



PROMISE POINTE

— At Tampa Oaks —

Visitation Policy

- A. Normal visiting hours are from 8 a.m. until 10 p.m., except in emergencies. Outside those hours are only approved with proper notice to and approval by Community management. Visitors must arrive during Concierge hours – Monday through Friday 8a-8p and Saturday through Sunday 8a-6p – for accessibility into the building. Residents may provide access through the doors for his/her visitor only during visitation hours.
- B. When a Resident leaves and/or returns to the premises, Resident should sign in/out in the Resident Log (“sign in/out book”) at the Concierge desk and include the date and time of departure and/or return.
- C. Our Community reserves the right to quarantine the building if a doctor or other qualified health professional feels it is in the best interests of our residents during any type of epidemic or what may appear to be an epidemic.
- D. Our Concierge, identifiable by name tag, shall be responsible for ensuring staff and visitors adhere to our Community policy.
- E. Visitors are expected to:
 - Visit during visiting hours only, unless an exception is granted by Community management.
 - Sign in/out in the Visitor Log at the Concierge desk.
 - Respect Resident’s wishes regarding physical contact.
 - Treat all residents with respect and consideration in a socially acceptable manner, according to the preferences of the Resident.
 - Treat all staff with respect and be considerate of staff time and duties.
 - Visit within the building or Resident’s apartment, at Resident’s discretion.
 - Adhere to Community’s Facial Covering (Mask) Policy.
 - Adhere to quiet hours, which are between the hours of 9p and 8a, in all hallways and common areas to prevent disturbing other Residents.
- F. When visiting a specific Resident in quarantine, visitors are expected to:
 - Limit visitation to necessary visits only, within the guidelines of *No Patient Left Behind* (see Item J below.)
 - Wear PPE provided at the Resident’s apartment entry, to include but may not be limited to face mask, gown, gloves and/or face shield.
 - Dispose of PPE in the trash can provided outside the Resident’s apartment when leaving.
- G. When visiting for the purpose of taking the Resident from our Community, visitors are expected to:
 - Make staff aware of your plans.
 - Appropriately fill out the Resident Log (“sign-in/out” register) maintained by our Community at the Concierge desk.



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- Accept responsibility and liability for the Resident, which includes but is not limited to any medication or personal care needs the Resident may have until the Resident returns.
- Return the Resident to our Community at the specified time or call the Community to make someone aware of any change in plans.

H. All staff is expected to:

- Treat visitors with respect and appreciation.
- Be helpful with information that is consistent with resident laws of confidentiality.
- Assist the visitor and Resident with any needs of the Resident.
- Immediately report any disrespectful, discourteous, abusive or dangerous behavior by a visitor that is witnessed by the staff to the supervisor/lead.

I. Facility management reserves the right to restrict visitation of outside visitors who:

- Routinely visit at an unreasonable hour to the extent that it disrupts the routine of residents.
- Act abusively or in any manner construed as threatening to any resident or staff member.
- Are drunk or disorderly.
- Bring a gun or other weapon or item onto the premises that could be harmful to residents.

J. *No Patient Left Behind*

- Effective with the signing of SB 988 by Governor Ron DeSantis, at all times, including during a Community lockdown, in-person visitation shall be allowed in all of the following circumstances, unless the Resident objects:
 - End-of-life situations.
 - A Resident previously living with family before being admitted to our Community is struggling with the change in environment and lack of in-person family support.
 - A Resident is making one or more major medical decisions.
 - A Resident is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
 - A Resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
 - A Resident who used to talk and interact with others is seldom speaking.



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Additionally:

- A Resident may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver. Our Community will then allow in-person visitation by the essential caregiver for at least two (2) hours daily in addition to any other visitation authorized by us.

K. Education for visitors:

- Should you need assistance with the donning (putting on) of any PPE, please ask our Concierge.
- Should you desire to take any online training course(s) regarding Infection Control, Alzheimer's Disease or relative topics of interest, please see the Administrator's Assistant.