

Appendix A: Parents as Partners - Friends & Family Visitation Guidelines (ENGLISH)

As the parent, we recognize you as our partner and welcome you 24 hours a day!

Entrance: For the safety of your baby we require all parents and visitors to be screened before entering through the main NICU entrance. Press intercom button near the door of the unit and let the Health Unit Coordinator (HUC) know who you are and who you are here to see. The HUC will then release the door and you can sign in at the desk.

Identification: You will need to stop at the desk just inside the door and **show a picture ID on your initial visit when you enter the NICU.** The birth bands given to you following your baby's birth can be used as your ID while the band remains secure and intact on your wrist. Once you remove your band, it is no longer intact. If you were not given a birth band, you will need to show a picture ID. We will make a photocopy of your picture ID to have on file which will make this process easier for you on subsequent visits.

Health Screening: Each visitor (including parents and siblings) must complete a Visitor Health Screening form every day that they visit. If you or other visitors have signs or symptoms of illness, you may not be permitted to visit due to the health risk for your baby. Please choose to stay home when you are sick!

Hand Washing: Each visitor must perform a scrub whenever they enter the unit. Please use the large silver sinks near the sign-in desk and the provided soap and scrub sponges to wash both hands from elbows to fingertips for *at least* 20 seconds. While at your baby's bedside, remember to wash your hands or use alcohol-based hand sanitizer before touching your baby to prevent the spread of germs.

Admission Area Process: We encourage and support you to be present at your baby's bedside whenever you are able; however, due to the openness of the "Admissions" area and our goal of protecting the privacy of our patients, while your baby is located in this area we ask that you leave your baby's bedside **between 7AM-8AM and 7PM-8PM** for nursing change of shift. You may also be asked to step out briefly at other times to preserve confidentiality during rounds or procedures being performed on other patients in the room. We will make every attempt to minimize the number of times you are asked to leave your baby's bedside. **A maximum of two (2) visitors at a time (including parents) are allowed at each bedside.**

Private Room Process: Once your baby is moved to a private room you are welcome to stay in your baby's room during both nursing change of shift and daily rounds with the physician. To help us protect your baby's privacy we may ask all other visitors to leave the unit during each shift change. Your baby's nurse will introduce you to the on-coming nurse and give you an opportunity to ask questions as soon as they finish their hand-off report. **A maximum of three (3) visitors at a time (including parents) are allowed at each bedside.**

Parent Hours: 24 hrs/day We welcome parents to stay as long as you wish and value your participation in your baby's care while you are here. Please feel free to let our nurses know how comfortable you are with caring for your baby and please ask for support and guidance to learn how to do any activities that you are not familiar with.

Overnight: We encourage and support you to stay with your baby overnight. Due to the limited amount of space and our need to be able to move freely to and from your baby's bedside, we can only provide one single-person reclining chair in each room. If you are in need of assistance with finding overnight accommodations, please ask to speak to your social worker. The parent lounge may not be used as a sleeping area.

Siblings: If you wish to bring your baby's siblings in to visit, please let us know so that we can help you complete the Sibling Visitation paperwork which requires a brief health and immunization pre-screening. Siblings must be **2 years of age or older**. Siblings must be up to date on immunizations in order to enter the NICU. If a sibling has not been immunized (not had shots), they will not be allowed entry into the NICU. Patients' siblings are welcome to visit for **20-30 minutes between 2PM-8PM**. Siblings 16 years and older may visit the NICU with proper ID and a parent present between the hours of 9AM-9PM. Please be mindful of their behavior and noise level. Understand that if they become too active or too noisy, it may

start to impact your baby or the babies nearby and we will have to ask you to take them out of the nursery. **Our goal in the NICU is to keep a quiet and restful environment for your sick newborn to grow and heal.** We thank you in advance for understanding.

Food and Drink: To keep your baby's room clean and to prevent the spread of infection, we must ask that you, your children, and any visitors **NOT bring food into the NICU.** You may have a covered cup or bottled beverage at the bedside. We can direct you to a number of places where food and other drinks are permitted.

Patient/Family Belongings: Any belongings brought from home must be clean, in good condition, and appropriate for your baby's age and medical condition. In order to maintain a safe sleep environment, toys and stuffed animals may **not** be kept in your baby's bed. All blankets, clothes, and soft toys from home should be washed regularly. Electronics and other valuables should not be kept in your baby's room.

Parental Support: If for any reason, your primary support person will be someone other than the second parent of your baby, please let us know so that we can discuss your family's needs and establish a plan that supports both you and your baby.

Visitation for friends and other family:

Those who are **18 years of age or older** are welcome to visit.

We ask that you continue to partner with us to ensure that your visitors follow these guidelines, so that we can keep all babies and their families safe during their stay with us.

There are two types of visitors:

- a. **Support Visitors** are persons that you may select to visit your baby whether you are here or not. You may name **up to 4 persons** to fill this role. These visitors will not be given any details or updates on your baby's medical condition unless indicated on the NICU Visitor Authorization Form. However, it is possible that they may hear or see treatments or procedures simply by being at the bedside and observing during their visit. If you choose to identify visitors in this role, you will need to fill out the **NICU Visitor Authorization Form.** If you change your mind later, you may take a name off of the list, but you will not be able to replace that name with a new name. We encourage you to take the time to think about who you feel would be the most supportive to you and your baby throughout the entire hospital stay.
- b. **General Visitors** are persons that you wish to visit while **you are here with your baby.** In order to provide your baby with a safe and protected environment, **general visitors must be 18 years of age or older.**

Visiting Hours: 9AM-7PM and 8PM-9PM -We ask that you work with your visitors (Support and General) to understand that they can visit only during these hours. We ask visitors to leave during this time to protect the patient's private health information.

Visitor Entrance: All visitors will need to enter through the main entrance of the hospital and use the intercom outside of the NICU doors to identify themselves before coming onto the unit.

Visitor Identification: So that we can keep your baby safe and only allow visitors that you want to visit, they will need to stop at the NICU desk to show a picture ID and sign-in on your baby's visitor list. **For the safety of our patients, no one will be allowed to enter the NICU without valid picture ID.**

Visitation Restrictions: If an outbreak of contagious disease occurs in the community, temporary visitor restrictions may be implemented to protect the health of our patients. Please note, that if a sibling has not had immunizations (shots), they will not be allowed entry into the NICU.

Should you have any questions about these guidelines, please do not hesitate to speak to your bedside nurse, charge nurse, manager, or director.