
 <b>HEARTLAND HEALTH REGION</b>	<b>MANUAL:</b> Administration	<b>REFERENCE #:</b> A01-07.01
	<b>SECTION:</b> 01 - General	<b>ORIGINAL EFFECTIVE DATE:</b> March 15, 2016
	<b>PAGE:</b> 1 of 2	<b>LAST REVIEW DATE:</b>
	<b>TITLE:</b> Client and Family Centered Care (CFCC) - Open Family Presence	<b>APPROVED BY:</b>  VP of Primary Health/Quality Services
<b>POLICY</b>		

## Policy

Family members are a critical resource to patients, residents, clients and the health care teams; thus are welcome 24 hours a day in Heartland Health Region (HHR) facilities, according to client preference, while respecting the privacy of other clients who may be in a shared space.

## Purpose



HHR is committed to creating an environment of best practice client and family-centered care, positive health outcomes and the safety and security of patients, their families, guests, our staff and our community. Family member engagement with patients, clients, residents while they are in care within HHR is critical to positive outcomes and prepares the family for care responsibilities when professional services are no longer required.

## Definitions

- Client - any individual accessing services. The terms “patient” or “resident” may be used in the place of patient; given the care setting.
- Family - a group of individuals with a continuing legal, genetic, and/or emotional relationship. Clients define their ‘family’ and how they will be involved in care, care planning, and decision-making. HHR respects and values family as integral partners in providing excellent care and the promotion of recovery.
- Guest - visitor of the patient or family.

## Responsibilities

- Nursing will be required to facilitate discussions with the client, family and inter-professional care team regarding the purpose, role and responsibilities of each group in appropriately engaging families to support the client upon admission and on an on-going basis during the client’s stay in facility. The level and kind of engagement needs to be discussed with the team on an ongoing fashion, noting that engagement will vary and will thus need to be based on the capacity and capability of family members.
- The number of people welcomed at the bedside at any one time will be determined in collaboration with the client, family and inter-professional care team. In situations where there are shared rooms, this negotiation will include the other client and his/her family. To ensure safety, considerations will also be given to the physical limitations of the space.
- Each facility in HHR will determine what time exterior doors will be locked. During those specific hours, family members will be required to enter through the designated entrance.

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- Alternative guests (e.g. pets and/or animal-assisted therapy) must be pre-arranged with the inter-professional team.
- Family and guests, who are feeling unwell, have an infection, have symptoms of respiratory or flu-like illnesses are asked not to come to the care facility. Nursing staff may ask families who are showing signs of being unhealthy to leave the facility or wear appropriate personal protective equipment to limit the spread of their illness.
- If an infectious outbreak occurs HHR Public Health officials may dictate that restrictions be implemented which would limit family presence, for the sake of controlling the outbreak. Facility staff will collaborate with the client and family, as best as possible, and depending on the nature of the outbreak, to enable and ensure that selected symptom-free family members may still be able to be present with them, pending their ability to adhere to infection control practices.
- For the safety of our clients, families and guests are required to perform hand hygiene with soap and water or alcohol based hand rub upon entry into the facility, entering and leaving the client's room, and before and after contact with the client and his/her effects.
- Children must be supervised by an adult who is not the client accessing services to ensure their own and others' safety.
- There may be interruptions to the open family presence concept to protect safety and security of other clients and/or employees. i.e. - a family member who is exhibiting threatening or dangerous behaviors, or if a client in a shared room condition changes and they need more medical attention.
- All clients and family members are asked to respect the privacy, rights and confidentiality of other clients and their families.
- Individuals who have concerns regarding the application of this policy should refer the issue to the RN in charge, Assistant Head Nurse or Care Team Manager. If the issue cannot be resolved, it can be referred to HHR Concern handling process.
- For additional responsibilities and guidance for ensuring staff and client safety after hours refer to **HHR Policy C03-29 Staff Safety – Working Alone or After Hours**.

#### References:

1. American Academy of Family Physicians. (2009). *Definition of family* (policy statement). Leawood, KS: Author. Retrieved from <http://www.aafp.org/online/en/home/policy/policies/f/familydefinitionof.html>
2. Institute for Patient and Family-Centered Care. (2011). *Changing Hospital Visiting Policies and Practices: Supporting Family Presence and Participation*. Bethesda, MD: Author.
3. Johnson, B., Abraham, M., Conway, J., Simmons, L., Edgman-Levitan, S., Sodomka, P., Schlucter, J., & Ford, D. (2008). *Partnering with patients and families to design a patient and family-centered health care system: Recommendations and promising practices*. Bethesda, MD: Institute for Patient- and Family-Centered Care.

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