

Subject: Family Presence Guidelines	Doc ID #: NUR-ADM-GA-IV-02
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PURPOSE:

The purpose of this policy is to provide direction for RLMCMH in terms of working with patients and families to provide patient and family centered care. RLMCMH is committed to enhancing the care of all of its patients and understands that families need to be defined by the patient themselves. In our efforts to provide the best level of care available to us we are also committed to the safety, security, and comfort of our patients and staff. We at RLMCMH believe that by working together a greater outcome of health can be achieved for all individuals.

SCOPE:

This policy applies to all staff, visitors, volunteers and outside personnel that are present in a patient care area. This policy also applies to all family as defined by the patient. When the patient is unable to define family due to medical condition, the next of kin or substitute decision maker will provide direction on this matter.

GUIDELINES:

It is our policy at RLMCMH to welcome families as partners in care to the patient 24 hours a day as determined by the patient's wishes. The number of visitors at one time will be determined in collaboration with the patient and family and take into consideration whether the room is being shared by another patient.

It is understood that the preferences of the patient can change based on the patient's condition or needs and once expressed every effort will be made to accommodate these wishes.

RLMCMH will do its utmost to be accommodating to the needs of its patients. It is understood that partnering in care will result in greater outcomes for the patient; and consideration will be given to cultural diversity and traditions.

The presence of children may be restricted in certain circumstances as determined by the Chief Nursing Executive. Pets may be permitted in certain areas of the hospital as well (refer to pet policy).

Family as overnight guests will be asked to check in and check out at the nursing station. They will have access to the chronic care dining room but are expected to respect quiet hours for other patients and staff at the hospital. They are responsible for their own personal needs during this time.

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 and families will be given the Patient Family Handbook their right to define family as they see fit will be explained. They will be encouraged to define family at this time with the option of changing its scope. During this time they will also be encouraged to list any persons not

considered part of their “family”. This will be documented on the patient Kardex and the nurse will tell the Nurse Manager and/or the Ward Clerk.

Persons defined as part of the patient’s family will be welcome at the patient’s discretion. Scheduled appointments will be listed on the patient whiteboards in the patient’s room for the information of the patient and families. The whiteboard is a communication tool for patients, families, and staff. In some cases the family may attend scheduled appointments. If a change is needed to the current arrangement, a discussion will be had with the patient and family to determine a solution.

Family and friends of the patient must sign the log after 10pm at the nursing station to ensure the safety of the patient, staff and partner in care.

The family will also be expected and encouraged to follow hand hygiene protocol while on the premises of which instruction may be necessary.

The family will be expected to uphold the confidentiality of all patients in the hospital.

Any patient instructions that occur regarding family and friend restriction or allowance are to be documented in the patient’s record.

EXCEPTIONS:

All persons that are considered “partners in care” or “family of the patient” are welcome 24 hours a day, except under the following circumstances:

- There is a court order preventing that person’s ability to visit the patient.
- There is a safety concern, including infection outbreak or the patient is contagious.
- The patient is in a shared room and the visit is negatively impacting the second patient.
- The visitor is being disruptive, violent, or disrespectful to other patients or hospital personnel.