

EASTERN HEALTH FAMILY PRESENCE

CLIENT- AND FAMILY-CENTRED CARE (CFCC)

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

Did you know?

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

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, and in addition to, general visitation hours, as identified as part of your loved one's health-care plan.



A support person:

- ✓ may or may not be biologically or legally related to the client, patient, or resident; and
- ✓ may be changed at the request of the client, patient, resident, or substitute decision maker, in consultation with the health-care team.

WHAT IS YOUR ROLE AS A SUPPORT PERSON?

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.

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.

To support privacy and safety for all clients, patients, and residents, we ask that you follow these requests:

- ✓ Your loved one's bed is for them only. You, as the support person, may rest in the



chair/sleeper alongside the bed, if available. Special beds for palliative care patients may be available which allow for support person *cuddling*. **Please discuss considerations and confirm plans for an overnight stay with the health-care team.**

- ✓ Bathrooms in private and shared rooms are for the use of clients, patients, and residents only. **Please ask health-care staff to direct you to the public washrooms.**
- ✓ In shared rooms:
 - Respecting the privacy and needs of other clients, patients, residents, and their families can be more challenging in a shared space. To support privacy needs, there are times you may be asked to step outside of your loved one's room.



To respect privacy, it is expected that you step outside the room when asked.

- ✓ **Please help us to help you and your loved one.** If you are finding difficulty in following these requests, please discuss them with the health-care team.

Our clients, patients and residents benefit when you partner with their health-care team!

Suggestions to guide you in partnering 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 would 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 medical information will be 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 by encouraging your loved one to participate in decision-making to the extent they choose to do so.

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

Ready 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.

Questions or Comments: about the family presence policy can be asked with the health-care team. For more information, please email Client.FamilyAdvisors@easternhealth.ca or 709-777-6777.

www.easternhealth.ca/Visitors

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.