

Temiskaming Hospital - Policy			
Authorized by	President and CEO	Number	ADM-G-71
Responsible	CNE and Director of Patient Services	Effective Date	24-January-2020
Distribution	Board Directors, Employees	Reviewed	See footer
FAMILY PRESENCE			

POLICY:

Temiskaming Hospital (TH) is committed to patient and family centered care, positive health outcomes and the safety and security of patients, their families, and our staff. TH encourages visits from family (see definition below) throughout the patient's hospital stay.

Definitions:

Family: The definition of family is made by the patient/patient representative, recognizing that family may include anyone who normally provides physical, psychological, or emotional support to the patient. Patients may identify individual(s) as their care partners and how they will be involved in care, care planning, and decision making.

Visitor: Guest or friend of the patient. (See policy ADM-G-23 Visiting Hours)

Guidelines:

1. TH welcomes family visitors to the hospital to support in the recovery and well-being of our patients.
2. Family presence will be based on the patient's condition, care needs, and expressed wishes at the time of their current hospital stay.
3. Family visiting hours are flexible to accommodate the patient circumstance; there are no prescribed hours. Visiting may be adjusted in timing and the number of visitors based on the clinical care needs of the patient. This is planned in collaboration with the patient, family and inter-professional care team.
4. Visiting children under 12 years must be directly supervised by an adult, who is not the patient.
5. Family visiting may be interrupted for the provision of patient care.
6. Family visiting may be restricted to protect the health care needs and privacy rights of other patients or to maintain safety and security decisions.
7. Quiet hours are between 8 p.m. and 7 a.m. Patients can choose one family member (care partner) to stay with them at the bedside. The care partner who stays will be requested to create a quiet atmosphere and refrain from moving throughout the hospital.
8. Between 8 p.m. and 7 a.m. family members/care partners must enter through the Emergency Entrance.

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9. Visitors who feel unwell, have an infection; have symptoms of respiratory illness, symptoms of flu-like illnesses or symptoms of other communicable diseases should not visit. Appropriate Personal Protective Equipment (PPE) must be worn as instructed to support existing safety procedure requirements.
10. To ensure confidentiality all health care information is shared directly with the patient, or if the patient's condition warrants, the Substitute Decision Maker (SDM). To help facilitate effective communication among family members and hospital staff, the patient is encouraged to name one or two spokespersons that can provide information to extended family members.
11. Some patient care units have locked doors and a phone located outside the unit entrance (i.e. Obstetrics, Emergency Department, and Operating Room). Please use the phone to call in to the unit and check in before visiting.
12. To ensure patient privacy and in respect to other families in the Special Care Unit (SCU), the number of visitors is limited so that no more than two people are visiting at one time.
13. In the event of a public health event affecting the hospital, family presence may be temporarily limited or restricted.
14. Disruptive behavior and unsafe practices are not acceptable by any visitor or family member; these situations, while usually rare, will be addressed directly and promptly.
15. For guest visitors, please see policy ADM-G-23 Visiting Hours

Cross References

- ADM-G-23 Visiting Hours
- INF-2 – Hand Hygiene
- ADM-G-39 Public Complaints – Hospital Staff and/or Hospital Programs and Services
- ADM-M-49 Family Presence during Resuscitation
- ADM-G-62 Ethics
- ADM-G-68 Pet Visitation Service Animals and Therapy Dogs

Revision History			
Revision	Date	Name	Summary of Changes
1	24-Jan-2020	CNE	Created ADM-G-71 Family Presence

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