

# KINGSTON GENERAL HOSPITAL

## ADMINISTRATIVE POLICY MANUAL

**Subject: Family Presence** (formerly Visiting)

**Number: 07-070**

Prepared/Reviewed by: Patient and Family Advisory Council, Professional Practice Council, Nursing Practice Council, Resuscitation Committee, Joint Program Council, Planning and Performance Committee

Page: 1 of 2  
Original Issue: 1984.02  
Revised: 2004.04  
Revised: 2009.09  
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Issued by: President & Chief Executive Officer

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### Preamble

Kingston General Hospital is committed to creating an environment supportive of patient and family-centred care, positive health outcomes and the safety and security of patients, their families, guests, our staff and our community.

### Definition

Family – a group of individuals with a continuing legal, genetic, and/or emotional relationship. Patients define their 'family' and how they will be involved in care, care planning, and decision-making. Kingston General Hospital respects and values family as integral partners in providing excellent care.

Guest – visitor of the patient or family.

### Policy

1. Families are welcome 24 hours a day according to patient preference.
2. The number of people welcomed at the bedside at any one time will be determined in collaboration with the patient, family and interprofessional care team. In situations where there are shared rooms, this negotiation will include the other patient and his or her family. To ensure safety, considerations will also be given to the physical limitations of the space.
3. Between 2300 and 0600 hours, family members are encouraged to enter through the Davies main entrance. If family are expected between 2300 and 0600 hours, please contact the security desk at #4142, provide name(s) and estimated time of arrival. Security staff will issue a temporary identification badge.
4. Family and guests who are feeling unwell; have an infection; have symptoms of respiratory illness or flu-like illnesses should not come to the Hospital. In this instance, the interprofessional team will enable family presence through other means using available technology (e.g. telephone, internet).
5. If an outbreak of infection requires some restrictions for public health, the staff will collaborate with the patient and family to enable and ensure that selected family members are still welcomed.
6. For the safety of our patients, families and guests are required to perform hand hygiene with soap and water or alcohol based hand rub upon entering and leaving the patient's room.
7. Children (i.e. < 14 years) supervised by an adult who is not the patient are welcomed.

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8. Alternative guests (e.g. pets and/or animal-assisted therapy) must be pre-arranged with the interprofessional team.
9. There may be interruptions to family presence to protect the privacy rights of other patients or to maintain safety and security.
10. Individuals who have concerns regarding the application of this policy should refer the issue to a member of the unit based interprofessional care team. If the issue cannot be resolved at the unit level, it may be referred to the Patient Safety, Quality & Risk Department or the administrative coordinator in the absence of a Patient Relations and Quality Advisor.

### References

- American Academy of Family Physicians. (2009). *Definition of family* (policy statement). Leawood, KS: Author. Retrieved from <http://www.aafp.org/online/en/home/policy/policies/f/familydefinitionof.html>
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Authorizing Signature

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