



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.
- B. When a resident leaves the premises, either the resident or their responsible party is required to sign a release form which relieves the facility of responsibility during the time the resident is away from the facility; and the release should include the date & time of departure, name & telephone number of the responsible person, and the expected time of return.
- C. The facility 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. Family members, friends and the Community are encouraged to visit the facility at any reasonable hour, preferably between 8 a.m. and 10 p.m., but must arrive within Concierge hours to be screened for entry.
- E. Visitors are expected to:
 - 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.
 - Adhere to all Personal Protective Equipment (PPE) rules posted.
- F. When visiting for the purpose of taking the resident from the facility, visitors are expected to:
 - Make staff aware of their plans.
 - Appropriately fill out the "sign-out" register maintained by the facility.
 - 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 the facility at the specified time or call the facility to make them aware of any change in plans.
- G. All staff is expected to:
 - Treat visitors with respect and appreciation.
 - Be helpful with information that is consistent with resident laws confidentiality.
 - Assist the visitor and resident with any needs if the resident is
 - Report immediately to the supervisor any disrespectful, discourteous, abusive or dangerous behavior by a visitor that is witnessed by the staff.
- H. 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.