

University Health Network Policy & Procedure Manual Administrative – Scent-free Environment

Policy

University Health Network (UHN) is committed to providing a healthy, safe and comfortable environment for all its employees, patients and visitors. Scented products may affect our employees, patients and visitors who are sensitive or have allergies.

Health concerns that have been reported due to exposure to scented products include asthmatic reactions, breathing difficulties, upper respiratory symptoms, skin irritation, headaches, light-headedness, nausea and weakness.

Employees, medical staff, volunteers, patients, visitors, students and subcontractors are to refrain from wearing or using scented personal products while in any of the UHN buildings. Personal products may include:

- shampoos and conditioners
- hairsprays
- deodorants
- colognes and aftershaves
- fragrances and perfumes

In addition, wherever possible, all products used for cleaning will be scent free.

In cases of extreme sensitivity, patients may request that specific cleaning and/or other supplies be used. UHN will endeavour to accommodate [patient requests for accommodation](#). It is recommended that a patient requesting accommodation provide a letter from his/her physician, if possible, regarding the need for the accommodation requested. (Refer to the [Allergy & Adverse Reactions](#) policy 3.30.011 for management of multiple chemical sensitivities.)

All UHN employees, medical staff, volunteers and students are responsible for assisting in communicating this policy in a respectful manner to individuals who are using scented products.

Procedure

1. Departments and clinic areas will display appropriate information and signage to encourage staff, patients and visitors to refrain from wearing scented products.

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- Contact Occupational Health & Safety for posters for department and clinic areas.
2. Any UHN staff member who notices the use of a scented personal product may, in a manner that is polite and respectful, advise the person that is using the product that:
 - UHN is a scent-free facility
 - there are staff and patients who are allergic to scented personal products, and
 ask the person to remove the scented product if possible, or refrain from wearing the scented personal product in the future.
 3. If a staff member is uncomfortable approaching the person, or where he/she has concerns about the continued presence of the scented product, he/she may speak to his/her manager/delegate.
 - If the manager is comfortable, he/she may speak with the person.
 - If not, the manager should contact Human Resources or Occupational Health for advice and assistance.

Patient Requests for Accommodation

1. Refer to the [Allergy & Adverse Reactions](#) policy 3.30.011 for management of multiple chemical sensitivities.
2. Forward patient requests for accommodation with respect to specific cleaning and/or other products/supplies to the manager/delegate.
3. The manager/delegate contacts Housekeeping, Central Processing, Infection Control and other units/departments, as necessary, regarding the request for accommodation.

Note: Patient Relations or Human Resources may be enlisted to support accommodation requests.

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