



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

**T**alk with your loved one about your role in their care. Introduce yourself to staff and describe your relationship to the client and how you would like to participate in care.

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

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

**E**nsure that you are present, if possible, at times when medical information will be shared by medical staff. Let staff members know how to reach you so updates can be shared.

**T**ell staff if "something just doesn't feel right."

**H**elp by encouraging your loved one to participate in decision-making to the extent they choose to do so.

**E**nlist help from staff members when needed so that they can support you and your loved one.

**R**eady yourself for the discharge/transition to home or community. Ask what will be needed following the transition (medications, treatment, equipment, follow-up appointments). Ask what changes in condition should be reported to health-care providers.

**Our clients, patients and residents benefit when you partner with 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](mailto:Client.FamilyAdvisors@easternhealth.ca)

Telephone: 709-777-6777

[www.easternhealth.ca/Visiting](http://www.easternhealth.ca/Visiting)

*The Family Presence Policy is being implemented in stages across Eastern Health.*

March 2019

## FAMILY PRESENCE

CLIENT- AND FAMILY-CENTRED CARE



Your Role as a Support Person



[www.easternhealth.ca](http://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.

Eastern Health's Family Presence policy recognizes that there are many health-care benefits to clients when they have access to the support of their family and friends while in care.

**A support person is:**

- ✓ an individual chosen by the client, patient, resident or substitute decision maker;
- ✓ a partner of the health-care team;
- ✓ involved in supporting the health-care needs of the client, patient or resident;
- ✓ 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 biologically or legally related to the client, patient or resident; and
- ✓ may be changed by request of the client, patient, resident or substitute decision maker.

## WHAT IS YOUR ROLE AS A SUPPORT PERSON?

### Let's work TOGETHER

As a *support person* who has been identified by the client, *you* are an important partner, **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.



How you participate in the care of your loved one will be based on their wishes and needs and will vary from situation to situation.

**Did you know?**

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

### Please know:

The staff of Eastern Health warmly welcomes you to partner with the health-care team.

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

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