



Considerations for Visits

Designated family support persons are welcome 24 hours a day to support loved ones in care. 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, 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.

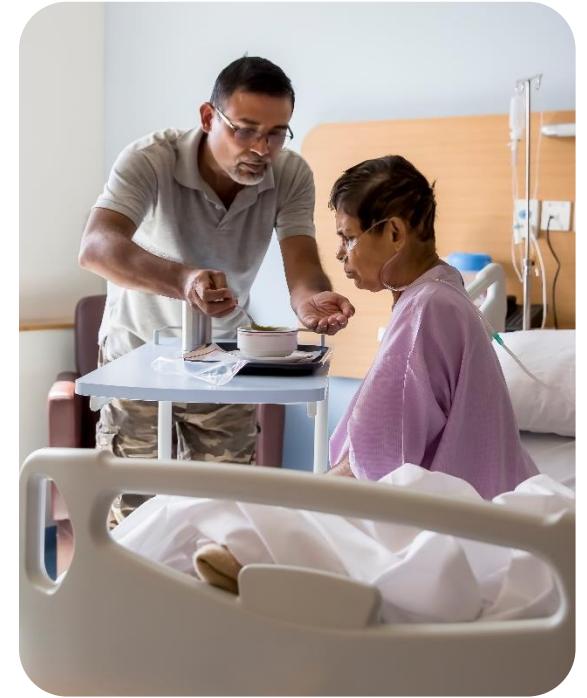
For more information on resolving concerns or the family presence and visitation appeal procedure, contact the **Patient Relations Department:**

➤ **Phone:** 1-855-550-2555

➤ **Email:** patientfeedback@ahs.ca

Thank you for helping create a safe environment.

Engagement and Patient Experience



Family Presence



Partnership matters



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, is 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.

How to partner with your healthcare team

Alberta Health Services (AHS) is committed to a culture of patient and family centred care and welcomes family presence in all AHS settings. Patient and family centred care includes respect, dignity, information sharing, participation, and collaboration.

Here are some tips on how to partner with your healthcare team:

- Learn the names and roles of the care team.
- Ask questions and ask the care team to explain things you don't understand.
- Talk with the care team about how you would like to be involved.
- Write down information about your loved one's care. This can help you remember important details.
- Speak up: tell the care team if you notice changes. This information is important for staff to know.
- Let the care team know if you have concerns about the care provided.
- Bring in clothing and comfortable shoes to encourage and help your loved one to get up and moving.
- If you would like to assist with patient care (for example, repositioning, getting up), please call a staff member to stand by and assist.
- Bring in food that your family member enjoys. Please check with the care team first to ensure it is safe to do this.

