

### **Inpatient Family Presence and Visiting Policy**

COR-COP-INPS-18038-01-10-2023

<b>Manual</b>	<b>Cluster</b>	<b>Theme</b>
Corporate	Clinical Operations	Inpatient Services

#### **Policy Preamble**

Holland Bloorview recognizes the importance of supporting clients to maintain strong family and community relationships. Holland Bloorview further recognizes that during a pandemic, some restrictions must be put in place to ensure the health and safety of all our clients, families, caregivers and staff. All such restrictions will be designed to both maximize access and minimize the risk of harm.

#### **Policy Statement**

This policy outlines the process for family/caregiver presence and visiting policy at Holland Bloorview. The policy outlines the identification of family members, caregivers and visitors through designated coloured lanyards and ID badges for bedside caregivers and visitors. This policy also expands on processes for access to Holland Bloorview, security, infection prevention and control practices, and access to the inpatient units overnight and outside of regular business hours.

#### **Procedure**

Parents with access rights to their child, legal guardians or other designated caregivers can visit at any time of the day, with 24/7 access. These individuals are not considered "visitors". These persons will be identified by red lanyards.

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All inpatient parents and legal guardians will receive two red lanyards and ID badges at the time of their loved one's admission. Red lanyards are distributed at the main floor registration department. If more than two red lanyards and ID badges are required, parents, legal guardians, and child protection agency staff can request additional lanyards through the client's social worker.

The purpose of the red lanyard and ID badge is to identify parents and legal guardians who will have 24/7 unrestricted access to the inpatient units on the 3<sup>rd</sup> floor. These individuals can be easily identified by our staff, volunteers, students and other families by the red lanyards. The lanyard use provides safety for our clients and staff by identifying all persons having access to our inpatient units. For this reason, all parents and legal guardians issued red lanyards are required to wear them at all times when on site.

Family presence at the bedside will be limited to **no more than 2** persons and infant siblings up to 30 months at any given time unless additional persons are required for the following:

- Care by parent/guardian training session(s)
- The clients is at the end-of-life or actively dying (within two weeks)

**External workers such as Personal Support Workers or Child and Youth Workers are not included in the bedside maximum.**

The above guidance applies to family members and caregivers to clients in both single-occupancy and shared rooms.

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**Note: On weekends and stat holidays only, if no other client(s) are present (i.e., not admitted to a bedspace or other client(s) are on weekend pass) in a multibed room, then on a case-by-case basis, family presence at the bedside may be increased to 4 persons maximum. This does not apply to single-occupancy rooms.**

#### **Overnight stays**

One person with a red lanyard and ID badge 16 years of age or older and 1 infant up to 30 months can stay overnight at the client's bedside between the hours of 11:00pm to 7:00 am.

#### **Visitors**

This policy defines "visitors" as all individuals accessing the client who are not parents or legal guardians.

Visitors are identified by black lanyards and ID badges. These individuals may visit the clients on the inpatient units or in public areas but do not have 24/7 access to Holland Bloorview and can not stay at the bedside overnight.

#### **Visiting Hours**

As our clients are often participating in therapy programs and school during the day, visits from siblings and other visitors are strongly recommended to take place during the hours of:

- 4:00pm to 9:00pm Monday to Friday

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- 10:00 am to 9:00 pm on Saturday, Sunday and Statutory holidays.

Visiting hours end at 9:00pm.

All visitors must sign in at the main reception and pick up a black lanyard and visitor badge. After the visit is over, visitors are to sign out and return the visitor badge and lanyard to main reception.

#### **Safety and Security Measures**

For security reasons, all individuals visiting inpatient clients must wear hospital issued ID, such as the red or black lanyards and ID badges at all times when on hospital property. This helps us to clearly identify inpatient parents, legal guardians and visitors, and to support the hospital in keeping all clients, staff and families safe.

Anyone without a red or black lanyard and ID badge may be asked to identify themselves and the purpose of their presence on the 3<sup>rd</sup> floor and elsewhere in the hospital. Persons unable to provide proof of identification or reasonable explanation for their presence will be asked to leave hospital premises immediately.

Children that are under age 12 years, must remain under the direct supervision of a parent or legal guardian (can be the parent of the client or visitor) at all times.

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All visitors including children must be free from communicable diseases. Please do not come to the hospital, if you, or any member of your visiting party is experiencing any viral symptoms.

