

		Guidelines		
FAMILY PRESENCE GUIDELINES*	Title	Created By* PATIENT EXPERIENCE COORDINATOR		
		Review Required* President & CEO Patient Experience Coordinator Patient Experience Council	Administrative Approval Required* President & CEO	
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PURPOSE*

STEGH is committed to working with patients and families to provide compassionate, high quality care. We believe it is important for patients to experience the support of family and friends and to be treated as an individual with unique needs. We are committed to providing a safe, secure, and comfortable environment for our patients and staff. Patients and families are welcomed as essential members of the healthcare team, helping to ensure quality and safety.

GUIDELINES*

Families and other partners in care are welcome 24 hours a day according to patient preference. The number of people welcomed at the bedside at any one time will be determined in collaboration with the patient and family. In situations where there are shared rooms, the rights and needs of the other patient will be taken into consideration as well.

Visiting is based on the condition, care needs, and expressed wishes of each patient in each unit and may vary from one day to the next as the patient's condition changes/improves.

Patients and families will be advised upon admission that visiting may be interrupted to provide appropriate patient care. Visiting may also be interrupted to ensure the privacy rights of other patients are respected. STEGH commits to a collaborative approach to these conversations.

STEGH will honor, to the best of its ability, cultural diversity and the expressed wishes of patients with respect to visitors, rituals and traditions.

STEGH will create an environment for the patient that will promote optimal healing and ultimately benefit the staff as well.

STEGH supports a patient's right to identify individuals whom they view as "family" and choose to be partners in their care. Patient's also have the right to limit or deny visitation to specified individuals.

Children supervised by an adult are welcome. Children are not restricted by age. They are expected to remain in the presence of the supervising adult while on the hospital premises.

Children's behavior will be monitored by the responsible adult and the care team to ensure a safe and restful environment is maintained.

Family, as defined by the patient, who are supporting a patient between the overnight hours of 9 p.m. and 6 a.m. are asked to remain in the patient's room and advise unit staff when leaving the unit. These individuals are responsible for his/her own personal needs.

Patients and families will be encouraged to speak up if their needs are not being met so their concerns can be reviewed and discussed.

During a declared infection control outbreak (ie: Influenza outbreak) or other hospital emergency, visiting may be restricted or cancelled to ensure patient and staff safety.

PROCEDURE

During admission, patients will be asked to define their "family" and how they will be involved in care and decision making as partners in care. The hospital will honor patients' choices unless these choices pose a threat of harm to patients, families, or staff or if there is a legal restriction.

Designated family members may visit patients at their discretion. All other visitors are to check at the nurses' station to ensure the patient is accepting visitors prior to entering the patient's room. This may be done by phone prior to coming to the hospital or at time of arrival at the Communication Station on the floor.

The hospital's East Entrance is to be used between 9 p.m. to 6 a.m. daily by all family members and visitors coming to see a patient. Individuals will use the phone in the vestibule to contact security to obtain access. Security will notify the floor of the visitor using the individual's name. Staff on the floor are to notify security if the family member/visitor does not arrive on floor in a timely manner.

All visitors will be encouraged to use the alcohol hand rinse on entry and exit from the hospital, on entry to the patient's room, and after assisting with patient care. Visitors are to respect all hospital infection control procedures, and comply with signage on doors related to gowns and gloves.

Family and visitors are to attend to the patient they are here to see and refrain from assisting other patients that may be in the room.

Any decisions to restrict or limit the presence of family or other visitors will be discussed with the patient and documented in the medical record.

RESTRICTIONS

Except when the patient chooses to restrict family and others, limitations on the presence of these individuals may be appropriate in exceptional circumstances, such as when:

- There is a legal reason that is documented in the chart (ie: restraining order or family court order)
- Their behavior creates a direct risk or threat to patients, families, staff and others
- They have a contagious illness or have had know exposure to a communicable disease

- An infectious outbreak in the community or hospital
- A patient in a shared room requires immediate lifesaving measures or a sensitive/private discussion needs to occur.

PETS

All pet visits must be pre-arranged with the Clinical Resource Nurse, Manager and/or Patient Experience Coordinator. Pet visits in inpatient areas are limited to dogs and will be restricted to:

- Complex Continuing Care or Rehab patients who have a prolonged hospital stay
- Patients requesting a visit for compassionate reasons such as palliative care

In order for a dog to enter the hospital the animal shall be clean, healthy, well-groomed, and free of parasites and have up-to-date vaccinations. If there is any concern, a certificate from a Veterinarian will be requested.

Dogs are not allowed in the following areas of the hospital

- Food preparation and public food service areas
- Medication storage/preparation areas
- Isolation rooms
- Intensive Care Unit
- Procedure areas (operating rooms, labour/delivery, pre/post op recovery)
- In a room with an immunosuppressed patient

Service animals, such as seeing eye dogs, continue to be welcomed at STEGH and are excluded from the requirements of the policy.

The request for pets other than dogs will be dealt with on a case by case basis but will be prohibited from occurring in our inpatient areas.

DEPARTMENTS AFFECTED

All areas.

DEFINITIONS

Family – STEGH uses a broad definition of “family” as defined by each patient. Family is a group of individuals with a continuing legal, genetic and/or emotional relationship.

Cultural Diversity - The many separate societies that emerged around the globe differed markedly from each other, and many of these differences persist to this day. As well as the more obvious cultural differences that exist between people, such as language, dress and traditions, there are also significant variations in the way societies organize themselves, in their shared conception of morality, and in the ways they interact with their environment

REFERENCES

Listed in order of importance (should include procedure(s) related to the policy, if applicable)

ATTACHMENTS

Visitor Guidelines (Appendix A)
Signage for Units (Appendix B – TO BE DEVELOPED)
Pet Visiting Procedure and Checklist

*Required information

Appendix A

Visitor Guidelines

A visitor.....

- Respects the privacy of other patients
- Always leaves the room at the request of the patient and/or when other patients in the room are receiving care
- Uses the public washrooms
- Does not visit the hospital when they are ill or have been in contact with someone with a communicable disease (ie: cold, Flu, Chicken Pox)
- Abides by hospital's scent-free (ie: no perfumes or cologne) and latex-safe (no latex balloons) policies

Visitors will be asked to leave the hospital premises if....

- The patient makes this request
- Demonstrating disruptive or disrespectful behavior, or if minors attending with them are disruptive
- Not following hospital policies
- They present a danger or threat to others
- There is a hospital emergency or outbreak