



FRED DOUGLAS
SOCIETY

Uniting Health, Heart and Home

VISITOR CODE OF CONDUCT

WELCOME! PLEASE READ THE FOLLOWING:

Visiting hours are open, but visits after 9 p.m. are usually not recommended for the comfort and security of all residents.

Please keep in mind the resident's personal schedule (eg. mealtimes, sleep, need for treatment or care by staff). Visitors may be asked to leave the resident's room when the resident is resting or when staff attention to the resident is necessary.

Visiting can take place in the resident's room or any common area. When escorting the resident from the unit, please sign the resident out at the Resident Registry located on the unit desk and back in upon return to the unit.

Please respect the comfort and privacy of other residents while visiting (eg. noise levels, use of furniture or facilities meant for residents)

For resident safety, visitors may only offer food or refreshments to residents after consultation with the Unit Nurse. Visitors who have not completed a Feeding & Swallowing training program are to refrain from assisting residents with eating.

If the resident is involved in a recreational activity, you are welcome to observe or join in if appropriate

When not actively visiting a resident, visitors may spend their time in general areas such as Cafe Dining, Fireside Lounge, games area or courtyard. Please treat all areas with respect and report any breakage or malfunctions of equipment to the Info/Cashier Monday to Friday days or to the nurse Supervisor on evenings or weekends

Fred Douglas Society must comply with strict laws to protect residents' privacy. Staff can only provide information to a designated family member or representative. If in the course of visiting, you inadvertently hear or see private information about another resident, please be discreet. If you have concerns, please contact the Privacy Officer (Social Worker).

If you are ill with a cold or other contagious condition, please postpone your visit to help protect the health of all residents. Please respect any posted visiting restrictions which may be temporarily in effect.

Visitors are expected to conduct themselves in a respectful manner at all times. Disruptive or threatening behaviour will not be tolerated. Anyone in violation of the above will be asked to leave the premises and may be escorted off the grounds by security. Visiting restrictions or further action may result.

Children should be supervised at all times. The use of roller blades and skateboards is not permitted within the building.

Pets must be on a leash and under control at all times. Pets are not permitted in any of the dining rooms or kitchen areas.

When entering or exiting the building, use the south or north doors. Other doors and stairwells are alarmed for security and are only used when directed by staff during emergencies.

Fred Douglas Lodge is a non-smoking facility; smoking is not permitted within the building or on the grounds.

THANK YOU FOR YOUR COOPERATION