

# SAFETY TALK



## ESSENTIAL FAMILY/ SUPPORT PEOPLE

### DID YOU KNOW?

Essential Family/ Supports, also referred to as Essential Care Partners (ECP) are more than visitors. ECPs are vital members of the care team who provide consistent support to a loved one throughout their care journey – improving safety, care, and the well-being of all involved.

### YOU NEED TO KNOW:

Canadian Patient Safety Week (CPSW) is a pan-Canadian, annual campaign that started in 2005 to inspire extraordinary improvement in patient safety and quality. CPSW runs from October 25 to October 29, 2021, and the theme is ***Who knows? Essential Care Partners do.***

ECPs provide physical, psychological and emotional support, as deemed important by the patient. This care can include support in decision making, care coordination and continuity of care. ECPs are identified by the patient (or substitute decision maker) and can include family members, close friends, or other caregivers.

ECPs can help their loved ones best by:

- learning about their loved one's health issue so they can ask the right questions and know how to best assist care teams;
- being a second set of eyes, ears, and voice for their loved one if needed;
- comforting their loved one physically, mentally, and emotionally;
- being a champion for their loved one by encouraging them and documenting their progress.

**QUESTION ?**  
HOW CAN WE  
ENSURE ESSENTIAL  
CARE PARTNERS ARE  
ABLE TO OFFER  
SUPPORT EVEN  
WHEN NOT  
PHYSICALLY PRESENT?

In response to COVID-19, many care facilities and long term care homes implemented family presence/visitor restrictions that limited and in some situations prohibited ECPs from being physically present as partners in care. This has been particularly difficult for caregivers and for the people they care for. The SHA worked quickly to create a family presence policy in SHA that allowed for ECPs to be present based on the [level of pandemic restrictions of the facility/home/unit](#).

**It is important that you know where to find the most current [Family Presence guidelines, Family Presence for suspect/confirmed COVID patients IPAC guidelines](#) and to direct ECPs to the Quality-of-Care**

INFORMATION SOURCE: <https://www.healthcareexcellence.ca/en/what-we-do/what-we-do-together/canadian-patient-safety-week/?platform=hootsuite>

**WEEKLY TOPIC:** ESSENTIAL FAMILY/ SUPPORT PEOPLE

**DATE:** \_\_\_\_\_

**FACILITY:** \_\_\_\_\_

**DEPARTMENT:** \_\_\_\_\_

**SAFETY TALK CONDUCTED BY:** \_\_\_\_\_

## ADDITIONAL DISCUSSION QUESTIONS

WHERE CAN YOU GO TO UNDERSTAND THE CURRENT SHA FAMILY PRESENCE RESTRICTIONS?

HOW CAN ISSUES RELATED TO ESSENTIAL CARE PARTNER ACCESS BE RESOLVED?

HAVE COVID FAMILY PRESENCE RESTRICTIONS EFFECTED YOU OR YOUR LOVED ONES?

**SAFETY TALK NOTES:**

**WORKERS PRESENT:**

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**WORKER CONCERN:**

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