

Guest Conduct and Responsibility Policy/Release Agreement

The Family Accommodations Guest Rooms are owned and operated by Holland Bloorview Kids Rehabilitation Hospital (hereby referred to as “the Hospital”). This facility is a “home away from home” for families from out of town whose child(ren) are receiving active treatment at Holland Bloorview. In order to provide a safe environment, you must comply with the following **Stay and Admission Guidelines** and **Code of Conduct** and to sign the accompanying **Release Agreement**.

Definitions:

1. **Family:** Group of individuals including caregivers, guests and children accessing services at the Hospital
2. **Caregiver:** Legal guardian or designate who provides primary care to the client as identified by the Hospital and is also a Guest
3. **Guest:** An individual who is 16 years or older and staying overnight in Family Accommodations
4. **Child(ren):** An individual(s) who is/are between 30 months and 16 years of age and are registered with the client’s family or is a client of the Get Up And Go outpatient program
5. **Infant:** An individual who is under 30 months of age and accompanying parents
6. **Client:** An individual who is under 19 years of age and receiving treatment at the Hospital
7. **Visitor:** An individual, over the age of 16 years, visiting a currently registered Family Accommodations guest

I acknowledge and agree for myself and the other designated caregiver that:

Family Accommodations Stay and Admission Guidelines

1. **Priority Access Policy:** Holland Bloorview families of inpatients along with outpatient and day patient clients and their families and who live a minimum of 70 km away from the Hospital have priority access. Any residents who live within a 70 km radius of the Hospital do not qualify for bookings in Family Accommodations at this time.
2. **Children Staying in Family Accommodations:** Outpatient and day patient clients of the Hospital are permitted to stay in Family Accommodations. Siblings of outpatients and day patients are allowed to stay in Family Accommodations, the adult caregivers must be able to provide appropriate supervision at all times. Inpatient siblings up to 30 months and over 16 years of age are also permitted to stay. Inpatient clients are **not** allowed in Family Accommodations at this time.
3. **Check-in/Check-out Time:** Check-in time is **2:00 p.m.** You can check-in at any time after 2:00 pm, and preferably before 9:00 pm. **If you know in advance that you will not be able to arrive before 9:00 pm,** please email us at accommodation@hollandbloorview.ca . Check-out time is **11:00 a.m.** Rooms must be vacated and all personal belongings must be removed by this time. We are unable to extend this for any reason due to our Housekeeping schedule. Please return your room keys to Main Reception no later than **11:15 am** on your departure date. Lost and/or forgotten personal belongings may be stored in the Lost and Found at the Hospital’s Main Reception and its owners will be notified. Any Lost and Found items that are unclaimed after 30 days will be donated or disposed.
4. **Changes to Length of Stay:** Guests are responsible for immediately informing Family Accommodations staff if there are changes to the original booking and length of stay. In the event that guests need to leave early, scheduled room charges will apply unless Family Accommodations is notified. Changes to length of stay are subject to room availability and amount of advanced notice provided.
5. **Maximum Occupancy in a Guest Room:** Studio rooms can accommodate a maximum of three (3) overnight guests. Suite rooms can accommodate a maximum of five (5) overnight guests.
6. **Visitors:** Guests are not permitted to have visitors in the Family Accommodations or stay overnight at this time.

Code of Conduct

At Family Accommodations, we strive to create a communal living environment where everyone can feel safe, comfortable, and respected. We are committed to ensuring the health, safety, and security of everyone in Family Accommodations and preserving the amenities, furniture, and equipment that Family Accommodations provides. Accordingly, the following are the expectations and responsibilities of all guests and visitors:

- 1. Non-discrimination and harassment:** We do not condone any form of harassment, sexual harassment, joking remarks, bullying and/or other abusive conduct (including verbal, non-verbal and/or physical conduct) that demeans or shows hostility directed at another individual. We do not condone any form of conduct that creates an intimidating, offensive and/or disruptive environment for a family member, guest, child, visitor, staff, volunteer, and/or student; or unreasonably interferes with the Family Accommodations living environment.

