

VISITOR POLICY – ARBOR TERRACE COOPER CITY

Updated March 2026

Process Owner: Executive Director and Resident Care Director

Purpose

To establish guidelines that ensure residents of the Assisted Living Facility can receive visitors in accordance with Florida law while maintaining a safe, secure, and respectful environment for all residents, visitors, and staff.

Policy

Residents have the right to receive visitors of their choosing at reasonable hours and in a manner that does not infringe upon the rights, safety, or well-being of other residents. The community shall support resident autonomy and maintain visitation practices consistent with the Florida Resident Bill of Rights.

Visitation shall not be restricted except when necessary to protect the health, safety, or rights of residents or staff, or when ordered by the resident or a legally authorized representative.

Definitions

Visitor – Any person visiting a resident including family members, friends, clergy, advocates, healthcare providers, or other individuals invited by the resident.

Reasonable Hours – Hours that accommodate resident routines, safety, and facility operations, while allowing residents meaningful access to visitors.

Procedure

Resident Right to Visitors

Residents have the right to receive visitors of their choosing at reasonable hours; deny or withdraw consent for visitation at any time; have private visits with family members, friends, clergy, and advocates; and communicate freely with individuals inside or outside the community.

General Visiting Hours

Suggested visiting hours are Daily: 8:00 a.m. - 8:00 p.m.

Visitors outside of these hours may be accommodated with staff approval if requested by the resident.

Visitor Access

Visitors may meet with residents in resident rooms, designated visiting areas, dining or activity areas, or outdoor areas. Private space shall be provided upon request when available.

Visitor Conduct Expectations

Visitors are expected to respect the rights and privacy of all residents, follow community safety and infection control practices, refrain from disruptive, abusive, or unsafe behavior, and comply with staff directions related to safety and resident care.

Restrictions on Visitation

Visitation may be limited or restricted at the request of the resident; when a visitor poses a threat to health or safety; during infectious disease outbreaks when required by public health authorities; if a visitor is intoxicated, disruptive, or abusive; or when a court order restricts contact.

Infection Control Measures

Visitors may be asked to follow infection control practices including hand hygiene, use of personal protective equipment when appropriate, and avoiding visits when experiencing symptoms of illness.

Resident Privacy

Staff shall ensure resident privacy and dignity during visitation and may request visitors temporarily step out during personal care, medical treatments, or medication administration unless the resident requests the visitor remain present.

Documentation

Any limitation or restriction of visitation shall be documented, including the reason for restriction, duration of restriction, resident notification, and authorization by administration when applicable.