



Inter-Professional Policy and Procedure

Policy: I - SAF/SEC - Visitation/Identification Badge Policy

Policy Number: I-SAF/SEC-

Applicable to the following locations/departments:

Flagler Hospital

Responsible Department:

Safety and Security

Coordinating Departments:

N/A

Original Issue Date:

November 14, 2011

Medical Director/Staff Approval:
(if applicable)

N/A

Legal and Regulatory References:

**JC: RI.01.01.01
CMS: 482.13 – Patient’s Rights Title VI –
Civil Rights Act of 1964
Senate bill 988 "No Patient Left Alone
Act" 2022**

Other References/Corresponding Policies:

**AACN Practice Alert: Family Visitation in the Adult Intensive Care Unit, 2016
Guidelines for Perinatal Care. 7th ed. Elk Grove Village, IL: AAP. Washington, DC: ACOG. 2012.
Lee, L., Carter, M., Stevenson, S. (2014). *Improving Family-Centered Care Practices in the NICU: Neonatal Network*, 33(2):125-132.
Red Book (2012). *Report of the Committee on Infectious Diseases* (29th ed.). Elk Grove Village, IL: American Academy of Pediatrics.
ATTACHMENT: Authorization to Release Healthcare Information form**

CDC Centers for Disease Control & Prevention Sept 2022.

Formerly: Policy # PRE-027

*******Latest update on COVID masking requirements*****
See Appendix B effective 10/10/2022**

I. Objective

The purpose of this policy is to define and set expectations and guidelines regarding the visitation of hospitalized patients and the hospital's commitment to provide a safe and secure environment. The visitations policy is in accordance with our non-discrimination policy, which provides access without regard to race, color, sex, national origin, disability, socioeconomic status, religion, marital status, citizenship, gender identity, gender expression, sexual orientation, and/or other legally protected classification. Flagler Health+ Hospital (FH+) ensures each patient and visitor is treated equally with respect and dignity and with an appreciation for the family's lifestyle, custom, language, and culture.

The guidelines are intended to maximize the benefits of patient visitation to all concerned by supporting the therapeutic roll of FH+, honoring all patients' rights to privacy, and protecting the safety of all patients, staff, and visitors.

Establish guidelines to assist with providing optimal patient care, enhance patient's rest and recovery, and maintain the safety of those visiting or working here at FH+.

Ensure that all visitors of patients in FH+ enjoy equal visitation access consistent with patient preferences, hospital's guidelines and justified clinical restrictions as needed.

To support the presence and participation of designated support person(s) in the environment of care of patients in FH+.

Describes the requirements and process of utilizing the Identification Badging System for visiting patients at FH+.

Provide guidance for patients, staff, visitors with preventing the spread of COVID-19 while supporting SB 988 "No patient left alone act" implemented May 2022. (See Appendix A for guidelines)

Provide current updated information on COVID prevention including mandating masking during high level infection risk. (See Appendix B)

II. Scope

Flagler Health+ Staff

III. Definitions

- a. **Patient** - Anyone admitted to the Hospital as an In-patient, including Observation patients.
- b. **Essential caregiver/Support Person** - A family member, friend or other individual chosen by patient to provide emotional support and comfort to the patient during the course of the patient's stay at the Hospital. Such individual may,

but need not be, an individual legally responsible for making medical decisions on the patient's behalf.

- c. **Visitor**—A guest of the patient. Family members are considered to be visitors as well. Visitors are encouraged to visit during designated visiting hours of 8 a.m. to 8 p.m. Due to the critical and/or specialized nature of certain units (i.e. Intensive Care Units (ICU), Recovery Rooms, Emergency Department, Labor & Delivery, etc.), visiting may be limited with additional restrictions.
- d. **Guest**—Person(s) invited to visit staff members or attend a particular event on the grounds of the Hospital.
- e. **Vendor**—Anyone who provides goods or services to a company or individuals.
- f. **Justified Clinical Restrictions** - Any clinically necessary or reasonable restriction or limitation imposed by the Hospital on a patient's visitation rights which restriction or limitation is necessary to provide safe care to patient or other patients.

