

**Research has demonstrated that the presence and participation of family members and friends, as partners in care...**

- Enhances the patient and family experience of care
- Improves management of chronic and acute illnesses
- Enhances continuity of care
- Provides cost savings
- Prevents hospital readmissions



## **Supporting Family Presence in Health Care**

The Five Hills Health Region recognizes that family members are important to the overall well-being of you; the client.

We welcome family members to be with you whenever you would like to have them present.

## Guidelines for Supporting Family Presence

1. At the beginning of admission, you are asked to define your “family” and other “partners in care” and how they will be involved in your care and decision-making.
2. Families and partners in care are welcome 24 hours a day in agreement with your preference.
3. Staff encourages families and partners in care to be involved and supportive of you and your preferences. Staff recognize that families are important to your safety, comfort, medical and emotional well-being, and the healing process.
4. You can ask to review or change the presence and participation of families/ partners in care at any time. All such decisions will be documented in your health record.
5. The number of people welcomed at the bedside at any one time will be determined with you, your family and staff. If you are in a shared room, this will also include the other client and their family
6. Children supervised by an adult (other than you) are welcomed. Children are not restricted by age.
7. Families are encouraged to choose a family spokesperson to provide effective communication to other family members and staff.
8. The presence of pets and/or service animals shall be pre-arranged with the staff.
9. We ask family members and other visitors not to visit if they have the following symptoms: Cough, Cold, Fever, Flu-like symptoms, Diarrhea, Rash
10. In situations where family members must visit with any of the above symptoms, staff will talk to them about wearing personal protective equipment (such as masks or gowns).
  - Family members and visitors are required to perform hand hygiene with soap and water or alcohol based hand rub before entering, and after leaving, your room.
  - If the facility has an outbreak of illness, staff will discuss with you and your family the options to continue family presence during your stay.

## Frequently Asked Questions

### What if you do not want any visitors?

It is your right to refuse visitors while in care. Staff will share your decision with visitors.

### Does this mean someone can visit at 1:00AM?

Yes. There are no hourly restrictions for visits. As long as the visits are beneficial to you and not disruptive to other clients, then late hour and overnight visits are permitted.

### What if the facility is on Outbreak Status?

Limiting visiting does help in controlling an outbreak however, we also recognize that there are times where family members must be there. Staff will discuss with you and your family to decide which family members would be welcomed during the outbreak. These family members will be instructed in proper hand cleaning and use of Personal Protective Equipment to aid in the safety of you and your family.

