



# Family Presence: Safety and Security

## How do we keep everyone safe and support family presence?

As part of the care team, designated family/support persons have a role to play in ensuring a safe environment for all. Try these practices:

- Ask designated family/support persons, patients, and visitors to be mindful of noise and respectful of the privacy of other patients.
- Have a way to identify designated family/support persons (e.g. Family/Support nametags, bracelet) that is distinct from visitors identification.
- Inform patients and designated family/support persons on any access requirements and how to enter the care environment both during the day and after hours.
- If you see someone you don't recognize, and feel safe doing so, introduce yourself and ask them to name the patient they are there to see.
- Encourage patients and family/support persons to report safety concerns to the care team.
- Monitor the level of distress and current coping abilities of both patients and designated family/support persons. Find out what might reduce stress and agitation for patients and their designated family/support persons.
- Consult with Protective Services on patient and family-centred ways to prevent escalations and address them if they do occur.



## Did You Know?

AHS has a [Family Presence and Visitation Policy Suite](#) available on Insite

## Check these related resources:

Trauma Informed Care Modules on [MyLearningLink](#)

[Respectful Workplaces and the Prevention of Harassment and Violence Policy Suite](#)

[Keeping Patients Safe from Abuse Policy](#)

[Code White: Violence and Aggression](#)

*We need to think in terms of not 'no' but 'yes and how'.*

AHS Protective Services Manager

## What should I do if designated family/support persons or visitors are disruptive, disrespectful or unsafe?

Behavior from any person that is disruptive, disrespectful or unsafe is not acceptable.

- Remind patients, family/support persons and visitors of their role in supporting a restful, respectful and safe environment for all.
- Using [What matters to you? conversations](#), discuss with family/support persons and visitors what they need, and see if their behavior can be de-escalated with interventions.
- Review the [Family Presence: Designated Family/Support Person and Visitor Access Policy Suite](#) for guidance on managing limits, if verbal reminders have not worked,
- Involve Protective Services and/or the most responsible leader if you are concerned the situation will escalate beyond what you can manage.
- Consult with Social Work and/or Clinical Ethics if you have a concern about designated family/support person involvement and patient and/or staff wellbeing.
- Document your concerns, and actions taken, so others can be aware.



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