Justified Clinical Restrictions on Patient's Visitation Rights

The Hospital may impose Justified Clinical Restrictions on a patient's visitation rights. Example: COVID 19- (See Appendix A).

When restricting visitation rights, the Hospital shall explain to the patient (or Support Person as applicable) the reasons for the restrictions or limitations on the patient's visitation rights and how the Hospital's visitation policies are aimed at protecting the health and safety of all patients.

The Hospital shall not restrict, limit or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation or disability.

BA-52 Patients in the ECC may not have visitors due to safety and security reasons.

Consideration *may be given* to restricting visitation for patients on suicide watch and other High Risk Patients in the ECC

Consideration for restricting visitation *may be given* when visitors appear to have a negative effect on the well-being of the patient.

A Justified Clinical Restriction may include, but need not be limited to one or more of the following:

- i. A court order limiting or restraining contact.
- ii. Behavior presenting a direct risk or threat to the patient, Hospital staff, or others in the immediate environment.

- iii. Behavior disruptive of the functioning of the patient care unit.

IV. Policy

- a. It is the policy of Flagler Health+ Hospital (FH+) to promote visitor's interactions, while at the same time respecting each patient's need for rest and recovery. FH+ is committed to maintaining an environment that is safe, comfortable, and conducive to quality patient care. All patient visitations are at the discretion of physicians and or nursing staff, without discrimination.
- b. It is the policy of FH+ to promote and support a patient and family center approach to care. FH+ recognizes the importance of family and friends visiting and the role it takes in the healing process of allowing family members and other designated support individuals to be present with a patient for emotional support during the course of their stay. To help achieve a balance that is most beneficial to the patient, exceptions out of the scheduled visiting hours may be allowed at the discretion of the Nursing Supervisor. Visitors may check in during scheduled visitor hours at the main entrance and after business hours through the emergency room (ER) entrance.
- c. It is the policy of FH+ to support the national SB 988 "No Patient Left Alone Act".
 - i. Family and friends are encouraged to visit and provide support to our patients during their hospital stay, it may be necessary to limit visitation under certain circumstances. We welcome and encourage visitation and will make every effort to meet the needs of our patients and their families. An explanation is to be provided to patient/family if a restriction occurs.
 - ii. FH+ recommends two visitors at a time depending on the patient's status, type of room the patient is in and what type of equipment is in it. If that is the case, all other visitors can wait in the designated waiting area and take turns visiting. FH+ may restrict food and flowers in certain patient care areas, please call in advance with any questions. Children and older are permitted to visit, unless otherwise indicated.
 - iii. FH complies with the Americans with Disabilities Act (ADA) allowing access for all individuals to public places; therefore, we do allow working service dogs to accompany our patients. Service animals are individually trained to perform work or tasks for people with disabilities. Service animals are required to be leashed or harnessed except when performing work or tasks where such tethering would interfere with the dog's ability to perform the work or tasks. Service animals must have someone to assist with feeding and toileting at all times.
 - 1. For the health and safety of our patients, Flagler Hospital has a [No-Pets Policy](#). Although we love animals, for the health and safety of our patients we ask that you please leave your pet at home during your visit

to Flagler Hospital. This applies to emotional support animals, comfort animals and therapy animals. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

2. Therapy Dogs are allowed in the Behavior Health Unit as per Behavior Health Policy. BHU - pet therapy

iv. Clergy or spiritual leaders are permitted to visit you at any time.

d. Who May Visit:

FH+ is a place for treatment and recovery. Visitors are allowed to visit per patient's choice, whether or not the visitor is related to them, **unless**:

