 <p>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</p>	<p align="center"><b>VISITORS AND NOMINATED SUPPORT PERSONS – STANDARDS</b></p>	<p align="center"><b>Policy 6.9.4 Protocol 1</b></p>
<p align="center"><b>VISITORS PROTOCOL</b></p>		

**STANDARD**

- To ensure patient wellbeing and management of care are supported and that visitors are welcome to visit and support the patient / client.
- To contribute to a safe and secure environment for the protection of facilities, employees, patients / clients, residents, visitors and their assets.
- To meet our obligations under the Health & Safety at Work Act 2015 and the Code of Health & Disability Services Consumers' Rights

**OBJECTIVE**

To outline the processes to be followed by Bay of Plenty District Health Board (BOPDHB) employees for visitors to facilities.

**STANDARDS TO BE MET**

**1. Roles and Responsibilities**

**1.1 Business Leaders and Regional Manager Mental Health and Addiction Services** are responsible for:

- a) Implementing Visitor Control guidelines for individual sites.

**1.2 Hospital Co-ordinators / Duty Managers and Clinical Nurse Managers** are responsible for:

- a) Ensuring BOPDHB employees are familiar with policy 6.9.4 Visitors.
- b) Consideration of patient wellbeing and cultural needs in setting and enforcing visiting hours and visitor numbers.
- c) Ensuring signage displaying visiting hours is clearly visible to the public.
- d) Reporting inappropriate or unacceptable behaviour.
- e) Ensuring the correct issue and administration of visitor passes.

**1.3 Security staff** are responsible for:

- Administration of Visitor policy.
- Welcoming and providing support for those persons visiting the hospital.
- Liaising with, and providing advice and direction to, hospital departments.
- Assisting staff to enforce patient visiting hours and issue visitor passes where applicable.
- Challenging persons not wearing or carrying appropriate identification.

**1.4. Telephony**


- Are responsible for managing response when the main entrance doors are locked and a visitor uses the intercom.

**1.5. Nursing Staff / Ward Reception Staff and Allied Health Staff** are responsible for:

- a) Welcoming visitors and providing a courteous and customer-focussed environment.
- b) Ensuring that patient wellbeing and progress are not disrupted by visitors.
- c) Monitoring visitor numbers.
- d) Reporting inappropriate behaviour and non-compliance with visiting hours.

**1.6. All BOPDHB staff, Joint Venture Partner staff, and On-site Contractors** are responsible for:

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- a) Wearing BOPDHB or approved Personal Identification while on BOPDHB premises.
- b) Challenging persons not wearing or carrying a visitors pass or appropriate BOPDHB identification.
- c) Immediately reporting all unauthorised persons or inappropriate behaviour to Security or a relevant manager.

## 2. Nominated Support Persons

To recognise the important contribution family members and close friends make to patients' care and wellbeing, we provide patients the opportunity to nominate a lead support person (a family member or friend) who is entitled to 24 hour access

- 2.1 Each patient may nominate a support person for the duration of their stay
  - a) Having a single nominated support person helps to ensure continuity and avoid cross conversations.
  - b) It is recognised that nominated support people will need to take breaks from time-to-time and therefore, with the patient's permission, the nominated support person can nominate a substitute to stand in for them.
  - c) Persons 18 years of age and older can be a nominated support person
- 2.2 Patients will be asked if they want to nominate a support person during the admission process. It is not compulsory.
- 2.3 If a patient is unable to nominate a support person i.e. due to incapacity refer to policy 1.1.1 protocol 2 Informed Consent – Diminished Capacity and Competence to Consent. Staff may also:
  - a) take into account the views and advice of families and/or paid caregivers who are familiar with the patient as to whether a nominated support person should be nominated and if so who
  - b) be limited to sharing general information about the patient's location, condition progress and care until the patient consents or instructs otherwise.
  - c) make the most appropriate decisions possible under the circumstances
- 2.4 During the admission process, staff will clarify patient preferences regarding when the nominated support person can be present e.g. during rounds, handover, exams and procedures, and whether they may have access to the patient's health record.
- 2.5 A patient's preferences will be documented in their health record and may be modified during their stay.
- 2.6 Nominated support people may offer or be asked to give their opinion about the patient's care.
- 2.7 Each patient's nominated support person may stay overnight, provided there is sufficient room and amenities – limit of 1 person:
  - a) There are limited onsite accommodation options available.
  - b) Nominated support people of the opposite sex cannot stay overnight in single-sex shared rooms.
  - c) A trundler bed may be obtained from storage by contacting the Orderlies
  - d) When no longer required the trundler bed is to be returned to storage by contacting the Orderlies
- 2.8 Nominated support people will be expected to provide their own meals.

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2.9 We recognise that carers need support too. Our social work team is available to provide support and the [Carers NZ website](#) has useful resources for those taking on a caring role.

2.10 Nominated Support Persons will be issued with a wallet card which authorises their presence on BOPDHB site after hours. This wallet card must be carried by the Nominated Support Person at all times.

### 3. Visitors

#### 3.1 Cultural Safety

BOPDHB has an active commitment to the Treaty of Waitangi and the improvement of Maori health, and recognises the importance of visits from whanau, friends and supporters in the care and treatment of all patients. Therefore, BOPDHB acknowledges the need for flexibility taking into account the specific needs of tangata whenua and the other diverse cultural and religious needs of individual patients and whanau.


#### 3.2 Visiting Conditions

- a) The number of people welcomed at the bedside at any one time will be determined by the patient and their nominated support person in partnership with the healthcare team. Due consideration will be given to other patients and their family and any cultural needs.
- b) There may be circumstances where visiting access is restricted.
- c) Any unauthorised person on BOPDHB premises after hours may be asked to leave.
- d) Animals are not to be taken onto hospital premises. Exceptions are to be agreed with by Clinical Nurse Manager (CNM) of the area or the Duty Manager out of hours. This exception includes disability support dogs. Following approval Security are to be notified.
- e) If a patient, or patient's nominated person, indicates they do not feel safe or want another patient's support person to stay overnight, they must immediately advise the CNM, Shift Leader or Duty Manager to discuss and resolve the issue. This issue and any agreed resolution(s) must be documented in each patient's health record.
- f) Mobile phones / devices should be switched to silent or vibrate mode.

#### 3.3 Behaviour

- a) All visitors to BOPDHB facilities are expected to behave in a manner that respects and supports the care, wellbeing and safety of the patients, employees and other visitors of BOPDHB.
- b) Visitors displaying unacceptable behaviour may be asked to leave the premises.
- c) Parents or caregivers are responsible for the supervision and behaviour of children in their care. All children under the age of 14 must be supervised by an adult visitor.
- d) The possession or consumption of non-medicinal alcohol or drugs is not permitted on BOPDHB premises.
- e) Any visitor intoxicated or under the influence of illicit drugs will be asked to leave BOPDHB premises immediately.
- f) Any person passing or attempting to pass alcohol or illicit material to a patient, or where there are serious concerns about an individual passing these substances to a patient, will be asked to leave BOPDHB premises immediately.
- g) Smoking is not permitted on BOPDHB campuses.

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- h) Management of unacceptable behaviour should be directed to the Security and / or the Duty Manager.

#### **ASSOCIATED DOCUMENTS**

- Bay of Plenty District Health Board policy 6.9.4 Visitors
- Bay of Plenty District Health Board policy 2.2.5 Media
- Bay of Plenty District Health Board policy 5.4.2 Smokefree
- Bay of Plenty District Health Board policy 5.4.7 Threatening Behaviour, Bullying, Harassment and Violence in the Workplace - Management
- Bay of Plenty District Health Board policy 5.5.1 Security
- Bay of Plenty District Health Board policy 5.5.3 Trespass

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