Considerations for Visits

Designated family support persons are welcome to support loved ones in care when the patient desires. Good partnering behaviours include:

- Demonstrating respect for staff, all patients, families, visitors and AHS property.
- Being respectful of privacy and confidentiality both for the patient and other patients and family in the room.
- Assisting with safe and restful environments: be aware of making noise and quiet times, wash your hands when coming in and out, wear mask provided and consider alternatives to visits if you’re unwell.

Questions, Concerns, Compliments?

Please speak with your healthcare provider or the manager if you have any questions, concerns or to share words of thanks. They’ll work closely with you and your designated family/support person to find a solution to a concern.

For more information on resolving concerns or the family presence and visitation appeal procedure, contact the Patient Relations Department:

- Phone: 1-855-550-2555
- Email: patientfeedback@ahs.ca

Thank you for helping create a safe environment.
What is family presence?

Family presence is a philosophy and practice that welcomes designated family support persons to be partners in care.

This means designated family support persons as defined by the patient, are welcome to be present and included in the patient’s health care experience.

As someone who has been identified as a designated family support person, you are a partner in care and welcomed according to the patient’s/ client’s preferences.

Questions I have / Notes

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