- i. There are clinical restrictions or limitations.
- ii. The presence of a particular visitor would interfere with the care, health and safety of the patient.
- iii. The presence of a particular visitor(s) could engage in disruptive, threatening, or violent behavior that could significantly disrupt the operations of the hospital.
- iv. The patient no longer wishes to have a particular person visit, If the patient should lack decision-making capacity, the patient's appointed healthcare agent, legally recognized decision-maker, or support person may consider the patient's wishes in designating who may visit.
- v. FH+ care providers will ensure that visitors enjoy full and equal visitation privileges consistent with the patient's preferences. Exceptions to our visiting policy may be made at the discretion of FH+ caregivers, based upon the patient's condition and need for visitation.

e. Visitors:

- i. FH+ welcomes and encourages visitation and will make every effort to meet the needs of our patients and their families. An explanation will be provided to patient/family if a restriction occurs (e.g., infringes on others' rights, safety, or is medically or therapeutically contraindicated).
- ii. FH+ consider visits outside the scheduled visiting hours including overnight stay on a case-by-case basis that requires the presence of a "support individual" of the patient's choice, unless the individual infringes on others' rights, safety, or is medically or therapeutically contraindicated.
- iii. Visitors over 16 are required to display photo identification (ID) (i.e., driver's license, Military or student identification card) when entering the hospital. The visitor will be given a paper badge with photo, name, date, and

destination and will be instructed to wear it at all times while on hospital grounds. The ID badge is valid for one day only. Next-day visits will require visitors to repeat the process to receive an ID badge; this will be conducted on a daily basis. Under 16 must be accompanied by an adult.

- iv. Visitors are encouraged to participate in patient care under the direction and discretion of the patient's caregiver.
 - v. Visitors should be in good health and free from communicable diseases or recent exposure to an infectious disease. Visitors showing signs and symptoms of an illness such as cold, flu, or other potential communicable disease will be asked to leave the hospital so they don't impact the health of others.
 - vi. All visitors must follow the hospital's isolation and infection-control policies.
- f. Statement of Patient Visitation Rights:
FH+ shall inform each patient at the time of admission his or her rights on visitation (or his or her Support Person, where appropriate)
- i. Patient's right to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend;
 - ii. Patient's right to withdraw or deny such consent at any time;
 - iii. Justified Clinical Restrictions which may be imposed on a patient's visitation rights.
 - iv. All visitors designated by the patient shall enjoy visitation privileges that are no more restrictive than those that immediate family members would enjoy.
- g. Selection of Visitors
- i. FH+ shall accept verbal confirmation from a patient of individuals who should be admitted as visitors of the patient and individuals who should be denied visitation rights.
 - ii. FH+ may record such information in the patient's records for future reference.
 - iii. In the event the patient is a minor, the legal parent of the minor shall be given the opportunity to verbally designate the individuals permitted to visit the minor patient.
- h. Selection of an Essential Caregiver/Support Person

- i. A patient may designate an Essential Caregiver/Support Person to provide emotional support and comfort during the hospital stay.
- ii. Upon such designation by a patient, the legal status of the relationship between the patient and the designated Essential Caregiver/Support Person shall be irrelevant. This designation of an individual as the patient's Essential Caregiver/Support Person however does not extend to medical decision making.

i. Incapacitated Patients

- i. In the event a patient is unable to select visitors due to incapacitation, FH+ may consider the following non-exhaustive forms of proof to establish the appropriateness of a visitor:
 1. An advance directive naming the individual as a support person, approved visitor, or designated decision maker (regardless of the state in which the directive is established).
 2. Shared residence.
 3. Shared ownership of a property or business;
 4. Financial interdependence;
 5. Marital/relationship status. marital/relationship status;
 6. Existence of a legal relationship (may be a legal relationship recognized in another jurisdiction, even if not recognized in the Hospital's jurisdiction, including:
 - (a) Parent-child
 - (b) Civil union, marriage, or domestic partnership
 - (c) Acknowledgement of a committed relationship (e.g., an affidavit)
 - (d) Written documentation of the patient's chosen individual(s), even if it is not a legally recognized advance directive.

