

**CPT3100: Family Presence (Visitation)**

Approved Date: December 4, 2013

Reviewed/Revised Date: \_\_\_\_\_

**1.0 Introduction**

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**Description**

To establish guidelines and ensure consistent practices for patient/resident directed family presence at all Providence Health Care sites.

**Scope**

This policy applies to all Providence Health Care employees (unionized and excluded), other credentialed professionals, volunteers, students, contractors, and vendors (collectively, these individuals are referred to as "Persons") who attend a Patient Care Location.

This policy also applies to the family as defined by the patient/resident. When the patient/resident is unable to define family, the patient/resident's next of kin or substitute decision maker provides the definition.

**2.0 Policy**

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Family members are part of the care team as they are integral to patient/residents' life and healing. Family members, as identified by the patient, provide support, comfort, and important information during their hospital stay regardless of time of day, day of week or department. We welcome families 24 hours a day according to patient preference.

Family presence will be balanced with patient/resident and staff safety while protecting the confidentiality and privacy of all patients/residents. This policy is intended to be flexible in order to respond to the diverse and individual needs and preferences of each patient/resident as well as to foster the safety of patients/residents, families, and staff.

**2.1 Responsibilities**

- Family members are encouraged to actively engage in the patient/resident's hospital experience to ensure the delivery of safe and patient/resident family centred care.
- Family members collaborate with the care team to coordinate their presence as directed by the patient/resident to provide the safest care possible.
- The length of the family members' stay is at the discretion of the patient/resident in collaboration with the care team.
- Family members, staff, and all Persons are required to act within the guidelines of the corporate policy [CPL1700 Respect at Work](#).

- Family members, Persons, and staff must wash their hands before and after spending time with patients/residents. See [CPT2200 – Hand Hygiene](#) Policy for more information.
- Families whose behavior is disruptive or infringes upon others' rights, or safety, may be asked to leave. Consultation with Integrative Protection Services (Security) may be necessary for assistance.
- Families who are medically or therapeutically contraindicated for the patient/resident will be asked to postpone their visit or leave in order to maintain the safety of the patient/resident, or staff member. See [ICS 5050 –Visitors](#) policy for more information.
- Individuals who have signs and symptoms of communicable disease and present a risk of transmission of illness may be asked to leave or postpone their visit in order to maintain the safety of the patient/resident, and/or staff member. See [ICS 5050 –Visitors](#) policy for more information.
- During the hours of 8:00pm -6:00am family members are required to enter through the designated after hours entrance – please talk to your care team for more information.

### 3.0 Definitions

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- A patient/resident is an individual under the care of the hospital/residential care setting who has his or her own set of beliefs and habits, and his or her own unique family and support group.
- Patient/resident-directed visiting allows access to the patient/resident when they desire in collaboration with his/her care team – this includes evenings, weekends, or any other time a patient/resident so desires family to be present. In situations where the patient/resident lacks capacity, the patient/resident's next of kin or substitute decision maker establishes parameters in collaboration with the care team.
- Family is defined by the patient/resident. When the patient/resident is unable to define family, the patient/resident's next of kin or substitute decision maker provides the definition. Family members are the people who provide the primary physical, psychological, or emotional support for the patient or resident. Family is not necessarily blood relatives. Family members are encouraged to be involved and supportive of the patient/resident and are integral to the overall well-being of the patient/resident.
- Disruptive persons are defined as those that place patient/resident, family, friends, staff, persons, or facilities at risk and infringe upon others' rights and/or safety.

### 4.0 Consequences of Non- Compliance

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Any persons found in violation of this policy may be subject to remedial and/or disciplinary action up to and including termination of employment, cancellation of contract and/or revocation of privileges.

Any family member found in violation of this Policy may be denied access to Patient/Resident Care Locations.

## 5.0 Endorsement and Approval

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- Clinical Leadership Team – December 2, 2013
- Medical Advisory Committee – December 3, 2013
- Candy Garossino, Director of Professional Practice and Nursing - December 4, 2013
- Leanne Heppell, Vice President of Quality, Patient Safety and Risk Management and Chief Nursing Officer – December 4, 2013

## 6.0 References

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Institute for Patient and Family-Centered Care website Accessed on July 22, 2013, via:  
<http://www.ipfcc.org/advance/topics/supporting-family-presence.html>

[http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/00\\_96210\\_01#section1](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/00_96210_01#section1)