

Title: Hospital Privately Contracted Companion Policy		
Date first created: December 2005	Revised: July 2019	Approved By: Operations (Hospital Leadership)

1.0 Policy Statement:

Baycrest recognizes that patients of the Hospital may wish to obtain concurrent companionship services through an external third party. Baycrest respects the autonomy of patients and welcomes Private Companions who are hired by our patients to augment their quality of life. Baycrest does not assume responsibility for the hiring or employment of Private Companions and reserves the right to remove a Private Companion from Baycrest's premises if it is reasonably believed that the individual may place patients, Baycrest Staff or visitors at risk.

2.0 Definitions:

Baycrest Staff: All employees, physicians, medical and clinical staff, contractors, consultants, volunteers and students at Baycrest.

Hirer: The person hiring the Private Companion.

Incident: An event or circumstance which could have resulted, or did result, in harm to a patient, staff or visitor.

Privately Contracted Companions (Private Companions): are hired by the patients to provide companionship, to assist with transportation to activities or programming at Baycrest and to enhance client quality of life and independence.

Patient: A registered patient of the Baycrest Hospital. If the patient has a Substitute Decision Maker (SDM), references to the patient in this Policy shall apply to the SDM where applicable.

Substitute Decision Maker (SDM): Per the Health Care Consent Act, if a Client is deemed incapable, the individual(s) acting as proxy decision maker on the Client's behalf for decisions including requests for a Privately Hired Companion.

3.0 Background and Scope:

This policy applies to all Privately Hired Companions, who have been hired by Baycrest Hospital Patients or their Substitute Decision Makers (SDMs) to provide companionship to the patients of the hospital. This policy does not address Privately Contracted Health Service Providers. See Privately Contracted Health Service Provider Policy.

4.0 Procedure**4.1 Hirer: General Information and Responsibilities**

- a) The Private Companion is paid directly by the Hirer. The hiring, selection, contracting and remuneration of the Private Companion is the sole responsibility of the Hirer. Baycrest does not recommend or participate in the selection process or hiring of Private Companions. Baycrest accepts no responsibility for cost, supervision, or liability, throughout the period of service provision.
- b) It is *strongly recommended* by Baycrest that the Hirer takes the following steps prior to hiring a Private Companion:
 - (i) Review the Hospital Privately Contracted Companion Policy requirements;
 - (ii) Arrange for Private Companion to initiate a Vulnerable Sector Screen (VSS), including a Police Check prior to the commencement of any Private Companion services at Baycrest, and;
 - (iii) Ensure that the Private Companion has been immunized against measles, mumps, rubella and chicken pox (Varicella); and has had a documented 2-step tuberculosis test. Baycrest also recommends that the Private Companion be vaccinated for tetanus/diphtheria and Hepatitis B. In addition to the immunization recommendations listed above, all Private Companions are encouraged to be vaccinated annually against influenza.
- c) Effective July 2019, a Baycrest employee may not be hired to start work as a Private Companion in the Baycrest Hospital. Baycrest employees who have been hired as a Private Companion for any Baycrest Hospital Patients prior to this date may continue to provide services to that patient until discharge of that patient but may not be hired as a Private Companion for any new Hospital Patients.
- d) Former employees of Baycrest may be ineligible to provide private companion services at the Baycrest Hospital. Should a Hirer wish to employ a former employee of Baycrest, this requires pre-authorization of the Executive Director of Human Resources.
- e) A Hirer may hire a Baycrest volunteer as a Private Companion subject to the obligation of this policy and a Baycrest volunteer may not work as a Private Companion on the same floor where his/her Baycrest volunteer work takes place. When working as a Private Companion, Baycrest volunteers should not wear their volunteer badge.

4.2 Private Companion Responsibilities:

- a) Comply with the requirements and expectations of the Baycrest Hospital Privately Contracted Companion Policy, Visitor Policy, and the Baycrest Hospital Bill of Rights and Responsibilities geared to protect the safety, security and well-being of Patients, Staff and Visitors.
- b) Baycrest does not grant permission nor authorize the Private Companion to advertise any affiliation with Baycrest. Private Companions are not allowed to solicit or approach family members of Patients for a job while on Baycrest premises. Private Companions may not sell

any product or other service while on Baycrest's premises. If a Private Companion does not comply with the prohibition on advertising and solicitation on Baycrest's premises, Baycrest's actions may include but are not limited to immediate suspension of services, removal from Baycrest's premises or permanent ban from the Baycrest premises, as more fully described in section 4.3 of this Policy.

4.3 Baycrest Staff Responsibilities:

- a) Baycrest Staff is prohibited from signing off or otherwise verifying hours of work for Private Companions as this employment arrangement is between the Hirer and the Private Companion.
- b) Baycrest and Baycrest staff are not responsible for any property of a Private Companion which may be damaged, stolen or destroyed while the Private Companion is at Baycrest.
- c) The Baycrest healthcare team will immediately bring concerns about the Private Companion, in the following circumstances:
 - Actions or behaviour that contravene the Hospital Privately Contracted Companion Policy, or;
 - Actions or behaviour that contravene the Hospital Bill of Rights and Responsibilities, or that compromises the health, safety, security, privacy or well-being of patients, staff or visitors, or;
 - Interference with care provided by Baycrest Staff;

In such circumstances Baycrest will take the following progressive course of actions:

- The Clinical Manager will provide feedback and guidance to the Private Companion, as required;
- The Clinical Manager will ensure that a review is conducted and documented in the Safety Event Reporting System (SERS) as per Client Safety Incident Management Framework Policy, as required;
- The Clinical Manager will contact the Hirer and the Patient to explain how the Private Companion is not in compliance with the Baycrest Hospital Privately Contracted Companion Policy, as required;
- If required, meetings will be arranged between the Hirer, the Patient, the Private Companion and appropriate staff to address concerns of the care team;

If the Private Companion continues with the actions or conduct that are of concern, written notification will be provided to Hirer and the Patient informing them of clear expectations and timelines as appropriate. If within the specified amount of time, there is no response or compliance with the policy, the Private Companion may be temporarily or permanently prohibited from working as a Private Companion at Baycrest.

- d) Baycrest's actions may include, but are not limited to, immediate suspension of services, removal from Baycrest's premises or permanent ban from the Baycrest premises. In some cases, such as evidence of physical abuse or other criminal activity, Baycrest staff will contact Baycrest security and/or the police immediately, and without prior notification, prohibit the Private Companion from providing services, and not permit the Private Companion on Baycrest premises.
- e) The primary obligation of Baycrest is the care and treatment of Patients. In addition to the rights outlined above, Baycrest has the right in the event of circumstances beyond its control (such as a community disaster, a strike, a disease outbreak, a fire or other situation in which the safety or security of Patients is at risk) to suspend a Private Companion's access to Baycrest premises.

5.0 Cross Reference Policies/Documents

- a) [Privately Contracted Health Service Provider Policy](#)
- b) [Visitor Policy](#)
- c) [Hospital Bill of Rights and Responsibilities](#)
- d) [Hospital Client Safety Incident Management Policy](#)
- e) *Health Care Consent Act, 1996, SO 1996, c. 2, Sch A.*