j. Visitors Identification (ID) Badging System

- i. Visitor ID Badge-All visitors entering FH+ to visit patients are required to check in at one of the ID Badging System designated areas. The ID Badging System will be operated by members of FH+ Safety & Security. Visitor ID Badging Station locations, including scheduled times, will be at the following entrances:

- Main Entrance 8 a.m. to 8 p.m., 365 days
- Emergency Room Entrance 24/7 365 days
- Outpatient Surgery 2nd Floor 5 a.m. to 5 p.m. Monday-Friday (closed weekends)

Scheduled Visiting Hours (Daily, Weekends and Holidays)

- 8 a.m. - 8 p.m.

ii. Registering Patients

1. All patients will receive an ID Bracelets upon registering in our facility.
- iii. Guest Registration for Staff
 1. Guest coming to meet a Flagler staff member will check in at the registration desk. A call to the person to visit will be made by the clerk. The staff member will come and meet the guest at the registration desk, approve the visit, and receive a guest badge for the guest.
 2. Delivery personnel (food, flowers, etc.) must receive an ID badge and go directly to the designate area registration desk to complete the hand-off.
 - iv. Vendors
 1. All vendors are required to use the Vendor Mate System. This includes all home health agencies and medical supply deliveries personnel, etc.
 - k. General Visitation Guidelines:
 - i. Behavior presenting a direct risk or threat to the patient, Hospital staff, or others in the immediate environment will not be tolerated.
 - ii. Behavior disruptive of the functioning of the patient care unit will not be tolerated.
 - iii. Recommend two visitors at one time, visitors can rotate in and out.
 - iv. Patient's risk of infection by the visitor will not be allowed to visit.
 - v. Visitor's at risk of infection by the patient will be notified and request to follow appropriate PPE protocols when visiting. (PPE will be provided).
 - vi. Extraordinary protections because of a pandemic or infectious disease outbreak must be followed as requested.
 - vii. Substance abuse treatment protocols requiring restricted visitation will be implemented.
 - viii. Patient's need for privacy or rest will be supported by staff.
 - ix. When patient is undergoing a clinical intervention or procedure and the treating health care professional believes it is in the patient's best interest to limit visitation during the clinical intervention or procedure will be enforced.
 - x. Many patients are on special diets. Please check with nursing prior to bringing in any food or beverages for the patient.

- xi. ALL VISITORS ARE REQUIRED TO COMPLY WITH HANDWASHING before entering and upon leaving the patient's room – some areas will require soap and water hygiene. Please check with the nurse to ensure you are using the appropriate handwashing product.

I. Obstetrics:

- i. The number of visitors in attendance during active labor will be determined at the discretion of the obstetrician with the primary nurse to ensure a safe delivery environment (see Maternal/Child Unit Rules form).
- ii. Children may view babies from the viewing glass in the Newborn Nursery, if accompanied by an adult.

iii. General Visitation Guidelines for Obstetrics:

To ensure safety, we ask that all Maternal-Child (OB) patients and guests enter through the main lobby of the hospital during daytime hours. Hospital guests need to present a government-issued photo ID at the front desk to obtain a "welcome –pass". If a guest does not have an ID, they will not be allowed entry. Assigned staff will monitor the flow through our unit.

- 1. Visitors must be healthy and free from infection.
- 2. Visitors will be instructed to wash their hands prior to handling babies.
- 3. Siblings are encouraged to visit if they are free of illness and supervised by an adult other than the patient.
- 4. Visiting privileges will be denied to individuals who appear to be under the influence of alcohol, illicit drugs and/or whose behavior is inappropriate or disruptive to the safety and wellbeing of others.
- 5. In some situations, the medical and nursing staff may make exceptions or changes to our maternity visitation guidelines based on an individual patient's needs or any seasonal or public health restrictions in place at the time.
- 6. With permission, visitors are encouraged to visit between the hours of 8:00am-8:00pm.

iv. Triage, Labor & Delivery Labor and Delivery Guidelines

- 1. All visits are at the discretion of the patient, but only two at a time staff, can rotate in and out. Should the need arise, visitors may be asked to leave the patients room and may wait in the lobby. No visitors will be allowed to wait in the hallways.
- 2. Two family or support persons (with one designated as the primary) are welcome at one time. Both are encouraged to stay as long as the mother wishes and take an active role in labor, birth, postpartum and newborn care.
- 3. The mother's one primary support person may stay overnight.

