

# People-Centered Care Policies

Queensway X-ray & Ultrasound Clinic (QXU)

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## *Imposing Restrictions on Entry to the Center*

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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*

All individuals 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 (e.g., smoking on premises, infection prevention instructions, masking rules if applicable).

### *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, 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.

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## *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 (see appendix-11).:
  - 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).
  - 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 Quality Advisor and Licensee, will review the request and respond in a timely manner.

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## *ZERO Tolerance Policy*

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- The Queensway X-Ray and Ultrasound Clinic is committed to providing a safe, secure and respectful environment for all patients and staff.
- At QXU, there is ZERO TOLERANCE POLICY for threatening, harassing or violent behavior.
- Words or actions that make others feel threatened or demeaned will not be tolerated and decisive action will be taken to protect patients and staff.

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## *Clinic Chaperone Policy:*

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- Are you being examined? If you wish, we can provide another member of staff to be present. Please ask the technologist or front reception. In the event that we are unable to provide you with a chaperone, you will be given the option of rebooking for a new date.
- Members of the public are not permitted to chaperone patients.
- If the MRT requests a parent/guardian in the room for a procedure that requires radiation shielding, protective equipment will be provided.

Family members or visitors of patients are not permitted to remain in X-ray & Mammography examination rooms while an examination is in progress in order to mitigate the risk of radiation exposure to non-patients.

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## *Timing and Permission of Family Presence*

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### *During the Performance of Examination*

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All Procedures (X-ray, Ultrasound, Bone Mineral Density Scan and Mammography):

- All family members must remain in the waiting room during the patient's examination.
- Children are not permitted in the exam room for safety reasons.

OB Ultrasound:

- The sonographer will escort the patient to the ultrasound room for the examination.
- Spouses, family and other accompanying members must wait in the waiting room until the sonographer completes the exam.
- After the exam, the spouse or one family member will be invited into the exam room to view the fetus.
- All cell phones must be turned off while in the exam room.
- No photos are allowed to be taken in the exam room.

Exceptions to this policy:

- If the patient has physical or cognitive disability, or a minor, they will be allowed one family member or caregiver in the room for assistance.
- If the technologist is unable to communicate with the patient, an interpreter will be allowed in the room to help overcome the language barrier for the duration required.
- Guide dogs and other service animals are always permitted to accompany patients with disabilities.

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## *Use of Cameras, Video Equipment and Other Recording Devices in Clinical Setting*

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QXU recognizes the need to protect both technologist employee rights and patient privacy.

The use of personal electronic devices—including smartphones, smart watches, digital cameras, or any recording devices—is strictly prohibited in examination rooms and change areas.

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## *Patient and Essential Care Partner Rights and Responsibilities Policy*

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QXU is committed to providing a safe, respectful, and high-quality healthcare environment. We recognize and respect the rights of all persons receiving care, as well as the crucial role of essential care partners. This policy is established in compliance with Ontario's Connecting Care Amendment Act (Patient Bill of Rights), 2020, and other relevant provincial laws and regulations.

### *Patient Rights*

Patients at QXU have rights that include:

- Receiving courteous and respectful treatment free from abuse or discrimination.
- Being treated with dignity and privacy, promoting autonomy, and being recognized as part of their care team.
- Receiving care that is sensitive to their individual needs and preferences.
- Being informed about the health services provided, including who is providing them and associated costs.
- Giving or refusing informed consent for any health service, based on clear explanations of benefits, risks, and alternatives.
- Participating in the assessment of their needs and the development of their care plan.
- Having a substitute decision maker if they are incapable of making their own healthcare decisions.
- Maintaining confidentiality of personal health records and accessing their complete record.
- Designating an essential caregiver and having access to them in the clinic at any time, treating them as a valuable contributor to the care team.
- Raising concerns or complaints without fear of reprisal.
- Being informed of the procedures for filing complaints and any appeal processes.

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## *Patient and Essential Care Partner Responsibilities*

Patients and their essential care partners are expected to:

- Provide accurate health information to the healthcare team.
- Treat clinic staff, other patients, and essential care partners with courtesy and respect.
- Participate in care decisions and follow agreed-upon treatment plans.
- Keep appointments, arrive on time for their appointment or notify the clinic in advance if unable to attend.
- Comply with clinic policies and safety guidelines.

## *Concerns and Complaints*

If individuals feel their rights have not been respected, they can raise a concern without fear of reprisal. They may do so by speaking to the healthcare professional involved in their care or the Clinic Manager.

If the issue persists, file a formal complaint with the Clinic Administration. Written information on the procedure is available at reception and website. They may also contact external bodies such as the Ontario Patient Ombudsman.