

 <p>Caring, Innovation Respect, Accountability</p>	GUIDELINE		Ver. 9.0
	Subject: Visitors		Supersedes – 2018-02-07
Ratified by:	Senior Leadership Team	Effective: Ratified on:	2019-04-07 2019-04-09
Review Facilitator:	Vice President, Quality and Professional Practice	Originated on:	1987-09
Audience:	All Waypoint Staff, Patients and Visitors	Disclosure Status:	Open
Cross Reference:	See Cross References		

Purpose

To provide guidance to staff and visitors in ensuring a safe and welcoming environment at Waypoint Centre for Mental Health Care that align with Waypoint's mission, vision, values and recovery focused care

Policy

It is recommended that patient consent be obtained prior to visiting patients at Waypoint. Due to operational requirements, restrictions are sometimes necessary for clinical or security reasons.

A copy of the appropriate *Information to Visitors* (Regional or High Secure Provincial Forensic Programs) will be made available to each new visitor.

For all non-patient related visits, refer to the [Business Activities](#) policy.

Definitions

Family: A patient's circle of support that offers enduring commitment to care for one another, related biologically, emotionally, either culturally or legally. This includes those who the person with lived experience identifies as significant to their well-being.

Prohibited Items: Any item that is prohibited by law. Such items are not permitted on hospital grounds.

Restricted Items: Items that are permitted to be on hospital grounds but are restricted from access by patients until discharge.

Staff: For the purpose of this policy includes all Waypoint employees, medical staff,

consultants, contractors, students and volunteers in any building of the facility, including off-site locations (e.g. Outpatient Services and HERO Centre).

Visitor: Any individual who is not an on-duty staff member or patient/client of Waypoint.

GUIDING PRINCIPLES

General Visit Requirements

Prior to visiting Waypoint for the first time, visitors should contact the program/unit they are planning to visit for specific program information.

- Prohibited and restricted items are not to be brought to Waypoint. For more information, contact the program/unit.
- All visitors may be subject to screening, which may include walk-through metal detector and/or hand-held wand. Compliance with this protocol is necessary for entrance into clinical areas to ensure patient and staff safety.
- Without special permission, pets are not permitted on Waypoint campus. This restriction does not apply to authorized pet-therapy programs or to service animals (see [Service & Therapy Animals](#)).
- The waterfront is restricted to patient use during approved programming only.
- Under the Smoke Free Ontario Act, products creating smoke or vapour cannot be consumed on the grounds or in any building or vehicle on the hospital grounds (see [Tobacco/Smoke Free Environment](#) policy). Visitors are not to supply tobacco, vaping or flame- producing products to patients.
- To ensure the privacy of our patients, visitors wishing to take photos must make special arrangements with the social worker of the program/unit they are visiting prior to their arrival on campus. Picture taking devices (cameras and phones) are not permitted in patient care areas, unless pre-approved.
- All patients, clients, staff and visitors are encouraged to use unscented/low scented personal products while visiting the Waypoint Campus.
- Patients who are escorted to a general hospital for day surgery at the other hospital are not permitted non-pre-arranged visits. In the event that an unauthorized visitor arrives, they will be asked to contact Waypoint to speak with the appropriate personnel to arrange the visit.(e.g. the patient's social worker or clinical manager).
- No more than four (4) people may visit a patient at one time unless special arrangements are made in advance with appropriate staff
- Visitors are recommended to dress in a safe and comfortable manner appropriate to the setting where their visit is hosted.
- A locker will be provided to the visitors to store personal belongings during the visit or belongings may be returned to the vehicle of the visitor prior to the visit.

Visiting Hours

In general, visiting hours are from 0900 to 2000 hours daily throughout Waypoint. Visiting hours may vary on different programs/units. Visitors should contact the program/unit they are planning to visit to confirm specific visiting hours (where applicable), as there are activities and programs occurring throughout the day that patients may choose to attend.

Visiting with Children

Visitors under the age of 18 years of age (legal age of majority in the Province of Ontario) may visit a patient in hospital (on program/unit or off program/unit, provided they are accompanied by an adult 18+ years of age). Additional restrictions may be required for safety and security reasons at the discretion of the Program Director or delegate. Visitors are encouraged to contact the program/unit prior to arrival on campus.

Parents/supervising adults are to supervise their children at all times and are responsible for monitoring behaviour in all areas of the hospital. Waypoint is not responsible for any accidents or injuries incurred while visiting a patient.

Infection Prevention and Control Requirements

Visitors are strongly encouraged to use hand sanitizer or clean their hands (see [Hand Hygiene](#)) when entering and leaving both the hospital and patient areas. Individuals with a fever, cough, runny nose, sore throat, rash, vomiting, diarrhea or any other sign of a communicable disease should not visit the hospital until symptom free for at least 48 hours.

The hospital may restrict visits or implement provisions to promote safety in the case of an outbreak or risk of exposure.

If you are feeling unwell please delay your visit until you are feeling better.

Termination of a Visit:

Under the following circumstances, a visit may be restricted or discontinued:

- Perpetrated violence, including “bullying” behaviours, discrimination or harassment;
- No contact orders, as implemented by the courts;
- Risk of harm to the client/patient or visitor;
- Visitor’s behaviour adversely impacting the client/patient;
- Visitor refusing to comply with program/unit or service specific rules or procedures (e.g. knowingly bringing prohibited items);
- Patient or a visitor requests termination of the visit;
- Emergency code situations;

- Failure to produce personal identification; or
- Other identified safety and security risks.

Lawyers, Psychiatric Patient Advocates, and Clergy

Lawyers, the psychiatric patient advocate and clergy should notify the program/unit in advance of an anticipated visit so that appropriate arrangements can be made for the visit.

Requests are to be made through the client/patient's Social Worker and/or Clinical Manager in advance of the visit to the hospital. Clergy are encouraged to contact Waypoint Spiritual Care who will liaise with patients and program staff in making necessary arrangements, as well as assist in arranging faith-specific rites, rituals and ceremonies.

Visiting patients in the High Secure Provincial Forensic Programs

See procedures for visiting patients in the High Secure Provincial Forensic Programs.

Visiting patients in the Regional Programs

See procedures for visiting patients in the Regional Programs.

Cross References

[Educational Visits and Tours](#)

[Hand Hygiene](#)

[Mail and Parcel Handling – High Secure Provincial Forensic Programs](#)

[Mail and Parcel Handling – Regional Programs](#)

[Money & Transactions](#)

[Patient Possessions & Rooms – High Secure Provincial Forensic Programs](#)

[Routine Practices and Additional Precautions \(Infection Control\)](#)

[Service & Therapy Animals](#)

[Tobacco/Smoke Free Environment](#)

[Smudging and Ceremonies for Spiritual Purposes](#)

[Information for Visitors – High Secure Provincial Forensic Programs](#)

[Information for Visitors – Regional Programs](#)

Reference

[Occupational Health and Safety Act](#)

End of GUIDELINE

Keywords: Visitor Sign-In Process / Screening RFSP – 047; Visits to Patients 0012-OHS; Walk Through and Parcel Scanners S-89

Revised: **January 24, 2005 – Converted to Guideline 0012 from Policy # CC 2-150-01**
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