

## **Safe Visitor Designated Family/Support Person Dispute Resolution Process**

When there is a dispute between the operator and resident and/or designated family/support person regarding the site policy and process for safe visitation and facility access, and the interpretation and implementation of [CMOH Order 16-2021](#) the follow process is followed:

1. Informal discussion/request with CSM and resident and/or designated family/support person regarding concern. The CSM will work with the resident and/or designated family/support person to address concerns that arise regarding the site policy and process for safe visiting and the interpretation of the [CMOH Order 16-2021](#).
2. Should the dispute remain unresolved, CSM provides resident and/or designated family/support person the Safe Visitation Dispute Resolution Form for completion.
3. CSM forwards completed form to site Director of Operations.
4. An online meeting is arranged between resident and/or designated family/support person, CSM and site Director of Operations.
  - Any denial of request will be documented with reasons why decision was made and a copy will be provided to resident and/or designated family/support person.
5. Should the dispute remain unresolved, an online meeting is arranged between resident and/or family member, site Director of Operations and COO for final adjudication.
  - Any denial of request will be documented with reasons why decision was made and a copy will be provided to resident and/or family.
6. Should the dispute still remain unresolved the resident and/or designated family/support person may contact Alberta Health Accommodation Standards and Licensing or Alberta Health Services Patient Relations for support.