

Shadowfax

Title	Workplace Visitors to Non-Residential Facilities Policy
Policy Number	ORG.1029.000.000
Initiating Authority	Policy Committee
Approved By	Compliance Committee 1-13-22
Origin Date	November 18, 2021
Revision Date	
Effective Date	February 1, 2022
Next Review Date	June 2022
Associated Policies	ORG.1005.000.000 Emergency/Disaster Evacuations, ORG.1006.000.000 Fire Safety, ORG.1014.000.000 Workplace Violence/Active Shooter, HR.3014.000.000 Dress Code, RES.6015.000.000 Visitors
Associated Procedures	
Associated Documents	

I. POLICY STATEMENT

Shadowfax is committed to providing high quality care to individuals in our programs in a safe and secure manner that preserves individuals' choice, dignity and privacy, Shadowfax is also committed to the safety and security of staff and workplace assets; therefore, Shadowfax has implemented policies to ensure only authorized persons have access to Shadowfax facilities.

II. PURPOSE

This policy describes when visitors may or may not enter Shadowfax facilities.

III. SCOPE

This policy applies to all Shadowfax facilities, except for Shadowfax Residential Homes. For Residential Homes, see policy RES.6015.000.000 Residential Visitors. This policy applies to all Shadowfax full-time, part-time and temporary staff. "Workplace

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visitors” may refer to staff members’ friends and family, individuals, individuals’ friends and family, contractors, external vendors, board members, stakeholders and the public.

IV. GENERAL

This policy is based on Shadowfax organizational standards and business best practices.

V. POLICY

Authorized Visitors

Shadowfax will only allow authorized visitors in Shadowfax facilities.

Visitors may only enter Shadowfax facilities at authorized entrances during business hours. Doors to Shadowfax facilities should not be propped open without a responsible staff member present or for emergency situations.

Personal visitors may only be allowed in Shadowfax facilities with management approval. Previous staff members no longer employed by Shadowfax are considered visitors and may only enter with management approval.

It is vital to the security of Shadowfax staff, individuals, and workplace assets to know who is in Shadowfax facilities in the event of an emergency. All visitors must sign in upon entry with their name, their arrival time, company (if applicable) and who they are visiting. All visitors must sign out when leaving Shadowfax facilities.

A Shadowfax staff member must always accompany their workplace visitor(s) while they are in Shadowfax facilities. Common areas, like lobbies, may be open to workplace visitors for short periods of time and for specific reasons, such as waiting for a Shadowfax staff member.

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Note: The term “Individual” is synonymous with resident, client, patient, consumer, or participant.

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Staff are responsible for ensuring their workplace visitor(s) are aware of, and follow, applicable Shadowfax policies such as dress code (see HR.3014.000.000 Dress Code) and safety policies and procedures. Staff are responsible for instructing their workplace visitor(s) in the event of an emergency in accordance with Shadowfax safety policies including ORG.1006.000.000 Fire Safety, ORG.1005.000.000 Emergency Evacuations, and ORG.1014.000.000 Workplace Violence/Active Shooter (Run-Hide-Fight model).

Visitors may not have unauthorized access to any Shadowfax information, including electronic information. Visitors may only access our company networks with prior management approval. Visitors may only take photographs or make video or audio recordings with prior management approval in writing.

Contractors, Suppliers and Service Vendors

Contractors, suppliers and service vendors are allowed in Shadowfax facilities only to complete their job duties during business hours or for pre-arranged after-hours reasons such as cleaning services, repair and maintenance services, audits, etc. If the nature of a contractor's, supplier's or service vendor's work makes it impractical for a staff member to accompany them at all times, the following apply with prior management approval:

- The contractor, supplier or service vendor will be given a temporary dated visitor badge
- The staff person responsible for the contractor, supplier or service vendor must accompany the person to their designated place of work and explain where they are permitted to be in the facility.

Deliveries

All Shadowfax business mail and packages are to be delivered to each facility's front-desk receptionist. The front-desk receptionist has permission to sign for all deliveries unless an authorized staff member has specified otherwise in writing. If the front desk is unoccupied and the package does not require a signature, the delivery person may

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leave the package in the designated area. Generally, Shadowfax staff should not direct their personal mail or packages to be delivered to our business facilities without written permission.

Unauthorized Visitors

Staff who suspect unauthorized visitors are encouraged to ask the visitors their name, who they are at Shadowfax to see, and if they require assistance. Staff are not encouraged to stop anyone that appears to be a threat to the staff member, anyone else, or Shadowfax facilities; instead, they should notify their supervisor, a senior leader, and/or Human Resources so additional follow-up can be done, including actions such as notifying the police, following emergency evacuation procedures, etc.

VI. **OVERSIGHT**

Shadowfax's Compliance Committee or their designee(s) (the "Approved By") shall be in charge of the administration of this Policy. The Approved By responsibilities include:

1. Identifying the action steps to come into compliance and directives to maintain compliance and implement the action steps.
2. Periodically reviewing this Policy and monitoring compliance to it.
3. Training responsible parties on their obligations under the Policy.

Revision History

Name	Date	Reason for Changes	Version