

### Family Accommodations On-Site

COR-CORP-HOP-15519-09-01-2022

Manual	Cluster	Theme
Corporate	Corporate	Hospital Operations

### Policy Preamble

The Family Accommodations Guest Rooms are owned and operated by Holland Bloorview Kids Rehabilitation Hospital (hereafter referred to as “the hospital” and “Holland Bloorview”). This facility provides guest rooms for families whose child(ren) are receiving active treatment at Holland Bloorview and who meet our eligibility criteria.

### Policy Statement

To ensure safe, high quality, and consistent operations and service provided to clients and families through our on-site Family Accommodations, this policy outlines eligibility criteria, standard operating process, and code of conduct for guests.

### Procedure

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 patient as identified by the hospital and is also a guest
3. Guest: An individual who is 18 years or older and staying overnight in Family Accommodations

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4. Child(ren): An individual who is under 18 years of age and is registered with the client's family or is a client of an approved outpatient program
5. Client: An individual who is receiving treatment at the hospital
6. Visitor: An individual visiting a guest who is staying overnight in Family Accommodations. All visitors must comply with the hospital's Inpatient Family Presence and Visitor Policy. All visitors must sign in at Main Reception and pick up a hospital issued visitor badge and black lanyard. Prior to being issued the visitor badge and black lanyard, visitors staying overnight in Family Accommodations with a guest must sign the Family Accommodations Guest Code of Conduct and Waiver in order to be accepted as an authorized visitor.

### **Family Accommodations admission and stay guidelines**

1. **Eligibility criteria:** Active Holland Bloorview families who are inpatients or outpatients at the hospital and live a minimum of 70 kilometers radius away from the hospital will have priority access, which means eligibility for advanced and multi-day bookings. Other guest bookings may be cancelled to accommodate priority guests (in this case, a minimum of 24hr notice will be provided). Area residents (who live within 70 kilometers radius of the hospital) do not qualify for advanced and multi-day booking. However, in circumstances where all other eligible room requests have been filled, area residents may be booked on a case-by-case basis depending on room availability, and at the discretion of the Family

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Accommodations staff. Area residents are eligible for same-day, single night bookings.

- 2. Children staying in Family Accommodations:** Inpatient clients are not permitted to stay overnight in Family Accommodations during the week. Inpatient clients may go to Family Accommodations anytime during the day from 0800 hrs to 2100 hrs with appropriate supervision. Inpatient clients may stay overnight in Family Accommodations while on a weekend pass from Fridays after 1600 hrs to Sundays 2200 hrs (or in the case of a statutory holiday, Mondays at 2100 hrs). Children, who are not inpatient clients of the hospital, are permitted to stay overnight. Inpatient siblings and outpatient siblings of any age are also permitted to stay overnight in Family Accommodations. Guests are responsible for the supervision and safety of their children at all times. Children under the age of 12 years are not permitted to be in communal spaces without a guest associated with the child's registration present. Children and clients are not permitted to be in Family Accommodations alone. Guests are responsible for the conduct of their children at all times.
- 3. Check-in/check-out time:** Standard check-in time is 1400 hrs. Standard check-out time is 1100 hrs. Rooms must be vacated, and all personal belongings must be removed by the check-out time. The hospital is unable to extend agreed upon check-out times due to our housekeeping schedule. The room key controlled access card(s) must be returned to Main Reception no later than 1115 hrs on day of check-out. Lost and/or forgotten personal belongings may be stored

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in the Lost and Found housed at the hospital's Main Reception and owners of lost items 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. If guests need to leave early, scheduled room charges will apply unless Family Accommodations staff is notified. Changes to length of stay are subject to room availability and amount of advanced notice provided to staff.
5. **Maximum occupancy in a guest room:** Studio rooms can accommodate a maximum of three (3) overnight guests. Suites can accommodate a maximum of five (5) overnight guests. Due to fire safety regulations, only one (1) cot per studio/suite is permitted per room. There are a limited number of cots available.
6. **Visitors:** Guests may have a maximum of two (2) simultaneous visitors per room on the Family Accommodations floor. All visitors, who are not authorized overnight visitors, must leave Family Accommodations by 2100 hrs. Children under the age of 18 cannot entertain visitors without legal guardian supervision. At no time can the number of guests and visitors in a room exceed fire code capacity.

#### 7. **Service closure**

In extraordinary situations where the health and safety of guests may be negatively impacted by environmental conditions such as a pandemic, epidemic, and/or contagious disease outbreak, Family

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Accommodations staff will employ infection prevention control measures to ensure the safety of guests and, if deemed necessary, temporarily close the rooms.

8. **Room payment:** A valid credit card number or cash equivalent to a one night stay 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.
9. **Room payment methods:** Acceptable methods of payment for the room charges are cash, credit, debit, and third-party payments with approved documentation. Personal cheques are not accepted. The Family Accommodations' staff cannot offer reduced room rates or waive the charge of a room as this is a fee-based service which offers fair and equitable access to all who meet our eligibility requirements.
10. **Key controlled access card(s):** A charge of \$50 will be applied to the Guest bill for any key controlled access card(s) which are damaged or not returned at the time of departure.
11. **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 willfully damage and/or theft of equipment/furniture/room items be identified during their stay or upon departure. Walls must remain free of tape,

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tacks and other adhesives. Adding, moving or removing furniture and/or equipment to the room is prohibited.

