinary team that focuses on the resident’s physical, emotional, psychological and socialization needs and shall include primary essential support person or secondary essential support person if designated by a resident;

E. “Department” means the Connecticut Department of Public Health;

F. “Representative” means: (1) a court appointed health care representative such as a conservator-of-the-person; (2) “health care representative” as defined in chapter 368w of the Connecticut General Statutes; (3) designation of a person for

decision-making and certain rights and obligations pursuant to section 1-56r of the Connecticut General Statutes; or (4) if such representative has not been legally appointed or designated, means the resident's representative, such as a guardian who makes health care decisions on the resident's behalf or a resident-selected representative who participates in making decisions related to the resident's care or well-being, including but not limited to, a family member or an advocate for the resident with the resident determining the role of the representative to the extent possible.

II. Visitation

A. Resident right to visitors: To support the resident's health, safety and well-being, the facility shall permit a resident to have visitation from any individual designated by the resident.

B. Visitation Policies and Protocols: The resident and visitor shall follow all policies and protocols implemented by the facility for visitation. Such policies and protocols shall be provided directly to the visitor, electronically or in writing, and shall be posted at visitor entrances.

C. Visitor Failure to Adhere to Facility Policy/Protocols: The facility may ask the resident to leave if a visitor is not adhering to the policies or protocols implemented for visitation, or is endangering the health, safety, or welfare of the resident or other residents or staff.

D. Resident's Personal Care, Home Care, Hospice Providers: Any individual hired by the resident or the resident's representative to provide personal care or home health or hospice services to the resident shall follow the same policies and protocols as facility staff.

III. Primary and Secondary Essential Support Persons

A. A resident may elect to designate two individuals, one who may act as a primary and one who may act as a secondary essential support person, as part of their person-centered plans for care.

B. Such designated primary and secondary essential support persons shall not be considered visitors for purposes of any Department guidance that limits visitation in a facility to protect the health, safety, and welfare of the residents.

C. If a resident is unable to select a primary or secondary essential support person, the resident's representative can make the designation.

D. The resident may appoint their primary or secondary essential support person to provide input in the development, implementation or any revisions to the resident's comprehensive care plan.

E. If, during a public health and civil preparedness emergency, declared by the General Assembly or by the Governor, pursuant to section 19a-131a and 28-9 of the Connecticut General Statutes, any state or applicable federal requirements and guidance restricts the access to residents, at such time, the primary or secondary essential support person shall have access to the resident not less than twelve hours per day, provided such access shall not endanger the health or safety of the resident or other residents. The primary or secondary essential support person shall follow any applicable state or federal requirements and guidance. If end of life care is taking place for the resident, the primary or secondary essential support person shall have unrestricted access.

F. In order to be designated a primary or secondary essential support person, such individuals shall follow the same safety and infection control protocols, currently in place, for facility staff. The facility staff shall provide the primary or secondary essential support person with any policies or protocols, or other necessary safety measures put in place by the facility for staff. No individual may be designated primary or secondary essential support person unless they can adhere to the facilities policies or protocols in place.

G. No primary or secondary essential support person shall be denied access to the resident unless the facility demonstrates that said person poses a danger to the health or safety of the resident or other residents, including the primary or secondary essential support person's ability to comply with any policies or protocols in place, or pending allegations of abuse, neglect, exploitation, misappropriation or abandonment. If such access is denied, the facility shall provide written justification to the primary or secondary essential support person, electronically or in writing via certified mail, within twenty-four hours of the denial of access. The justification shall include, but not be limited to the reason for denial.