

### **Family Accommodations Guest Code of Conduct and Waiver**

The Family Accommodations guest rooms are owned and operated by Holland Bloorview Kids Rehabilitation Hospital (hereby 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. To provide a safe environment, you must comply and sign the following ***Family Accommodations Code of Conduct and Waiver***.

#### **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 18 years or older and staying overnight in Family Accommodations.
4. **Child(ren)**: An individual(s) who is under 18 years of age and 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 Visiting 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 to be accepted as an authorized visitor.

Please refer to the Authorized overnight visitors in Family Accommodations section for detailed steps.

#### **Your booking and stay:**

1. **Eligibility criteria**: Active Holland Bloorview families who are inpatients or outpatients at the hospital and reside at least 70 kilometers away from the hospital have priority access. This priority grants eligibility for advanced and multi-day bookings. To accommodate priority guests, other bookings may be cancelled with a minimum of 24 hours' notice. Area residents living within a 70-kilometer radius of the hospital do not qualify for advanced or multi-day bookings. However, when all other eligible room requests have been fulfilled, area residents may be accommodated on a case-by-case basis depending on room availability and at the discretion of the Family 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. However, they may visit Family Accommodations any time between 8:00 a.m. and 9:00 p.m. with appropriate adult supervision. Inpatient clients may stay overnight during a weekend pass, from Fridays after 4:00 p.m. until Sundays at 10:00 p.m., or until 9:00 p.m. on Mondays following a statutory holiday. Children who are not inpatient clients of the hospital are allowed to stay overnight. Both inpatient and outpatient siblings of any age are also permitted to stay overnight in Family Accommodations. Guests are responsible for supervising and always ensuring the safety of their children. Children under 12 years old are not allowed in communal spaces unless accompanied by a registered guest associated with the child. Neither children nor clients are permitted to be alone in Family Accommodations. Guests are fully responsible for the behavior and conduct of their children throughout their stay.
3. **Check-in/Check-out time**: Standard check-in time is **2:00 p.m.** You may 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](mailto:accommodation@hollandbloorview.ca). Standard 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 key controlled

access card(s) 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 owners of lost items will be notified. Any Lost and Found items that are unclaimed after 30 days will be donated or disposed. For room-to-room transfers, guests can coordinate move with Family Accommodations staff.

4. **Changes to length of stay:** Guests are responsible for immediately informing the Family Accommodations staff if there are changes to the original booking and length of stay. It is recommended that guests contact Family Accommodations via email for booking modifications. 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 the amount of advanced notice provided.
5. **Maximum occupancy in a guest room:** Studios can host up to a maximum of three (3) overnight guests. Suites can host up to a maximum of five (5) guests. Only one Family Accommodations cot can be assigned per room, based on fire regulations. There are only a limited number of cots available.
6. **Family Accommodations 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 9:00 pm. Children under the age of 18 years cannot entertain visitors without legal guardian supervision. At no time can the number of guests and visitors in a room exceed fire code capacity. 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 to be accepted as an authorized visitor.
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, the Family Accommodations team will employ infection prevention control measures to ensure the safety of guests and if deemed necessary, temporarily close the rooms.
8. **Room payment:** To confirm a reservation, a valid credit card number or a cash deposit equivalent to one night's stay must be provided. Unless alternative arrangements have been made with the Family Accommodations team, all room charges and any applicable fees will be applied to the credit card on file on the date of departure for stays shorter than 30 days. For stays longer than 30 days, charges will be applied to the credit card on file every 30 days and again on the date of departure. Guests will receive a copy of each bill via email. For any questions regarding billing or to make a payment, please contact the Family Accommodations team directly.
9. **Room payment methods:** Acceptable methods of payment for the room include cash, cheque, credit card, debit, or third-party payment. For third-party funding, a pre-authorization letter from the funder must be received prior to the guest's arrival. If this letter has not been received, the guest must confirm—via email or in writing—that they will personally cover the cost of the room. In such cases, charges will be applied using the agreed-upon method of payment.  
  
