

Continuing Care

Visitation and Family Presence Directive

This document will be updated as additional information is available. Please send your questions or comments to continuingcare@albertahealthservices.ca. Submitted questions will not be responded to individually; however, themes will be noted and responded to here.

What is the purpose of the directive?

AHS puts patients and families at the centre of all care teams and all decisions. We welcome and promote patient visitation and family presence, whenever practical, in all AHS settings. That said; we have a duty to maintain a safe, respectful and supportive environment in which to deliver care and services. This new directive will help guide visitation and family presence at all continuing care facilities in the province.

You can read the full directive here: www.ahs.ca/cc/Page13154.aspx

Why has AHS implemented a Visitation and Family Presence Directive?

The Minister of Health asked AHS to develop a standardized policy and procedure to guide visitation and family presence in all AHS owned or funded sites in Alberta. This policy is currently in development and is expected to be effective March 31, 2017. The directive will provide temporary guidance for AHS owned or funded continuing care facilities until the full policy is in effect.

I don't understand. What factors could influence a decision to limit family presence and visitation?

Many factors are taken into consideration when determining limitations to family presence and visitation, including the following:

- Wishes of the resident (or their alternate decision maker)
- Health needs of the resident as determined by the care team
- Privacy needs of the resident, or other residents
- Illness or contagious disease at the site
- Legal reasons (e.g. Court Order)
- Family/visitor behaviour concern
- Urgent need to protect the well-being, safety and security of any resident, staff, family or visitor

Our goal is always to use the least restrictive approach to the safety and well-being of residents and staff.

I have concerns about being limited from access to my loved one. What can I do?

Please speak directly with the site manager if you have any concerns about limitations. They will work closely with you and the resident(s) involved, to help you understand the reason(s) for the limitation and to find a solution everyone can agree to.

I disagree with limitations to my visitation. What can I do?

If you have a concern about a limitation that has not been resolved by speaking to a site manager you can ask the manager to contact AHS Patient Relations on your behalf, or you can contact them directly.

Tel: 1-855-550-2555
Online: <https://www.albertahealthservices.ca/273.asp>
Mail: Patient Relations Officer and Executive Director, Patient Relations
Mail Slot #57, 11111 Jasper Avenue
Edmonton, Alberta T5K 0L4

The site manager and patient relations have not been able to resolve my concerns. What is my next course of action?

AHS created a Visitor Management Appeal Panel that may be available to hear concerns that have not been resolved through site management or patient relations. The panel will include at least one non-AHS member to represent patient/family perspectives and will work with parties involved to come to an agreeable solution. You can initiate the panel process by contacting site management or connecting with Patient Relations directly.

Who will make the final decision on visitation/family presence?

The Visitor Management Appeal Panel makes recommendations to the AHS Chief Zone Operating Officer or if applicable, the Chief Executive Officer of the contracted service provider, who will make an informed decision after careful review. You will still have the right of external appeal if you have not been able to reach an agreement.