

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p>POLICY</p>	<p>REGIONAL</p> <p>Applicable to all WRHA governed sites and facilities (including hospitals and personal care homes), and all funded hospitals and personal care homes. All other funded entities are excluded unless set out within a particular Service Purchase Agreement.</p>		Level: 1
	Policy Name: Family Presence	Policy Number: 80.00.060	Page 1 of 3
	Approval Signature: <i>Original signed by R. Cloutier</i>	Section: PATIENT/CLIENT/RESIDENT SERVICES	
	Date: July 2019	Supersedes: New	

Family members are part of the care team and are integral to the Patient's life and health. Family members provide critical information, support and comfort to the Patient regardless of time of day, day of week, department or service.

1.0 **PURPOSE:**

- 1.1 To enhance the Patient experience in the provision of health care.
- 1.2 To facilitate the presence of Family as directed by the Patient when receiving care within the Winnipeg Health Region.
- 1.3 To allow staff flexibility in responding to the diverse and individual needs and preferences of each Patient while ensuring the safety of the Patient, Families, and Staff in all health care settings.

2.0 **DEFINITIONS:**

- 2.1 Family – For this policy only (not legal definition), the definition of "family" as well as the degree of the family's involvement in health care is determined by the patient. This is including, but not limited to, relatives, informal care givers and friends.
- 2.2 Patient - Patient/client/resident defined as any individual who is the recipient of health care services.
- 2.3 Staff – All persons employed by the WRHA facilities, or WRHA funded facilities, as well as members of the medical staff, volunteers, board members, students and others associated through contracts.
- 2.4 Visitors- Any person not identified as family

3.0 **POLICY:**

DISCLAIMER: Please be advised that printed versions of any policy or policies posted on external web pages may not be the most current version of the policy. Although we make every effort to ensure that all information is accurate and complete, policies are regularly under review and in the process of being amended and we cannot guarantee the accuracy of printed policies or policies on external web pages. At any given time the most current version of any WRHA policy will be deemed to apply. Users should verify that any policy is the most current policy before acting on it. For the most up to date version of any policy please call 204-926-7000 and ask for the Regional Policy Chair's office.

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- 3.1 If the Patient is unable to participate in decision making, Staff shall follow the Advance Care Planning Policy
<http://home.wrha.mb.ca/corp/policy/files/110.000.200.pdf>
- 3.2 Staff shall support the presence of Family members 24-hours a day.
 - 3.2.1 Children under the age of 16 are supported to be present but should be supported by an adult to ensure a safe and restful environment.
- 3.3 Visitors shall follow all site visiting hour rules
- 3.3 Staff shall respect Patient preferences for Family presence during their care experience, including changes to Patient preferences over time.
- 3.4 Staff shall collaborate with Family members to coordinate their presence as directed by the Patient to provide the safest care possible and escalate to management if there is a dispute.
- 3.5 Staff shall ensure respect for Patient's spiritual and cultural and accessibility needs.
- 3.6 If there is a disagreement the management team involved in the care will make a decision
- 3.7 Families whose behaviour is disruptive, disrespectful or infringes upon others' rights or safety shall be asked to leave. In community, a Staff Safety Plan/Safe Visit Plan may also be implemented.
 - **In Facility:** Consultation with Protective Services (Security) may be necessary for assistance. See Workplace Safety and Health Policy <http://home.wrha.mb.ca/corp/policy/files/20.20.030.pdf> and Respectful Workplace Policy <http://home.wrha.mb.ca/corp/policy/files/20.10.040.pdf>
 - **In Community:** Consultation with Occupational and Environmental Safety and Health may be required to develop a Safe Visit Plan. See Workplace Safety and Health Policy <http://home.wrha.mb.ca/corp/policy/files/20.20.030.pdf> and Respectful Workplace Policy <http://home.wrha.mb.ca/corp/policy/files/20.10.040.pdf>

4.0 **PROCEDURE:**

- 4.2 At the time of access to care and each transition point, the Patient will be asked by Staff to identify the Family member(s) they wish to be present during their health care experience. Staff will document this information in the health record using the heading "Family Presence". Other communication tools may also be used to communicate this information as deemed necessary such as white boards and Electronic Patient Record flags.
- 4.3 The number of family members supported to be present at the point of care at any one time will be determined in collaboration with the Patient. In situations, where there are shared spaces/rooms, this collaboration will include the other Patient(s), his or her Family, and other partners in care.

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4.4 Family presence will be balanced with Patient and Staff safety while protecting the confidentiality and privacy of all Patients.

5.0 **REFERENCES:**

- 5.1 American Academy of Family Physicians Website
<http://www.aafp.org/about/policies/all/family-definition.html>
- 5.2 Family Presence at South Health Campus, Alberta Health Services
<http://www.albertahealthservices.ca/assets/hospitals/shc/shc-patient-welcome-booklet.pdf>
- 5.3 Institute for Patient and Family-Centered Care Website
<http://www.ipfcc.org/advance/topics/supporting-family-presence.html>
- 5.4 OESH Operational Procedure: Working Alone or In Isolation Community Home or Client Visits
http://www.wrha.mb.ca/professionals/safety/files/OP_WorkingAloneCommunity_2011.08.pdf
- 5.5 Providence Health Care Practice & Nursing Policy Family Presence (Visitation), Corporate Policy Manual, CPT3100: Family Presence (Visitation)
http://www.wrha.mb.ca/professionals/safety/files/OP_WorkingAloneCommunity_2011.08.pdf
- 5.6 Violence Prevention Program for Health Care Workers 20.20.010
<http://home.wrha.mb.ca/corp/policy/files/20.20.010.pdf>

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