

POLICIES AND PROCEDURES MANUAL

KEYSTONE COMMUNITY RESOURCES, INC.

KEYSTONE INDEPENDENT LIVING, INC.



Policy Title:

Visitors in the Workplace

Chapter:

Effective Date:

7/1/1992

Revision Date:

11/25/2008

Policy Number:

Executive Director

SCOPE:

- Chapter 6400 – Community Homes For Individuals With Mental Retardation

INTRODUCTION:

1. To provide for the safety and security of residents, employees and the facilities at Keystone, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.
2. All visitors must be asked to present photo id verifying their identity and documentation (if required) and purpose for the visit at all locations, vocational, residential homes and main offices. Keystone employees visiting residential homes (other than their assigned home), vocational programs and main offices must display their Keystone identification badges.
 - Repair contractors and delivery personnel to any Keystone location must present company identification and an invoice or work order.
 - Visitors must enter at the authorized reception or general entrance area at the main offices and be escorted to their destination.
 - Visitors to Vocational programs must sign-in with the supervisor of the program and display a visitor badge. Keystone employees visiting the Vocational programs should sign-in with the supervisor and display their Keystone badge.
3. Visitors to residential homes require pre-notification or prior arrangement with the Residential Manager or employees of the homes. Planned visits and/or social events are encouraged as Keystone recognizes the personal relationships that are built in our profession.

4. Family and friends of residents are welcome to visit at any time. However, all 3800 licensed homes require visits to be pre-approved by case-management.
5. Employees are prohibited from bringing children/family/friends to work during work hours. This presents a major violation of employment conduct and detracts from care of our residents.
6. If an employee doubts the identity of any visitor, official or contractor, or doubts their stated purpose for visiting the home, regardless of their credentials presented, the employee must deny that person entry to the home, program or office and immediately notify their supervisor.
7. If an unauthorized individual is observed on Keystone's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area or to their supervisor. If a visitor presents a threat or danger to staff or property and no supervisor is present call 911 for police protection.
8. Employees are responsible for the conduct and safety of all visitors and are expected to adhere to this policy to ensure the safety and security of residents, employees and the facilities/property of Keystone.

DISCUSSION: