

# Family Presence at St. Joseph's Health Care London



## Who is a family caregiver?

A **family caregiver** is someone – a family member, friend or neighbour – who provides important personal, social, psychological and physical support, assistance or care for an individual.

## Family Caregivers are welcomed as partners in care

At St. Joseph's, we believe in working together to provide the best patient/resident care possible. Family caregivers are important members of our team. As a family caregiver:

- you are a valuable partner in planning for care and transitions, often adding key details about a patient/resident's medical history or situation; and
- your presence can reduce feelings of patient/resident and personal anxiety;
- you bring another set of eyes and ears, helping to maintain consistency and safety of care.

To support patient/resident and family-centered care, St. Joseph's does not have specified visiting hours. Family caregivers are welcome based on patient/resident wishes balanced with the care needs, well-being, safety and security for all.

## Quiet hours

Quiet Hours are in place from **10 pm to 7 am** to promote rest and well-being of all patients/residents. To help us create a calm space, please:

- Speak in hushed tones
- Dim overhead lights
- Silence electronic devices

Family caregivers are asked to connect with a member of the health care team on the unit ahead of time to make arrangements if they plan to be with a patient/resident during Quiet Hours.

**Please note:** *For everyone's security, there are times of day when access to St. Joseph's buildings is limited. Family caregivers may be asked to use certain doors, ring to have a door unlocked and/or check in with security.*

## MY NOTES

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