

What if I have concerns about the limitations?

Please speak with the site manager if you have concerns about any new or ongoing limitations. The goal is to find a solution everyone can agree to.

If the visitor/family isn't satisfied with the decision the site has made, the site manager will ask the visitor/family for permission to involve the AHS Patient Relations Department in trying to resolve the concern. If the concern can't be resolved, it may go to the AHS Visitor Management Appeal Panel.

When can I access the Visitor Management Appeal Panel?

The Appeal Panel process will be initiated by the AHS Patient Relations Department once all efforts to resolve the concern by the continuing care site have been tried and the resident is agreeable to the appeal panel process.

An Appeal Panel can be done in person, by teleconference, or by videoconference. Both the visitor/family and the site will be able to present their information to the Appeal Panel.

The Appeal Panel recommendation will consider the health and safety of all residents, family, visitors and staff. The Appeal Panel will make a written recommendation that will either:

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- uphold the decision made by the continuing care site
- provide another solution
- offer a temporary plan while it gathers more information about the issue

The Appeal Panel's recommendation will go to the Chief Zone Officer or, if applicable, the CEO of the Contracted Service provider to make a decision.

For further information on continuing care visit the AHS website at:

ahs.ca/cc/Page13154.aspx

For further information on the concerns resolution process contact

AHS Patient Relations

by telephone: 1-855-550-2555

by email: patientfeedback@ahs.ca



CONTINUING CARE

VISITATION AND FAMILY PRESENCE





The goal of continuing care is to give residents a home where they're treated with respect and dignity, and where they have the supports and services they need for their health and well-being. Family and visitors are partners in ensuring safe, quality care, and in improving the resident's quality of life.

Continuing care also strives to provide a healthy workplace where staff are treated fairly and respectfully, in a safe environment where they can deliver quality care and services.

Visitation and family presence

Anyone visiting in continuing care can expect to be welcomed by staff and treated with respect and dignity. Visitors are expected to:

- be sensitive to the needs of other residents and family/visitors

- respect quiet times and follow recommended visiting hours

The residents' family or primary support person can expect to:

- be invited to be a partner in care to the level or degree that both the resident and the family/primary support person agrees to
- have access to the resident 24 hours a day, based on the needs of the resident and availability of space

Staff can expect to:

- be treated with respect and dignity
- be spoken to calmly and respectfully
- receive feedback on the resident's care, and have those who know the resident best share important information that will support the resident's care needs

When might visitation/ family presence be limited?

Continuing care has a duty to maintain a safe, respectful, and supportive environment in which to deliver care and services, while ensuring the safety and well-being of residents and staff. There may be times where visitation/family presence is limited based on:

- 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

The goal is to use the least restrictive approach required.