

**HAMILTON CENTER, INC.
OPERATIONS MANUAL**

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| Section: | PUBLIC SAFETY | Policy No.: | OP.20.03.00.00 |
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| Policy: | VISITORS | Date Originated: | 01/88 |
| | | Last R/R Date: | 11/19 |
| | | BOD Approval Date: | 06/14 |
| | | Posted: | 11/19 |

PURPOSE

To ensure an environment that protects client confidentiality and provides for the safety and security of our staff and our consumers.

POLICY

Visitors are defined as all persons that are not current employees who enter any Hamilton Center, Inc. (HCI) facility to communicate or conduct business with any current employee or client. Routine visitors may include, but are not limited to clients' family members, salespeople, vendors, contractors, service technicians, government representatives, regulatory agencies, family and friends of HCI staff persons.

POLICY COMPONENTS

- A. All visitors are required to enter through the main entrance of the facility and register at the receptionist desk.
- B. Individuals conducting business with HCI are required to sign A Notice of Confidentiality of Information explaining the prohibition of disclosure of any information gained while on the premises. Confidentiality statements are maintained on file for one (1) year.
- C. Visitors leaving the designated lobby area, badges must be worn at all times. All visitors must return their badge and sign out at the receptionist desk prior to exiting the facility.
- D. HCI staff is notified by telephone that a visitor is on the premises. Whenever possible, the visitor is escorted from the lobby by a staff person.
- E. When available, IT staff will meet vendors on site who need access to IT or other data systems and escort the vendor to the designated area in the building where the work will be performed. Staff should contact the IT Service Desk when an IT vendor comes to a location unattended by HCI IT staff before work is performed so that HCI

staff can verify what work is to be performed and what specific access to the location is needed.

- F. Some special care programs have additional procedures regarding visitors in the service areas. Program specific procedures are available in these areas.