Family Accommodations and the Hospital require that all guests and visitors engage in behaviors that are courteous, respectful, and considerate. The different perspectives, needs, and dignity of others must be respected. Please keep the volume of your conversations, entertainment, and other noise at a moderate level that does not disturb other guests, and please minimize hallway activities and conversations.
- 2. Smoking & Vaping:** Smoking tobacco and vaping (e.g. e-cigarettes) is prohibited in all areas of the Hospital including Family Accommodations. The Hospital is a non-smoking environment.
- 3. Alcohol:** The consumption and possession of alcohol is prohibited in all areas of the Hospital including Family Accommodations, the Hospital parking lot and patio areas. No one is permitted to enter or remain in Family Accommodations if they are under the influence of alcohol. The Hospital is an alcohol-free environment.
- 4. Recreational Cannabis:** The consumption (i.e. smoking, vaping, ingesting) and possession of cannabis is prohibited in all areas of the Hospital including Family Accommodations, and is prohibited in the communal outdoor spaces. Food items that contain cannabis cannot be prepared or stored in Family Accommodations or the Hospital. No one is permitted to enter or remain in Family Accommodations if they are under the influence of recreational cannabis.
- 5. Illicit Drugs and Substances:** Consumption and possession of illicit drugs is prohibited in all areas of the Hospital including Family Accommodations.
- 6. Violent Behavior and Weapons:** Violent behavior will not be tolerated in Family Accommodations and is grounds for immediate termination of a guest or visitors stay. This includes any act of intentional physical and/or verbal aggression against a family member, guest, child, visitor, staff, volunteer, and/or student. The possession and use of any weapons on Hospital property, including Family Accommodations, is strictly prohibited and is grounds for immediate removal.
- 7. Child Abuse:** Child abuse is not tolerated in Family Accommodations and proper authorities will be notified should abusive behavior be witnessed and/or reasonably suspected. Child abuse can be physical abuse, physical neglect, sexual abuse, and/or emotional maltreatment.
- 8. Safety and Security:** The safety and security of a family member, guest, child, visitor, staff, volunteer, and/or student is our highest concern. To support this, the communal areas of Family Accommodations are equipped with security cameras. Guests are provided with key card access to Family Accommodations and their room. This card is not to be provided to children or anyone not registered to stay in Family Accommodations.

The Hospital is equipped with smoke detectors and a universal fire alarm. Guests should review the emergency instructions posted on the back of the studio/suite door and emergency exit map displayed alongside the elevator on each floor.

9. **Privacy of Families and the Use of Social Media:** Guests must not disclose confidential information or use the names, photos, or other identifying characteristics of other guests or visitors without their expressed consent. This applies to the use of photos and information posted on social media sites such as Facebook, Twitter, Instagram, Snapchat, online blogs, and other shared sites.
10. **Cancellations and Grounds for Removal:** Family Accommodations has the right to revoke the guest's booking at any time prior to or during their stay in unforeseen and extraordinary circumstances. *Failure to comply with the above responsibilities and expectations could result in removal from Family Accommodations. Guests and visitors are encouraged to seek guidance from staff where clarification is needed.*

Building Services Policies, Access, and Repairs

1. **Maintenance:** As part of routine maintenance, Building Services may require access to Family Accommodations rooms. Should this occur, Building Services will always be accompanied by Housekeeping, Security or Family Accommodations staff unless there is an emergency.
2. **Animals at Accommodations:** Animals and/or pets are prohibited in Family Accommodations with the exception of service animals (such as guide dogs).

