

Visitation Policy

Policy: Heritage Oaks Oaks of Englewood may permit residents to have visitors in Outdoor and/or Indoor settings in accordance with the guidelines as set forth.

Procedure:

1. Florida assisted living communities must allow in-person visitation in all the following circumstances, unless the resident objects:
 - a. End-of-life situations.
 - b. A resident who was living with family before moving into the community and is struggling with the change in environment and lack of in-person family support.
 - c. The resident is making one or more major medical decisions.
 - d. A resident is experiencing emotional distress or grieving the loss of a friend or family member.
 - e. A resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
 - f. A resident who used to talk and interact with others is seldom speaking.
2. The resident may designate at least four visitors. Additional visitors may be allowed upon request and approval of the Executive Director.
3. The resident is not required to designate an essential caregiver. Providers may not require an essential caregiver to provide such care.
4. Residents have the right to consensual physical contact with visitors they designate.
5. The community will publicly post their Visitation Policy in an easily accessible format on the home page of their website.
6. These policies shall outline hours for visitation, infection control and education policies for visitors, and additional health or safety procedures that visitors are subject to.
7. Providers are authorized to request a visitor to agree to the policy and procedures in writing. However, the policy and procedures may not be more stringent than what is required for their associates.
8. The community may not require visitors to submit proof of any vaccination or immunization.
9. The Executive Director or designee is responsible for ensuring that staff adhere to the policies and procedures.



Visitation Hours:

1. Visitors must sign in upon entering the community and before interacting with any associates, residents, family or friends.
2. Residents may have visitors 24-hours a day unless the visitations infringe upon the rights of other residents including resident right to a peaceful environment. Residents may visit with any person of his or her choice, at any time between the hours of 9:00 a.m. and 9:00 p.m. at a minimum.

Infection Control:

1. Personal protective equipment (PPE) will be provided as recommended by Centers for Disease Control, state, and local guidance. PPE may include but is not limited to masks, gowns, gloves, face shields, and shoe covers. Community associates will provide directions and education on the proper use of PPE.
2. This section does not require an essential caregiver to provide necessary care to a resident, client, or patient of a provider, and providers may not require an essential caregiver to provide such care.

