



Policy and Procedures Manual
NorWest Co-op Community Health Centre

Policy: Family Presence Policy

Category: Client & Community Relations

Effective: NEW October 2020

Principles: This policy is based on the following principles and values:

- Family is welcome;
- This policy adopts a broad definition of family;
- Family presence must be balanced with other factors affecting care;
- Family presence is decided according to client preference; and,
- Public health restrictions may limit family presence.

Dignity and Respect: Listening to and honouring client and family perspectives and choices. Client and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.

Information Sharing: Communicating and sharing complete and unbiased information with clients and families in ways that are affirming and useful. Clients and families receive timely complete and accurate information in order to effectively participate in care and decision making.

Partnership and Participation: Encouraging and supporting clients and families to participate in care and decision making to the extent that they wish.

Collaboration: Collaborating with clients and families in policy and program development, implementation and education, facility design, professional education and delivery of care.

We believe family members are part of the care team and are integral to the client's life and health. Family members provide critical information, support and comfort to the client and are considered a key piece of their well-being.

Definition of 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 client. This is including, but not limited to, relatives, informal care givers and friends. We recognize that the client may change the family members they designate to be involved in their care at any time.

Purpose: To enhance the client experience in the provision of health care.

To facilitate the presence and involvement of family in the provision of care.

To allow staff flexibility in responding to the diverse and individual needs and preferences of each client while ensuring the safety of the client, families, and staff in all NorWest settings and the community.

Procedure:

1. Family presence is welcome across all types of services provided by NorWest Co-op Community Health, following the principles and values outlined in this policy. This includes walk-in / drop-in and appointment based services at all NorWest locations and in the community.
2. Family presence may include aspects of care other than in-person support, such as involvement in the planning, delivering, and evaluation of services.
3. A family member, as defined by the client, is to be documented in the client record. This definition may change throughout the client's care, and should be continually discussed and updated (at minimum one time per year, and / or at major transition periods during a client's life).
4. Family presence will be balanced with client and staff safety while protecting the confidentiality and privacy of all clients. All family involvement will follow PHIA and all other applicable legislation.
5. All in-person family involvement will follow current public health guidelines and restrictions. Technology may be used to facilitate family involvement when in-person attendance is not permitted under public health guidelines.

Approved by:

Executive Director _____
Date: _____
Supersedes: NEW _____