4. No children under the age of 12, other than siblings of the newborn may visit due to the immature immune system of newborns.
5. Siblings are not permitted to sleep in the patient's room overnight.
6. No guest will be permitted during epidural procedure other than the one primary support person.
7. Primary support person may accompany patient to the OR, unless the patient requires general anesthesia in which case no support person will be permitted.
8. Medical information (test results, medical diagnosis, treatments) will only be given to the parents.
9. Stable infants may be held by visitors, with parent's permission.
10. Families and visitors are to remain at the bedside of the infant they are Visiting.
11. In order to protect patient confidentiality, during shift report the units will be closed to visitors. These times are from 06:30-07:30 am and 18:30-19:30 pm.
12. All large bags, carrying case, etc. brought into the Labor & Delivery unit will be checked coming in and going out.

v. NICU

1. Mother, Father or designated support person with infant ID band will be the primary visitors of the neonate in the NICU. ID bands should be checked each time the parent enters the unit.
2. Visitors can only enter the NICU accompanied by a parent or designated support person with infant identification band.
3. Due to the restricted NICU space and a desire to keep the NICU noise to a minimum, only two (2) visitors per bedside at one time. And no more than five (5) visitors in a 24-hour period. In the event that there are two infants in a bedside area, visitors may need to be limited to one per infant.
4. The NICU staff reserves the right to ask any or all visitors to leave if the need arises.
5. Due to increased infection control risks for the newborn, no children under the age of 12 are allowed to visit unless they are siblings of the newborn baby.
6. Peek-a-boo visits will be permitted for siblings aged 3-5. These visits may occur once a week, must be scheduled with nursing staff in advance, and will last for 5-30 minutes, depending on the age of the sibling and the status of the newborn. A health assessment and temperature check will be completed on the sibling prior to entering the NICU The sibling must be accompanied by a banded adult and another adult helper. The sibling is not left unaccompanied at any time and must stay at the infant's bedside. Siblings age 6-12 will have a temperature check and health assessment prior to entering the NICU, but may visit longer than 30 minutes as long as they are accompanied by an adult, remain in the infants' bed space, and do not disrupt the unit.
7. During RSV and flu season, visitors under the age of 16 will not be

permitted to visit neonates in the NICU.

<http://www.floridahealth.gov/diseases-and-conditions/respiratory-syncytial-virus/>

8. Based on the infant's condition, the nurse may limit the length, type of contact, and/or frequency of visit.
 9. Parents are invited and encouraged to remain at the bedside unless otherwise advised by medical or nursing staff, however, in order to protect patient confidentiality during shift report, the unit will be closed to visitors. These times are from 06:30-07:30 and 18:30-19:30.
 10. Between the hours of 23:00-06:30, only one parent will be allowed to stay at the bedside.
 11. All parents/visitors will be asked to comply with the NICU guidelines for hand washing/hand hygiene and cell phone use.
- m. Mental Health Unit: Refer to MHU P&P
- n. Emergency Services:
- i. In general, there are no pre-set visiting hours in these areas. However, family and visitors will not be denied visitation without a legitimate reason (e.g., medical reasons, unit activity, or safety/privacy concerns) as determined by the physician and/or unit charge nurse. FH+ will facilitate family presence.
 - ii. The length and frequency of visits will be at the discretion of the Nurse Manager/Charge Nurse taking into account the patient's condition.
 - iii. Every effort will be made to keep the family or appropriate legal decision maker involved in the patient's care.
 - iv. Every effort will be made to communicate patient information and condition or location updates as appropriate as quickly as possible. The information will be provided to family or appropriate legal decision maker via the physician, nurse and/or social worker.
 - v. **Visitation for BA-52 Patients or other High Risk Patients in the ECC may not have visitors due to safety and security reasons. Consideration *may be given* to restricting visitation for patients on suicide watch.**
 - vi. In critical situations, ideally there will be a support person available for the family member at the bedside.
- o. Surgical Services:
- i. In an effort to provide quality patient care, protect our patients and families from potential exposure and transmission of viruses and bacteria, a limited visitation policy for all Surgical Services patients has been instituted.