Room Equipment and Services

1. **Housekeeping:** As part of infection control and hygiene, Housekeeping staff will enter your room daily between **10:00 am–4:00 pm** to maintain room cleanliness (e.g. remove waste, remove soiled/wet towels placed in the basket provided). **In our commitment to environmentally-friendly practices, guests are strongly encouraged to reuse their towels by hanging them on the towel rack.** After a stay of more than six (6) consecutive nights, Housekeeping will complete a full cleaning; fresh bed linen and towels will be provided, and the floors and washroom will be cleaned. This full cleaning will continue on a weekly basis for the duration of your stay. If you require additional housekeeping services, please call x3340 during regular hours or, after hours, please call Main Reception by dialing '0' on your room phone and wait for assistance.
2. **Cleanliness:** Guests are responsible for cleaning and tidying their own bedrooms and bathrooms, and cleaning up after using the communal areas and kitchen.
3. **Equipment Loan:** Family Accommodations can loan a commode chair, cot, crib, shower chair/bench and/or bed rails, upon request. Respiratory equipment is not provided or serviced within Family Accommodations.
4. **Kitchen Usage:** Guests are responsible for adhering to the posted kitchen guidelines (Room 5E 255). The kitchen is to be kept clean and all appliances turned off after use. Cooking is limited to the kitchen only, which is available daily from 6 am to 12 midnight. As per the sign located outside the kitchen, **masks are to be worn at all times** except when eating and a **safe distance of 2 m is required** from others outside of your family group (if this is not possible, please wait to use the kitchen until you are able to do so). No cooking of any kind is permitted in our Family Accommodation Suites and Studios.

Room Charges and Fees

1. **Room Payment:** A valid credit card number or full cash pre-payment must be provided to confirm a reservation. Unless otherwise arranged with Family Accommodations staff, all room charges and any applicable fees will be applied to the credit card number on file on the date of departure for stays less than 30 days. Stays over 30 days will receive a monthly bill via email. Please contact Family Accommodations for bill payment. Credit and cash are handled directly by Family Accommodations; debit payments require processing through our Finance Department.
2. **Access Card(s):** A charge of **\$50** will be applied to your bill for any “access card(s)” damaged or card(s) not returned at the time of departure.
3. **Room Damages:** While reasonable wear and tear on furnishings in the rooms is expected, willful damage to property will not be tolerated. Staff should be notified if any items require repair in the room. Guests will be charged additional fees should willful damage and/or theft of equipment/furniture/room items be identified during their stay or upon departure. Walls must remain free of tape, tacks and other adhesives. Adding, moving or removing furniture and/or equipment in your room is prohibited.

Liability Disclaimer

Holland Bloorview Kids Rehabilitation Hospital and Family Accommodations is not responsible for any injury and/or loss to a child, guest, and/or visitor resulting from their participation in any of the activities available to families while staying at Family Accommodations.

Holland Bloorview Kids Rehabilitation Hospital and Family Accommodations (including but not limited to, its trustees, staff, volunteers and/or students) will not be held responsible or liable for any loss or claim of damage to valuables, motor vehicles or other property, or for personal injury, illness or death to themselves, their children, or visitors, resulting from any cause while staying as a guest of Family Accommodations.

When warranted, Family Accommodations staff may communicate with the Hospital regarding conditions related to a guest's stay in Family Accommodations. For the purpose of communication and collaboration, Family Accommodations may collect personal information from, and disclose personal information, to medical institutions, medical and mental health professionals, health personnel, and social agency staff, as Family Accommodations deems necessary, or appropriate, when there is concern for the safety of clients and families who stay at the Hospital. Consent will be sought prior to any such collection or disclosure of information, unless the collection, use or disclosure of such information is required by law.

Guest Conduct and Responsibility Policy/Release Agreement

I acknowledge and agree for myself, my children, and any other guests and visitors of my studio/suite that:

I/We have read, understand, and agree to fully abide by the information contained in the Code of Conduct, Stay and Admission Guidelines, and the entirety of the Guest Conduct and Responsibility Policy/Release Agreement.

I/We understand that violation of the Code of Conduct may result in my/our immediate removal and termination of stay from Family Accommodations.

I/We understand that it is my/our sole responsibility to carry out all aspects of care for my/our child(ren) required during my/our visit, including participation in programs that are administered by the Hospital.

In consideration of being permitted to stay in and/or visit Family Accommodations, I/We release Holland Bloorview Kids Rehabilitation Hospital and all persons associated with Family Accommodations including, but not limited to, its directors, managers, employees, students and volunteers from any claims and liabilities arising as a result of, or in any way connected to, my/our stay at Family Accommodations and/or the stay of my/our children.

Date: _____

All adult guests must sign below upon check-in in order to receive a room key:

Guest Name (Please print)

Signature

License plate #

Guest Name (Please print)

Signature

License plate #

Staff Witness (Please print)

Signature

Date

For verification – please write the last 4 digits of credit card: