Belmont HOUSE

SUBJECT:	Visitor Policy		
VOLUME:	Volume 5 - Occupational Health and Safety		
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PURPOSE:
To protect staff and visitors alike, by monitoring their activities.

POLICY:
  1. All 3rd parties are considered visitors. This includes:

     A. Spouses, family members, friends and acquaintances of residents or tenants.
     B. Companies onsite to provide services to the Company
     C. Companies onsite to provide services to Tenants and Residents
     D. Parties here for an appointment with a staff member
     E. Job Candidates onsite to attend an interview
     F. Private Duty Nurses
     G. Students
     H. Volunteers
     I. Visiting Medical Professionals
     J. Any other party listed above.

     Visitors must sign in the visitor login book when arriving. Private Duty Nurses, students, and volunteers will sign in the applicable sign in binder.

     In the event of an emergency, this information will be used by Belmont House and/or emergency services to ensure all parties within the Home remain safe. Refusal to sign will not be tolerated and the visitor will be asked to leave the premises.

  2. Belmont House will accommodate all visitors with disabilities during their visit to the Home. They may obtain immediate assistance from Front Desk when they first enter the Home or they can obtain a copy of the Accessibility at Belmont House policy for further details from Front Desk, the external website or by mail. Feedback forms are available as well for those that wish to provide comments.

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Visitors are allowed to visit the Home with:

- A guide & service dogs or service animals.
- Support Person (and or may ask Belmont House for assistance from an employee during the visit).
- Assistive Devices brought by them or supplied by Belmont House. Please note wheelchairs, walkers, and canes are available upon request from Belmont House at Reception for visitors and must be returned at the end of the visit.

For more information, please refer to Policy "ACCESSIBLE CUSTOMER SERVICE POLICY".

3. Visitors to Belmont House must abide by the safety rules and when required, wear personal protective equipment.

4. Visitors must follow the directions of Belmont House representatives and remain in designated areas.

5. Visitors must immediately report any unusual occurrences or conditions to a Belmont House representative.

6. If an incident or accident occurs, an incident report must be filed immediately. The visitor will notify the Front Desk, the Nurse in Charge on the floor or any other employee present in order to start the process.

7. If an emergency occurs, Front Desk is responsible for checking the sign in binder to determine if a visitor with an individual emergency accessibility plan is in the building. If so, Front Desk will contact Human Resources (during business hours) or the Registered Nurse in Charge to ensure they receive the appropriate assistance.

8. For parties where there will be over 40 external people attending, Front Desk will staff a 2nd person to assist with security. Each visiting guest must sign in/out at the Front Desk and wear a special event visitor badge.

9. Visitors are prohibited from using Belmont House equipment, vehicles and machinery. This excludes contractors, sub-contractors and maintenance personnel. It is imperative that visitors abide by the Belmont House Health & Safety policies.

10. All requests by 3rd parties who enter the premises to use the washroom and are not visiting a resident or tenant will be denied entry. Belmont House is a private facility and is not open to the public (no exceptions).

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11. Job applicants that are dropping off a resume can do so at the Front Desk. They will not be permitted to sign in and enter the building unless they have an appointment with Human Resources.

PROCEDURE:

1. West entrance is closed after 4 p.m. daily and on weekends. The only exception is parties that have received prior approval from Management to be let into the building due to extenuating circumstances (example – health reasons).

2. On arrival all visitors will:

   A. Identify who they are, who they are visiting and/or the nature of their visit.

      If a third party is here to provide a service for a tenant, Front Desk should ask for the name of the tenant they are visiting and call the tenant to confirm before they are allowed to enter the building.

   B. Sign the Belmont House visitors' logbook located at the Main Entrance. This includes legibly writing their name, who they are visiting and the time they arrived. They will also sign out when they leave after their visit.

      Front Desk will observe visitors signing in/out at the Main Entrance to ensure they write down the required information.

      Front Desk Senior CSR will check the West Desk Binder weekly to ensure visitors are complying with signing in/out. Incidents of noncompliance will be reported to the Director, Human Resources

   C. Should a visitor refuse to sign in/out and they are a known family member/ friend of a resident or tenant, vendor, private duty, student or any other party, Front Desk will record their name and inform the Director, Human Resources and the applicable Department Head of the incident.