If no third-party funding is provided and written confirmation is not received indicating that the guest will personally cover the cost, the room charges will be applied to the payment method on file within 10 business days. Family Accommodations staff are not authorized to offer reduced room rates or waive room charges, as this is a fee-based service designed to provide fair and equitable access to all eligible guests.
10. **Key controlled access card(s):** A charge of **\$50.00** will be applied to your 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. The Family Accommodations 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.

☐ I have read and agree to the rules laid out above in “**Your booking and stay**”

### **Terms and conditions**

At Family Accommodations, we strive to foster a communal living environment where everyone feels safe, comfortable, and respected. We are committed to ensuring the health, safety, and security of all individuals in Family Accommodations, as well as 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 tolerate any form of harassment, sexual harassment, joking remarks, bullying, or other abusive conduct (including verbal, non-verbal, and physical conduct) that demeans or shows hostility directed at another individual or community group. We do not condone any form of conduct that creates an intimidating, offensive, or disruptive environment for anyone at Holland Bloorview; 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. **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. Cooking in the shared kitchen space in Family Accommodations should take place under the exhaust fans which should be turned on to provide a scent-free environment.
3. **Noise etiquette:** To help create a comfortable and welcoming environment for everyone, noise should be kept to a minimum at all times. Please minimize activities in hallways, use headphones when listening to audio, and be mindful of the volume of conversations, phone calls, and electronic devices. Additionally, doors should be closed gently to avoid unnecessary disruptions.
4. **Smoking and vaping:** Tobacco smoking and vaping (including medically prescribed and recreational cannabis) is prohibited in all areas of the hospital including Family Accommodations. Smoking and vaping are not permitted in areas that are within 9 meters of any entrance or exit of the hospital, or within 20 meters from the school and playground, as defined in the Public Hospital Act and the Private Hospital Act.
5. **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.

6. **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.
7. **Illicit drugs and substances:** Consumption and possession of illicit drugs are prohibited in all areas of the hospital including 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 behavior and weapons:** Threats, attempts, or acts of violent behavior 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 anyone at Holland Bloorview. The possession and use of any weapons on hospital property, including Family Accommodations, is strictly prohibited and is grounds for immediate removal. Authorities will be notified.
9. **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.
10. **Safety and security:** The safety and security of everyone at Holland Bloorview is our top priority. To support this, the communal areas of Family Accommodations are monitored by security cameras. Guests are issued key-controlled access cards for entry to Family Accommodations and their assigned room. These access cards must not be given to children or to anyone who is not a registered guest. Family Accommodations are equipped with smoke detectors and a centralized fire alarm system. Guests are encouraged to review the emergency instructions posted on the back of their bedroom door, as well as the emergency exit map located near the elevator on each floor. If guests have any security concerns, they should notify Main Reception, their clinical team, or the Family Accommodations team. For medical emergencies, a Code Blue button is located in the hallway, or guests can call extension 5555 to report any type of emergency.
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 the Family Accommodations staff where clarification is needed.
13. **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.
14. **Bicycles and scooters** (except for our clients receiving treatment) are strictly prohibited from being brought inside of the hospital. Skateboards, inline and roller skates are also prohibited from use inside the hospital.

