THE BLAKE AT VIERA

VISITATION POLICY

The Visitation Policy is designed to promote residents, visitors and employee safety and compliance with applicable laws and regulations. The Community does not restrict visitation.

As per Florida Statute 408.823, The Executive Director is responsible for ensuring that staff adhere to the policies and procedures.

General Guidelines:

1. Residents can visit with any person of his or her choice, at any time between the hours 9:00am and 9:00pm at a minimum.
2. There is no limit on the number of visitors allowed per visit.
3. Hand sanitizer is available for staff, visitors and residents throughout the community and encouraged to practice hand hygiene before and after resident visitation.
4. Visitors are not required to submit proof of any vaccination or immunization.
5. Consensual physical contact between a resident and the visitor is allowed.

Essential Caregivers:

A resident or their responsible party may designate anyone they chose as an Essential Caregiver. There are no limits on the number of identified Essential Caregivers per resident.

Special Circumstances:

In the event a State Agency might require restriction, the Essential Caregiver will be allowed in all the following circumstances, unless the resident objects:

1. End of life situations
2. A resident who was living with family before moving into the community is struggling with the change in environment and lack of in-person family support.
3. The resident is making one or more major medical decisions.
4. A resident is experiencing emotional distress.
5. A resident is grieving the loss of a friend or family member who recently died.

6. A resident needs queueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
7. A resident, client or patient who used to talk and interact with others is seldom speaking. During these times, visits must be conducted in the resident's room.

Community Access Procedures:

- Upon arrival check in at the front desk.
- Sign in and out on the Visitor Log.
- Visitors will be instructed and given the Visitation/Infection Control guidelines.

The Blake at Viera our commitment to the wellbeing of our Residents seriously, and this includes a resident's right to visitation with their family. If you or your loved one has been met with resistance from a hospital, hospice, or long-term care facility, when attempting to visit loved ones, you may file a complaint with the Agency for Healthcare Administration for further review and action. Submitting this complaint online may assist the Agency in expediting review with the goal of swift resolution. If you prefer to make this complaint via phone, the Agency has established a dedicated phone line for visitation-related complaints 888-775-6055. The link to the complaint portal is HCF Complaint Form | AHCA - Health Care Facility Complaint Form (myflorida.com).