#### **Terms and Conditions:**

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, bullying and/or other abusive conduct (including verbal, non-verbal and/or physical conduct) that demeans or shows hostility directed at another individual(s) or community group. We do not condone any form of conduct that creates an intimidating, offensive and/or disruptive environment for families, staff, volunteers or visitors, or otherwise unreasonable interference 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

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that does not disturb other guests, and to minimize hallway activities and conversations.

2. **Scent-sensitive policy:** Due to the health concerns arising from exposure to scented products, Holland Bloorview encourages a scent-sensitive environment. Guests are to refrain from using scented products and/or bringing scented products and materials to the hospital.
3. **Noise Etiquette:** To help create a comfortable and welcoming environment for everyone, noise should be always kept to a minimum.
4. **Smoking and vaping:** Tobacco smoking and vaping (including medically prescribed and recreational cannabis) is not permitted in areas that are within 9 meters of any entrance or exit of the hospital, as defined in the Public Hospital Act and the Private Hospital Act and 20 meters from the school and playground.
5. **Alcohol:** The consumption and possession of alcohol is prohibited in any part of the hospital and Family Accommodations, including the hospital parking lot and first floor patio areas. No one is permitted to enter or remain to Family Accommodations if they are under the influence of alcohol. The hospital is an alcohol-free environment.
6. **Recreational cannabis:** The consumption (i.e. smoking, vaping, ingesting) and possession of cannabis is prohibited in all areas of Family Accommodations, the hospital, 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

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one is permitted to enter or remain to Family Accommodations if they are under the influence of recreational cannabis.

7. **Illicit drugs and substances:** Consumption and possession of illicit drugs is prohibited in all areas of the hospital and Family Accommodations. No one is permitted to enter or remain in Family Accommodations if they are under the influence of illicit drugs and substances.
8. **Violent behaviour and weapons:** Threats, attempts, or acts of violent behaviour will not be tolerated in Family Accommodations and is grounds for immediate termination of a guest or visitor's 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 and in Family Accommodations is prohibited and is grounds for immediate removal. Authorities will also be notified.
9. **Child abuse:** Child abuse is not tolerated at the hospital 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.
10. **Safety and security:** The safety and security of guests, children, staff and volunteers is our highest concern. To support this, the communal areas of Family Accommodations are equipped with security cameras. Guests are provided with key controlled access card(s) to Family Accommodations and their room. This card is not to be provided to children, or anyone not registered to stay with us.

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Family Accommodations is equipped with smoke detectors and a universal fire alarm. Guests should review the emergency instructions posted on the back of the bedroom door and emergency exit map displayed alongside the elevator on each floor. If guests have security concerns, they should notify Main Reception, their clinical team, and Family Accommodations.

11. **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 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.
12. **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 are encouraged to seek guidance from staff where clarification is needed.
12. **Animals in family accommodations:** Animals and/or pets are prohibited in Family Accommodations except for service animals (such as guide dogs). As per hospital policy.
13. **Bicycles and scooter storage:** As per hospital's Bicycle and Scooter Storage policy (except for our clients who are receiving treatment) these items are strictly prohibited from being brought inside of the

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hospital. Skateboarding, inline and roller skates are also prohibited from use inside the building.

#### Room Equipment and Services

1. **Security:** The common areas of Family Accommodations are monitored by Closed Circuit TV (CCTV), and security staff conduct regular checks.
2. **Housekeeping:** As part of infection control and hygiene, housekeeping staff will enter the room daily to maintain room cleanliness. After a stay of more than six (6) consecutive nights, Housekeeping will complete a full cleaning. This full cleaning will continue on a weekly basis for the duration of a guest's stay. Upon a guest's discharge from Family Accommodations, a full clean will be follow. Further, common areas such as the kitchen, laundry room, and hallways are cleaned daily.
3. **Cleanliness:** Guests are responsible for cleaning and tidying up their own bedrooms and bathrooms and cleaning up after using the communal areas and kitchen.
4. **Equipment loan:** Family Accommodations can loan a commode chair, shower chair/bench, cot, crib and bed rails if available, on request. Respiratory equipment is not provided or serviced in Family Accommodations.
5. **Kitchen usage:** Guests and visitors 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. An adult must

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always accompany children while in the kitchen. Cooking is limited to the kitchen only. When cooking, the exhaust fans above the stove must be turned on and set to High (II), and all appliances must be positioned directly under the fan as a fire safety precaution and to help reduce odors and maintain a scent-free environment. No cooking of any kind is permitted in the Family Accommodation rooms.

6. **Ceiling lift:** Guests may use the ceiling lifts only if they have completed prior training and bring their own sling. Guests assume responsibility for any damage caused by the ceiling lift equipment or related services while in use.
7. **Maintenance: As part of the routine maintenance and emergency situations, building services may need access to Family Accommodations.**

#### **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

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injury, illness or death to themselves, their children, or visitors, resulting from any cause while a guest of Family Accommodations.

When warranted, Family Accommodations staff may communicate with the hospital regarding conditions related to a Guest family's stay at Accommodations. For communication and collaboration, Family Accommodations may collect personal information from and disclose personal information to medical institutions, medical and mental health professionals, health personnel, social agency staff as Family Accommodations deems necessary or appropriate concerning 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.

# Holland Bloorview

Kids Rehabilitation Hospital

## Family Accommodations On-Site

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### External Links

[Family Accommodations](#)

### Attachments

### Forms

### Related Policies

[Workplace Violence Prevention and Response](#)

[Non-Smoking Policy](#)

[Scent-Sensitive Environment](#)

[Lost and Found](#)

Committee	Review Date

Policy Lead	Last Revised	Last Reviewed
Lise Quirin	26 March 2025	23 February 2026

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