

Create Family Presence



Environment

that is warm and friendly.

Communicate

via signage, newsletters, e-mails, telephone calls.

24/7

Family is invited to be fully engaged. Open and flexible access to their loved ones.



Dialogue

ask questions and listen to what is being said and not said.

Policies are written to support family presence.

Suggest **resources** that may be of value and help prepare the family.



Family included in **difficult decisions & procedures**

Patient & Family Experience Improves when families become partners in care

Participation in loved one's Healthcare Journey