☐ I have read and agree to the above **“Terms and conditions”**

### **Your accommodation services**

1. **Security:** For your safety, hospital monitored security cameras are in the common areas throughout Family Accommodations. Security staff regularly monitor the area.
2. **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 (e.g. fresh bed linen and towels will be provided, the floors and washroom will be cleaned). This full cleaning will continue on a weekly basis for the duration of your stay. Please be advised that the placement of the provided “Do Not Disturb” sign on your door during the designated housekeeping hours (10:00 am–4:00 pm) will be interpreted as a request to defer service, and Housekeeping will not enter your room for cleaning on that day. If you require additional housekeeping services, please call x3340 during regular hours. After hours, please contact Main Reception by dialing ‘0’ on your room phone and wait for assistance. Upon a guest’s discharge from Accommodations, a full clean will be followed. Further, common areas such as the kitchen, laundry room, and hallways are cleaned daily.
3. **Cleanliness:** Guests are responsible for cleaning and tidying their own bedrooms and bathrooms, as well as cleaning up after themselves when using communal areas and the kitchen. Each room is assigned a bin in the fridge, labeled with the corresponding room number. Please ensure all food items are stored in your designated bin. These bins will be emptied and cleaned upon your departure. Any food not properly stored in a labeled bin will be discarded. To maintain a safe and accessible environment, the fridge and freezer are cleaned regularly, and any unlabeled items will be removed by housekeeping staff at least once a week. All kitchen items (including utensils, dishes, condiments, and cookware) and bedroom materials (such as towels, linens, comforters, and pillows) are the property of Family Accommodations and must not be removed from this area.
4. **Equipment loan:** Family Accommodations can loan a commode chair, cot, crib, shower chair/bench and/or bed rails, if available, upon request for use only in the assigned Accommodations room. Loaned items are not to be removed from this area. Respiratory equipment is not provided or serviced within Family Accommodations.
5. **Kitchen usage:** Guests and visitors are expected to follow the posted kitchen guidelines located in Room 5E 255. The kitchen must be kept clean at all times, and all appliances should be turned off after use. Children are only permitted in the kitchen when accompanied by an adult. Cooking is allowed only in the designated kitchen area, which is open daily from 6:00 a.m. to 12:00 midnight. 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 to help reduce odors and maintain a scent-free environment. Cooking is strictly prohibited in Family Accommodation Suites and Studios. Additionally, kitchen equipment must remain in the kitchen and is not to be removed.
6. **Ceiling lift usage:** Guests are permitted to use the ceiling lifts only if they have completed the required training in advance and provide their own sling. Guests are responsible for any willful damage to the ceiling lift equipment or related services that may occur during use.



7. **Maintenance:** As part of routine maintenance or in response to emergencies, Building Services may need access to rooms within Family Accommodations. While advance notice will be provided whenever possible, please understand that immediate access may be required depending on the nature of the situation.

☐ I have read and agree to the conditions as set out above in “Your accommodation services”

### **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 or visitor of Family Accommodations.

When warranted, the Family Accommodations staff may communicate with the hospital regarding conditions related to a guest's stay in Family 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, 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.

### **Authorized overnight visitors in Family Accommodations**

The hospital requires that any individual visiting a guest staying overnight in Family Accommodations must adhere to the Inpatient Presence and Visiting Policy and the Family Accommodations Guest Code of Conduct and Waiver. These documents outline specific procedures to ensure safety, security, and comfort for everyone. The steps which visitors must follow include:

1. **Signing the Guest Code of Conduct and Waiver:** Visitors, staying overnight, are required to review and sign the Family Accommodations Guest Code of Conduct and Waiver. This document ensures visitors are informed of and agree to follow hospital policies and procedures, promoting a respectful and safe environment for everyone.
2. **Signing in at Main Reception:** Visitors are required to sign in upon arrival at the Main Reception area accompanied by a family/caregiver who is a registered guest in Family Accommodations. The hospital is required to keep an accurate record of all authorized visitors for security and safety purposes.
3. **Receiving a visitor badge and black lanyard:** After signing in, visitors will be issued a hospital visitor badge and a black lanyard, which must always be worn visibly while in the hospital.
4. **Signing out and returning the visitor badge and black lanyard:** Before leaving the hospital, all visitors must sign out and return both their visitor badge and black lanyard. This step ensures that visitor records are properly maintained and helps enhance hospital security.

## **Family Accommodations Guest Code of Conduct and Waiver**

I acknowledge and agree for myself and my children that:

I have read, understand, and agree to fully abide by the information contained in the Family Accommodations Guest Code of Conduct and Waiver.

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

I understand that it is my sole responsibility to notify Family Accommodations of any changes to the occupancy numbers in my room be they registered guests or authorized visitors.

I understand that it is my sole responsibility to carry out all aspects of care for my child(ren) required during my 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 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 stay in Family Accommodations and the stay of my children.

**All adult guests (18 years or older) must sign below to stay in Family Accommodations.**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Client/Patient Name (Please print)**

\_\_\_\_\_  
**Guest Name (Please Print)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Guest Name (Please Print)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Staff Witness (Please Print)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

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

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