      Should a visitor refuse to sign in/out and they are not known to Belmont House and they cannot identify who they are visiting, they will be asked to leave immediately. Should they refuse to leave, contact immediately:

      Day Shift (Weekdays)
      - A member of the Senior Management Team
      - Director, Human Resources

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      <u>Evening/Weekend Shift</u>
- Nurse In Charge
- Evening Cleaner
- Senior Manager on Call (by phone)
- Director, Human Resources (by phone or email)

*Front Desk may call 9-1-1 at any time to deal with a 3rd party should their safety be at risk

An incident form will be completed to document the event.

D. Wear a visitor's ID badge. The ID badge will be obtained when the visit begins and returned when the visitor leaves the building. The number of the ID badge given to the visitor will be recorded in the logbook. If a visitor is here for a special event, they will receive a special events ID badge. Either badge type must be returned to front desk before the visitor leaves. If the badge is not returned to front desk, the visitor will be contacted and asked to return the badge as soon as possible.

Please note that if the Visiting Medical Professional has an ID badge of their own to wear which was provided to them by their employer/company they will not need to wear the ID tags provided by Belmont House; if not then they are to wear Belmont provided ID tags. They will still need to sign in and out at the Front Desk.

3. Any visitors who complain to the Front Desk will have the opportunity to put their complaint in writing. The Front Desk will ask the visitor for their full name before hearing the verbal complaint and taking notes.

The complaint will be forwarded to the Director, Human Resources before the Customer Service Representative leaves their shift. The Director, HR will review and respond to the complaint with assistance from the Senior CSR and applicable Department Head.

4. If an incident or accident occurs, Front Desk will notify the Nurse in Charge and an incident report must be filed immediately by the visitor. The visitor will record their name, number, information on what happened. If an injury has occurred, the Nurse in Charge will either provide first aid or 9-1-1 will be called.

Belmont House is not permitted to give any type of medicine to a visitor under any circumstance including Tylenol, Advil or any other drug that may be found in the building used for resident care.

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5. If an intruder enters the building,

    A. The following parties will be notified immediately:

    Day Shift (Weekdays)
    - A member of the Senior Management Team
    - Director, Human Resources

    Evening/Weekend Shift
    - Nurse In Charge
    - Evening Housekeeper
    - Senior Manager on Call (by phone)
    - Director, Human Resources (by phone or email)

    The Director, HR will notify the Chief Executive Officer.

    B. If the intruder is in the building and refuses to leave and/or the safety of the staff/residents are at risk, call 9-1-1 immediately.

    C. An incident report will be completed and forwarded to the Director, Human Resources and Chief Executive Officer.

    D. The Customer Service Representative will send a general email to the Front Desk Team to inform them of the incident and to provide a description of the intruder in case they return.

6. Visitors that require accommodation will be assisted by the Front Desk when they enter the Home. This includes Front Desk providing them with the applicable assistive device and ensuring they obtain it back before the visitor leaves.

    Should a visitor wish to file a complaint regarding the Accessibility Act of Ontario, Front Desk can tell them to lodge the complaint

    A. Verbally (Front Desk will write it down)
    B. On the Complaint Form to be provided from the kiosk
    C. Via the Belmont House Website (AODA Section)

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    D. By Telephone with a member of the Human Resources Department

7. The Dietary Department will notify Front Desk with at least one (1) weeks' notice that a party is occurring with 40+ external guests. If a 2nd Customer Service Representative cannot be scheduled to assist, another employee from Dietary or Administration may be asked to assist.

8. Resumes from 3rd parties will be put in the box of Human Resources.

DEFINITION:

Visitor: A person(s), other than a resident or tenant, temporarily entering the workplace and who may be admitted to areas generally off limits to the public. A visitor is usually on business or visiting a worker, resident or tenant.

REFERENCES:

- Accessibility for Ontarians with Disabilities Act, 2005

- Accessibility Standards for Customer Service, Ontario Regulation 429/07

- Ontario Human Rights Code, 1990

- Occupational Health and Safety Act

- Accident Investigation Policy

CROSS-REFERENCE:

Belmont AODA Program
Visitor Identification