

## Visiting DOs and DON'Ts

**Do observe all fire and smoking regulations.**



Western Health is smoke free inside, outside, everywhere.

**Do practice proper hand washing while in hospital.**



Many infectious diseases are passed from person to person because people do not wash their hands.

You can protect yourself and your family from exposure to infection in hospital by washing your hands when entering and leaving, or using the hand sanitizers located throughout the health centre.

**Do identify one member of your family as the contact with the hospital.**



One family member should be designated to call the hospital for updates.

That person can share information with you and inform you of the condition of your loved one. They can also help you decide when it is appropriate to visit as well as the length of your visit.

**Don't visit if you are ill.**



People who are sick are not able to fight off infection as easily as healthy people.

You may infect your relative or friend causing them a longer stay in hospital.

## Scent Free Policy

**YOU ARE NOW  
ENTERING...**



**A CLEAN AIR ZONE**

**Please don't wear scented products when visiting, or bring scented flowers (e.g. Lilies).**

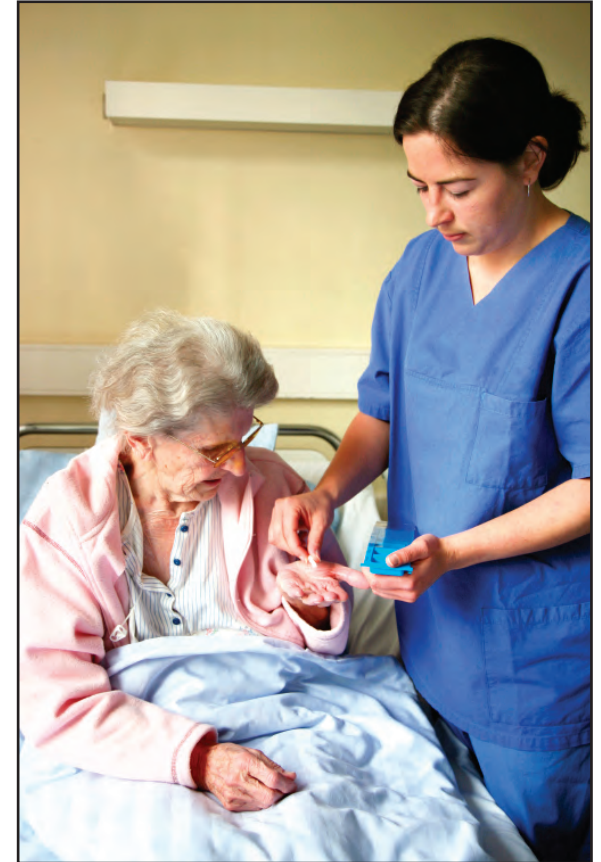


Western  
Health

**OUR VISION**

**Our People, Our Communities - Healthy Together**

## Family Presence Guidelines



## Rural Health Centres



Western  
Health

# Family Presence Guidelines

- Western Health believes that family members of clients, patients, and residents are an important part of the healthcare team and contribute to the caring and healing process.
- The new family presence approach means there are not set visiting hours for hospitals, healthcare centres and long term care homes throughout the region.
- Families and visitors can choose to visit patients and residents at Western Health at any time according to the preference of the patient/resident or the Substitute Decision-Maker (SDM).
- Visits from family and friends will now be individualized based on the needs of the patient or resident, their family and their healthcare team.
- However the need of patient/resident to maintain contact with their family and friends during their stay will be balanced with the inter-professional care team's need to provide timely and effective care to all patients/residents in the room.

- Please limit the number of visitors at one time to two people (this includes the primary support person).
- Children are allowed to visit but must be supervised by an adult at all times.



- Visitors may be asked to leave during patient treatments.
- Please respect other patients that may be in the same room by leaving the room when care is being provided. The health care provider will inform you when you can return to the room.
- Patients may choose not to have visitors, in which case signs will be posted on their room doors. Please respect the patient's wishes.
- Please inform the nursing staff when taking a patient off the nursing unit.

## Palliative Care

- Visitors and visiting hours are not restricted in palliative care except when patients or their family ask for visitors to be limited.
- When end of life appears to be near, visiting is encouraged but there may be times when it is restricted at the request of the family or staff.
- Visitors will be limited when the number of visitors affect other patients.

## Visiting DOs and DON'Ts

### Do limit the duration of your visit.



Patients who are hospitalized today are far sicker than they were in the past.

Please respect the patient's need to rest and recover from their illness.

### Do supervise children at all times.



Children are at increased risk of being exposed to disease while visiting.

Sick children are also more likely to accidentally spread their illness to someone else.