

**What if the facility is under visitor restrictions due to an outbreak?**

We recognize there are times when family members must be present. Through discussions with the patient, client or resident and their family decisions will be made as to what family members will be welcomed during an outbreak. In such cases, these family members will be instructed in proper hand hygiene and use of Personal Protective Equipment to assure the safety of all patients, clients and residents.

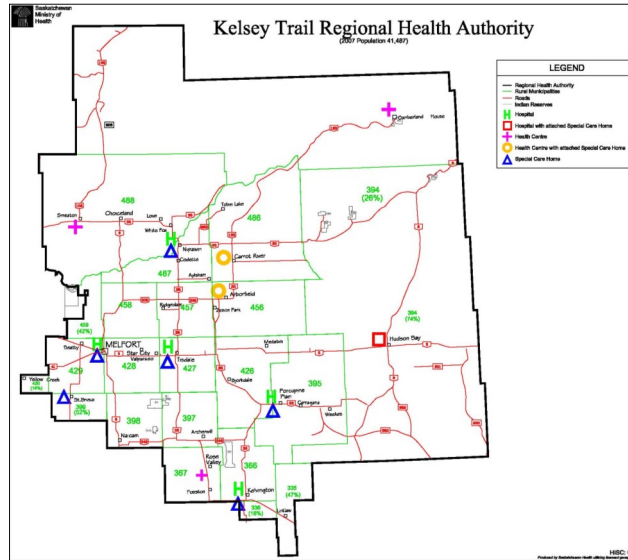
**What if visitors have signs or symptoms of illness?**

Family members and other visitors are asked to refrain from visiting if they have any of the following symptoms:

- Cough \* Cold \* Fever
- Flu-like symptoms
- Diarrhea \* Rash

In circumstances where family members must visit and have any of the above symptoms, the care team will speak to them about appropriate Personal Protective Equipment such as masks or gowns.

**Remember!**  
 Patients, clients and residents determine their family or partners in care.  
 They will be respectfully welcomed as an active part of the care team.



*For more information about Open Family Presence or other services of the Kelsey Trail Health Region contact the Regional Office at (306) 873-6600 or visit our website [www.kelseytrailhealth.ca](http://www.kelseytrailhealth.ca)*

**Provincial Health Line**  
 24 hour health advice



# Supporting Open Family Presence



*Healthy People in Healthy Communities*

Research has shown when a patient is supported by family and friends their emotional and mental health is much better, resulting in improvements to their physical health. This support also improves management of chronic and acute illnesses.

Family members are integral to the overall well-being of patients, clients and residents. Families can often provide information that health providers are not aware of. There is also evidence that those who have family involvement in care fall less while in hospital and retain the lessons taught in client education activities better.



The province and Kelsey Trail Health Region are moving toward a patient and family-centred care approach. As a result, visiting hour restrictions will no longer be in place in any KTHR care facility. Kelsey Trail Health Region welcomes family members to be present whenever their loved one would like them to be with them during their care.

### **Who is considered family?**

Patients, clients or residents may identify the people they consider family or partners in care. This may be determined during the admission process and may be modified by the patient, client or resident at any time.

#### **Family**

Individuals who are connected by kinship, affection, dependency or trust; family is defined by the patient, client or resident.

#### **Partner in Care**

Family member(s) and/or friend(s) that the patient, client or resident has indicated will be involved in their care and decision-making.

#### **Visitors**

In addition to family members, Kelsey Trail Health Region recognizes that other people may wish to see the patient. Visitors are ‘guests’ of the patient, client, resident or his/her family and, in some cases, may be relatives of the patient, client or resident.

## **VISITING HOURS ANYTIME**

### **What happens if there are too many visitors?**

Discussions with the patient, client or resident and family are necessary to determine the number of people welcomed at the bedside at any one time. If the patient, client or resident is in a shared room, these discussions must include the person they are sharing the room with.



### **What if a patient, client or resident wants a visitor to leave?**

If it is mutually agreed by the patient, client or resident and the care team that a visitor’s presence is not beneficial to them or their care, a healthcare provider may ask any visitor to leave.

### **What if a visitor refuses to leave or is being disruptive?**

While this is usually a rare occurrence, the patient, client, resident or a care provider may call the Facility Administrator, Nurse Manager or designate to address the problem.

### **What if the patient, client or resident does not want visitors?**

It is the right of the patient, client or resident to refuse visitors while in care. Healthcare providers may share these wishes with the primary family support person/partner in care and request they notify other potential visitors.

### **Can visitors visit at any hour of the day or night?**

Yes. There are no hourly restrictions for visits. As long as visits are beneficial to the patient, client or resident and not disruptive to others, late hour and overnight visits are permitted.

