



POLICY AND PROCEDURE	
SUBJECT/TITLE:	Workplace Visitors Policy
APPLICABILITY:	All Staff
CONTACT TITLE & DIVISION:	Health Commissioner
ORIGINAL DATE ADOPTED:	02/09/2023
LATEST EFFECTIVE DATE:	02/09/2023
REVIEW FREQUENCY:	
BOARD APPROVAL DATE:	N/A
REFERENCE NUMBER:	800-055-P

A. PURPOSE

The Canton City Public Health (CCPH) Workplace Visitors policy outlines the rules for receiving visitors on health department premises. We want to ensure that visitors will not:

- Pose threats to our employees, premises and property.
- Distract employees from their work.
- Be exposed to potential risks in the workplace.
- Gain access to protected health information.

B. POLICY

This policy applies to all employees. “Workplace visitors” may refer to a CCPH employees’ friends and family, former employees, contractors, external vendors or employees of partner agencies.

This policy does not refer to remote employees or CCPH employees stationed at other locations or other City employees with electronic badge access to enter the CCPH secured area.

C. BACKGROUND

The intent of this policy is to assure the safety and security of CCPH employees, visitors, and property and to ensure that only authorized personnel have access to CCPH facilities.

D. GLOSSARY OF TERMS

Visitor: As used in this policy, a “Visitor” is a person temporarily entering the workplace and may be admitted to areas that are typically restricted from the public. A visitor may include customers, patients, personal friends, family members of a CCPH employee, former CCPH employees, vendors or professional colleagues.

Workspace: As used in this policy, the CCPH workspace is considered the entire employee work area contained within the health department’s locked doors at the 420 Market Ave., N location which require badge access.

E. PROCEDURES & STANDARD OPERATING GUIDELINES

Employees may not allow access to the CCPH workspace to unauthorized visitors except when accompanied by a CCPH employee and have been issued a temporary visitor badge by a Vital Statistics employee.

1. All visitors should first report to the Vital Statistics lobby and inform the Vital staff of whom they are at the health department to meet with or visit and if they already have an appointment to do so.
 - a. If a staff member is expecting a visitor, they should provide the Vital Statistics staff with the name of the individual and the day/time they are expecting the individual to arrive.



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2. If the visitor intends to meet with an Environmental Health (EH) employee, the Vital Statistics staff shall follow policy 500-006-P_Environmental Health Desk Watch to reach an EH staff member and inform them that the visitor is here.
3. If the visitor intends to meet with a CCPH employee within any division other than EH, the Vital Statistics staff will call that employee directly to inform them that the visitor is here.
 - a. If the appropriate employee cannot be reached, the Vital Statistics staff will call the division leader for that employee's division (if not the same person).
 - b. If neither the employee nor the division leader can be reached, the Vital Statistics staff will let the visitor know that they are still trying to contact the employee.
 - i. If the visitor has a scheduled appointment with the employee they are here to meet with, the Vital Statistics staff will politely ask the visitor to have a seat in the Vital Statistics lobby until someone can be reached.
 - ii. If the individual is visiting on a walk-in basis and does not have an appointment, the Vital Statistics staff can let the individual know that it may be best to come back another time and schedule an appointment beforehand. The Vital Statistics staff may also ask the visitor if they would like to leave their contact information for a call back once the CCPH employee can be located.
4. If the employee whom the visitor intends to meet with is in the building, that employee will walk up to the Vital Statistics lobby to greet the visitor.
5. If the employee wishes to escort the visitor through the secure CCPH work area, they must first ask the visitor to sign, date, and add the "In" time in the visitor log (800-055-01-F_CCPH Visitor Sign-In Log), which is maintained in the Vital Statistics division.
6. The visitor will be provided a "Visitor" sticker with the date of the visit included. The sticker must be worn by the visitor through the entire duration of their visit.
7. Once the visitor is within the CCPH workspace, it is imperative that they are not left to wander through the department without an escort. The escort shall remain with the visitor until the visitor exits the secured work area.
 - a. Approved vendors may be allowed access to the employee areas of the department. The vendor must have permission from the Fiscal Manager.
8. Once the visitor has completed their visit, they will be escorted to the Vital Statistics lobby where they will fill in the "Out" time in the visitor log before exiting the building.

F. CITATIONS & REFERENCES

N/A

G. CONTRIBUTORS

The following staff contributed to the authorship of this document:

1. Sean Green, Vital Statistics Administrative Supervisor

H. APPENDICIES & ATTACHMENTS

N/A



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I. REFERENCE FORMS

800-055-01-F_CCPH Visitor Sign-In Log

J. REVISION & REVIEW HISTORY

Revision Date	Review Date	Author	Notes

K. APPROVAL

This document has been approved in accordance with the "800-001-P Policy Development procedure as of the effective date listed above.