- ii. Ambulatory Surgery, Operating Room, Endo, PACU- Each Ambulatory or Same Day Surgery patient may be accompanied by two (2) healthy adults. If additional family members or visitors come to the hospital, they will be allowed to wait in the Surgical Waiting Room or cafeteria.
 - iii. No visitors will be allowed in the operating room, procedure room.
 - iv. If the patient is going to remain in the hospital overnight or for an extended period of time, the visitation policy for the unit the patient is on will be in effect.
 - v. PACU-OR- Minors and post-op patients who will admitted may have visitors in the recovery area. Because of the sensitive nature relative to privacy and vulnerability that is inherent to the post-anesthesia care area, additional preparation may be required to ensure all patients are protected during visitation.;
- p. Medical Imaging:
- i. For patients having an Ambulatory Procedure in Radiology, family may accompany the patient but will be asked to wait in the Radiology waiting room during the procedure.
 - ii. Family accompanying ER patients should be limited to two (2) at a time. Unless the Technologist requests assistance with the patient, the family is asked to wait in the designated areas within the Radiology Department.
- q. Grievances:
- i. If any patient of the Hospital believes that his or her patient visitation rights have been violated, they may file a complaint using the Hospital's grievance system.
- r. Guidelines for Patient Education:
- i. The registered nurse should review the family presence and visitor guidelines with the patient on or shortly after admission so the patient may make choices about family presence and visitor access. If the patient is unable to participate in these discussions and decisions, the patient's designated representative should be involved.
 - ii. The nurse should communicate that the patient, or patient's designated representative may suggest changes to their visitation choices at any time.
 - iii. The nurse should discuss the balance between providing support to the patient and allowing the patient sufficient rest and privacy.

To the extent possible, the nurse should provide clear expectations about what family members and visitors can do to assist in supporting the patient's care, where they can be on the unit, and any limitations with their participation in the patient's care.

s. Intensive Care Units Guidelines:

- i. Family and visitors to ICU patients must first check in with unit personnel to ensure patient and staff safety, as well as patient availability.
- ii. Due to space limitations, care needs and concerns for a safely controlled environment, family and visitors at the patient's bedside should be limited to two (2) at a time.
- iii. Family and visitors are requested to remain in the patient's room while visiting with the patient.
- iv. Children visiting in the Intensive Care Units shall be at the discretion and mutual agreement of the healthcare team, patient, and family.
- v. In most instances, children 12 and older may visit in the ICU. Patients and families will partner with their primary nurse to ensure that children are emotionally and intellectually prepared for the ICU environment.
- vi. Family and visitors are requested to wait in the assigned ICU waiting area and use the phone located directly outside the ICU entrance each time they wish to enter the unit.
- vii. Food and beverages should not be brought in for the patient without first checking with the nursing staff.

t. Pediatric:

- i. Only one parent is allowed to stay overnight while their pediatric child is in the hospital.
- ii. Children must be accompanied by an adult, OTHER THAN THE PATIENT, who will monitor their behavior at all times.
- iii. No guest will be permitted during epidural procedures other than the designated primary support person.

