

Families and friends are more than visitors, they are partners in care.

Eastern Health's **Family Presence** policy enables clients to designate one family member, or other loved one, to provide *support* to them while they are receiving care.

A **support person** is:

- ✓ an individual chosen by the client or substitute decision maker;
- ✓ an active member of the health-care team;
- ✓ involved in supporting the health-care needs of the patient, resident or client;
- ✓ recognized as a comfort and support while the loved one is receiving health-care services; and
- ✓ welcome to be present outside of regular visitation hours – 24 hours, seven days a week.

A **support person**:

- ✓ may or may not be related to the client; and
- ✓ may be changed upon request by the client or substitute decision maker.

Did you know?

In client- and family-centred care (CFCC), the word **client** also means **patient** and **resident**.



Our patients, residents and clients benefit when *you* are a part of their health-care team!

QUESTIONS?

Questions or comments about the Family Presence policy can be directed to:

Client- and Family-Centred Care

Client.FamilyAdvisors@easternhealth.ca

Telephone: 709-777-6777

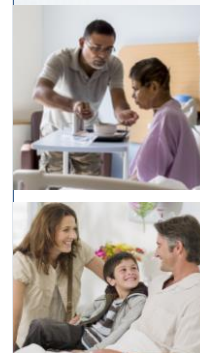
www.easternhealth.ca/Visiting

The Family Presence Policy is being implemented in stages, starting with the Carbonear General Hospital and the Carbonear Long-Term Care Home.

September 2017

FAMILY PRESENCE

CLIENT- AND FAMILY-CENTRED CARE



**Your Role in
Your Loved
One's Care**



www.easternhealth.ca

Hand washing is one of the most important things you can do to keep your loved one, and yourself, well.

Please wash your hands upon arrival, as well as *before* and *after* assisting with any care.

WHAT IS YOUR ROLE IN THE CARE OF YOUR LOVED ONE?

Let's work TOGETHER

As a *support person* who has been identified by the client, *you* are an important member of the health-care team, **TOGETHER** with the client and health-care staff.

Your involvement will ensure **better care**, **safety** and **health outcomes**. You have an important role in supporting your loved one's health care. Trust your knowledge and insights about your loved one's values, daily life and medical history.



The level of support you choose to offer will be based on your loved one's preferences and needs, and will vary from situation to situation.

Suggestions to guide you in working with your loved one's care team:

Talk with your loved one about your role in their care. Introduce yourself to staff and describe your relationship to the client and how you'd like to participate in care.

Observe changes (physical, behavioural, emotional) in the client and report them to health-care providers.

Gather helpful information (current medications, medical history, other health-care providers, insurance information) and bring it to the health-care facility.

Ensure that you are present, if possible, at times when health information is being shared by medical staff. Let staff members know how to reach you so updates can be shared.

Tell staff if "something just doesn't feel right."

Help with decision-making about care and treatment. Encourage your loved one to participate in decision-making to the extent he or she chooses.

Enlist help from staff members. Ask questions so that they can help you support your loved one's care.

Ready yourself for the transition to home or community care. Before you leave the health-care facility, make sure your questions and those of your loved one have been answered. Know what will be needed following the transition (medications, treatment, equipment, follow-up appointments) and what changes his/her condition should be reported to health-care providers.

Please know:

The staff of Eastern Health warmly welcomes you as a member of the health-care team.

The needs of your loved one will be balanced with the needs of other patients, residents, clients and their families and visitors. In order to ensure the privacy and safety of all, we ask that you comply with these requests for the benefit of all patients, residents and clients.

- ✓ Your loved one's bed is for him/her only. You, as the support person, may sleep in the chair/sleeper alongside the bed. Special beds, which allow for support person *cuddling*, for palliative care patients may be available. Please ask your nurse what is available to you.
- ✓ In shared rooms:
 - The privacy and needs of other patients, residents, clients and their families must be respected at all times.
 - To respect the privacy and health-care needs of other patients, residents and clients in a shared room, you may be asked at times to step outside of your loved one's room.
- ✓ Bathrooms within private and shared rooms are for the use of patients, residents and clients only. Please ask the nursing staff to direct you to the public washroom facilities.