



Visitor Guidelines

Welcome to Homeward Bound



Confidentiality

All medical and personal information about service recipients must be kept confidential. Visitors and staff must be respectful of this right while discussing health information or personal circumstances with others.



Office and Medication Cabinet

Visitors may not access the office or medication cabinet as this is where personal health information for service recipients is located.



Access to Records

Only authorized personnel may access service recipient records. Visitors are not permitted to request or view these records unless there is a signed authorization on file.



Information Sharing

Staff members cannot share service recipients personal health information unless there is a signed authorization on file.

We are committed to creating a safe and respectful environment for all people we serve.

As a visitor it's essential to understand the laws and policies that protect the people we serve and ensure their rights and well-being.

Harassment Policies

We have a zero-tolerance policy regarding harassment and abusive behavior towards staff and service recipients.

Harassment includes, but is not limited to:

- Verbal abuse, threats, or intimidation.
- Unwelcome physical contact or aggressive behavior.
- Discriminatory remarks or gestures.

All staff and visitors are required to uphold these standards and policies at all times. Violations may result in immediate removal from the premises and may lead to further actions as appropriate.

For any questions or concerns regarding these policies, please speak with the Program Manager of the site.

Service Recipient Rights and Healthcare Bill of Rights

All Homeward Bound employees and visitors must respect service recipient rights at all times. All service recipients have rights designed to protect their dignity and ensure they receive quality care. Please see the "Health Care Bill of Rights of Residents of Supervised Living Facilities" and the "Home and Community-Based Services - Service Recipient Rights" handout for more information.

The following prohibited procedures must not be performed at any Homeward Bound location

- Unauthorized physical intervention or restraint is strictly prohibited.
- Visitors must not engage in any behavior that disrupts the care environment.
- Personal belongings of service recipients should not be touched or handled without permission.