V. Procedure

Badging system:

- i. Visitor badge will have a visual picture, name and date.
- ii. Color numbers represent floors.





a. Visitors and family expectations:

- i. Family and visitors should check with staff before entering the patient room.
- ii. Family and visitors are required to wash hands prior to entering and exiting a patient's room.
- iii. Family and visitors are asked not to come to the Hospital if they are feeling ill or have signs of, or have recently been exposed to, communicable illnesses or infections, for our patient's protection. Hospital personnel reserve the right to ask family and visitors to leave if they show signs of illness.
- iv. Family and visitors should follow all isolation and/or infection control precautions as instructed by nursing staff; wear protective equipment (PPE) when applicable.
- v. Family and visitors should maintain privacy by only entering the room of the patient they are visiting.
- vi. Family and visitors are requested to remain in the patient's room while visiting patients.
- vii. It is encouraged to designate a "support person" to provide emotional support and comfort during the course of the patient stay.
- viii. In the interest of patient and staff privacy, photography and videography are not permitted in most areas, with the exception of the OB unit and Extended Care Facility and Rehabilitation Center.
- ix. Family and visitors may not smoke, consume alcohol or illegal drugs while on the hospital campus.
- x. Children should always be accompanied by an adult other than the patient. Visits by children younger than 16 years of age should be coordinated with the patient's registered nurse and the patient or patient's designated representative.
- xi. Children can only visit if they are able to comply with all isolation and/or infection control precautions.
- xii. In the event that a minor has been left unattended or under the care of a patient, every effort will be made to locate a responsible adult, approved by the child's guardian, to take over care of the minor. After exhausting all avenues to identify and locate an alternate caregiver, DCF will be notified.

- xiii. Staff may not act as the caretaker of minor children, physically or mentally handicapped visitors, or elderly visitors with dementia.
 - xiv. Children may not sit on the floor, touch equipment or leave the room unattended.
 - xv. Children may not visit if they are ill (fever, cough, runny nose, diarrhea, vomiting, rash)
 - xvi. Children may not remain in the room if they cannot be consoled or they become disruptive and interfere with the care of the patient.
- b. There may be unique and extenuating circumstances (i.e., imminent death, impending surgery, etc.) that require compassionate exceptions to these guidelines. The registered nurse and the health care team, using professional judgment and in collaboration with the patient or the patient's designated representative, will consider the unique family circumstances and patient:
- i. Needs when applying these guidelines. In these circumstances, to the greatest extent feasible, family will be allowed brief visits.
 - ii. In special situations, the designated support person may spend the night with the patient if the patient is in a single room, space is adequate and the presence of the support person contributes to the wellbeing of the patient. The support person must be able to safely stay alone and take care of their own needs.
 - iii. Children may not remain overnight in a patient room.
 - iv. Facilitating rest and recovery by keeping noise and disturbances to a minimum.
 - v. Patients in police custody and/or correctional services custody (inmates) will not be permitted to have visitors unless approved by the Department of Corrections.
 - vi. To maintain patient privacy and minimize disturbances to other patients and families, congregating outside in the hallways is prohibited.
 - vii. To facilitate the rest and recovery of all patients, family members and visitors should be mindful and sensitive to the needs of other patients and families by keeping noise and disturbances to a minimum and limiting to 2 visitors at one time.
 - viii. Additional family and visitors are welcome to wait in the designated waiting area while they wait for their turn to visit with the patient. Hallways should be kept clear.

- ix. Staff members are encouraged to assist visitors to the floor designated to visit and discourage wandering.
 - x. Staff members are encouraged to be vigilant in “**SEE SOMETHING, SAY SOMETHING**”.
- c. It is the responsibility of each hospital department and discipline to implement the policy and to operationalize related procedures to the policy.
- i. It is the responsibility of Managers and supervisors of Patient Care Services for the operational success of the Patient Visitation Policy. They are responsible for education, training and monitoring compliance.
 - ii. Clinical personnel are responsible for following standard operating procedures developed for their respective assigned units/departments.