

## Imposing restrictions on entry to the clinic

QXU is committed to a safe and healthy environment for all patients, staff, and visitors. This policy is designed based on *"Fairness by design: Trespass and Other Restrictions on Attendance"* published by Patient Ombudsman in May 2025. It outlines expected conduct and the procedures for implementing service restrictions or trespass notices when that conduct is violated, in accordance with the Ontario Trespass to Property Act.

### Expected Conduct

Patients, family members and visitors are expected to behave respectfully and professionally. Unacceptable behaviors that may result in service restrictions or a trespass notice include, but are not limited to:

- Violence, threats of violence, or physical intimidation.
- Verbal abuse, harassment, bullying, or the use of profanity/obscene language.
- Making discriminatory comments based on protected grounds (e.g., race, religion, disability, etc.).
- Making excessive, unreasonable, and persistent demands that disrupt clinic operations.
- Refusing to leave or change behaviors (e.g., smoking on premises) when requested.
- Vandalism or damage to clinic property.
- Interfering with care (blocking staff, refusing to follow required directions, disrupting patient flow, entering restricted areas).
- Repeated refusal to comply with safety rules.

### Procedures for Issuing a Notice/Restriction

- Verbal Warning: In most cases of inappropriate behavior, staff will first attempt to de-escalate the situation, calmly inform the individual that their behavior is unacceptable, and outline the expected change in conduct.
- Documentation: All incidents of unacceptable behavior and subsequent actions taken must be factually documented in an incident report by the staff member.
- Issuance of Formal Notice: If the behavior continues or is a significant, immediate threat to safety, the clinic manager or supervisor may issue a formal trespass notice or service restriction.
- Police Involvement: Staff are not expected to put themselves at risk. If an individual's behavior poses an immediate safety risk or threat of violence, staff must call 9-1-1 immediately.

### Conditions of Service Restriction and Trespass

- Proportionality: Restrictions will be no more than necessary to address the risk and will be based on actual evidence.
- Written Notice: Formal notices will be provided in writing, clearly stating:
  - The reason for the restriction/trespass.
  - The specific location(s) or service(s) affected.
  - The effective date and duration of the restriction (e.g., 6 months, 1 year).

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- Information about the individual's right to appeal the decision.
  - **Alternative Service:** Where possible, the clinic will consider alternative service delivery methods (e.g., by phone for administrative matters) if the individual requires ongoing essential care and the restriction allows for it without compromising safety.
  - **Enforcement:** Failure to comply with a trespass notice is an offence under the Trespass to Property Act and may result in police involvement and potential fines. A copy of the written notice may be shared with local police for enforcement purposes.

### **Review and Appeal Process**

Individuals who receive a written notice have the right to request a review or appeal of the decision. Requests for a review must be submitted in writing to the Clinic Manager within 10 business days of receiving the notice. The Clinic manager, in consultation with the QA and the Licensee, will review the request and respond in a timely manner.