

On-site Family Accommodations 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, 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 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 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 bringing scented products and materials to the Hospital.
- 3. Smoking & 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.
- 4. 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 come to Family Accommodations if they are under the influence of alcohol. The Hospital is an alcohol-free environment.
- 5. 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 one is permitted to come to Family Accommodations if they are under the influence of recreational cannabis.
- 6. Illicit Drugs and Substances:** Consumption and possession of illicit drugs is prohibited in all areas of the Hospital and Family Accommodations.
- 7. 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'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 strictly prohibited and is grounds for immediate removal. Authorities will also be notified.
- 8. 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.
- 9. 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 card access to Family Accommodations and their room. This card is not to be provided to children or anyone not registered to stay with us. It is the responsibility of the Guest to receive the Visitor and to remain with their Visitor at all times until the Visitor leaves the premises. The House 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 the Accommodations staff.
- 10. 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.
- 11. 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.