#### **Inpatient Clients Visiting with Other Inpatient Clients**

Inpatients visiting other clients in their rooms is not permitted for a number of reasons related to health and safety, and to ensure client confidentiality. From a safe perspective, clients may be at risk for slips, trips, and falls due to the size of the room and various equipment in those rooms. There is also risk that medical devices may be accidentally pulled or dislodged such as IV's, feeding tubes, tracheostomy tubes, and there is a risk of entanglement or entrapment from beds or tubing. Clients visiting other clients in patient rooms may also be at increased risk of spreading infectious diseases or becoming infected themselves. Inpatient clients or family members may visit with other inpatients in the dining lounge, teen lounge or elsewhere on the unit.

#### **After Hours Access to Hospital**

Parents and legal guardians arriving to the hospital after 11:30 pm must contact security by using the phone just inside the main door. Parents and legal guardians, or other persons staying at the bedside must be prepared to show their red lanyard and ID badge. Security will call up to the unit to ensure family presence does not exceed the maximum number allowed for

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the client. Security will then unlock the elevator to allow family caregiver access to 3<sup>rd</sup> floor.

#### **Infection Prevention and Control**

All adults and children over the age of 12 years are required to self-screen for communicable illnesses prior to visiting. Visitors with symptoms of communicable illnesses (e.g. cough, runny nose, diarrhea, chickenpox, measles, etc.) are asked to remain at home until they are symptom-free of respiratory illness for 24 hours or of gastrointestinal illness for 48 hrs.

Parents and legal guardians of children under the age of 12 years should screen their children for illness prior to visiting and if their children are not well they should not come to the hospital until they are symptom-free from respiratory illness for 24 hours or gastrointestinal illness for 48 hrs.

**Clients who are ill or isolating in their room will have visitor restrictions. For example, they may be restricted to one parent, legal guardian or visitor at a time. Visits may only take place if approved by Infection Control.**

**Note:** Indoor/outdoor and bedside visits may be paused if Holland Bloorview is experiencing an outbreak, or if Holland Bloorview is directed by the Medical Officer of Health to restrict visitation, or if at anytime the organization feels the health and safety of our clients/families or staff is at heightened risk due to visitation.

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#### **Larger Group Visiting**

Family visits with more than two (2) persons must occur off the unit and take place in non-client care areas for example in the cafeteria or in the Atrium, Spiral Garden, or Front courtyard, depending on the circumstances (e.g. not being impacted by weather or other hospital wide programming). Since our clients are busy in therapy programs and school during the day, visits from siblings and guests are strongly recommended during the hours of 4:00 pm and 9:00 pm. Monday to Friday and 10:00 am to 9:00 pm on Saturday, Sunday and Statutory holidays. Visiting hours end at 9:00pm.

**Note: Prior to arranging a group visit, caregivers of clients with complex medical needs, are to check with the client's nurse, clinical resource leader, operations manager, or respiratory therapist to ensure the client is safe to leave the 3<sup>rd</sup> floor. If the client is unable to leave the 3<sup>rd</sup> floor for a large group visit, families are to contact their unit clinical resource leader or operations manager to find alternate times and/or locations to visit.**

#### **Orientation to Visiting Policy**

Families will be oriented to the family presence and visiting policy prior to admission or during the admitting process by the social worker, transition coordinator or referring hospital. This will orientation will include the following:

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- Overview of the visitor policy,
- Overview of the family guidebook,
- Overview of the visitor documentation and badge system,
- Explanation of the limitation of family presence after 11:00 pm to one person 16 years of age and older
- Orientation to the self screening requirement for parental illness and restricting of visiting if ill
- Education regarding good hand hygiene

#### **Visitor Policy Awareness**

Information about the visitor policy will be posted on the external Holland Bloorview website homepage. A bedside presence sign will be posted in each client room with reminders of the 2 person maximum and overnight presence restrictions. These signs will also be posted in family accommodations, at main reception where visitors will sign in and out, and main floor registration.

#### **Enforcing the Family Presence and Visitor Policy**

To remind all visitors when visiting hours are ending, an initial overhead announcement will be made at 8:45 pm and then again at 9:00 pm indicating that visiting hours are ending/over. Security staff will complete a walk-around to help encourage visitors to leave in a timely fashion and to ensure all units are quieting down for the evening.

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#### **External Links**

#### **Attachments**

#### **Forms**

#### **Related Policies**

<b>Committee</b>	<b>Review Date</b>

<b>Policy Lead</b>	<b>Last Revised</b>	<b>Last Reviewed</b>
AJ Lopez	10 January 2023	10 January 2023