



# PROMISE POINTE

— At Tampa Oaks —

## Visitation Policy

---

- A. Normal visiting hours are from 8 a.m. until 10 p.m. except in emergencies and, then, only with proper notice to and approval by Community management. Visitor must arrive during Concierge hours – Monday through Friday 8a-8p and Saturday through Sunday 8a-6p to allow for screening.
- B. When a resident leaves and/or returns to the premises, resident should sign in/out in the Resident Log at the Concierge desk and include the date & 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 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:
  - Be screened at the entry by the Concierge to include taking of temperature, acknowledgment of no signs/symptoms of COVID-19 or other communicable disease(s).
  - Sign in/out in the Visitor Log at the Concierge desk.
  - Wash or sanitize hands after screening.
  - Respect Resident’s wishes regarding physical contact.
  - Wear a mask at all times while within any common area of the Community. It is the resident’s discretion whether to wear a mask within his/her own apartment, except within a shared unit where discretion is only allowed within the bedroom areas, unless all occupants are in agreement as to whether masks are to be worn in the common living area of their apartment.
  - 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 resident’s apartment. There is no visitation allowed in the common areas.
  - Adhere to all Personal Protective Equipment (PPE) rules posted to minimally include wearing a face mask.
  - 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, except face mask, in the trash can provided outside the Resident’s apartment when leaving.



# PROMISE POINTE

— At Tampa Oaks —

## Visitation Policy

---

- G. When visiting for the purpose of taking the resident from our Community, visitors are expected to:
- Make staff aware of their plans.
  - Appropriately fill out the Resident Log (“sign-in/out” register) maintained by our Community at the Concierge desk.
  - Accept responsibility and liability for the resident and 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 facility to make them 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.
  - Report immediately to the supervisor any disrespectful, discourteous, abusive or dangerous behavior by a visitor that is witnessed by the staff.
- 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.



PROMISE POINTE

— At Tampa Oaks —

## Visitation Policy

---

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.
- Please do not touch any liquid of which
- 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.