

Our Shared Commitments is a pledge that the people we serve, those who matter most to them, and our staff commit to each other.

Look for these commitments in care areas or view them online ([fraserhealth.ca/patientexperience](http://fraserhealth.ca/patientexperience)).



Tell us how we are doing. We want to hear your thoughts.

You can help the person fill in a short satisfaction survey ([tinyurl.com/FHExternal](https://tinyurl.com/FHExternal)).



You can give a staff member a “high five” message online ([fraserhealth.ca/highfive](https://fraserhealth.ca/highfive)).



If the person we serve has concerns about care, you can speak with staff involved, the care coordinator, or manager.

If you are not happy with how any concerns have been handled, you can contact the Patient Care Quality Office.

- 1-877-880-8823
- [pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)

This information does not replace the advice given to you by your healthcare provider.

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For more copies: [patienteduc.fraserhealth.ca](http://patienteduc.fraserhealth.ca)

خوش آمدید  
 أهلاً وسهلاً  
 ਜੀ ਆਇਆਂ ਨੂੰ  
 BIENVENIDOS  
**Welcome**  
 እንኳን ወደብን መጻእኹም  
 SOO-DHOWAADA  
 خوش آمدید  
 स्वागतपू  
 欢迎  
 Bienvenue



## Visitors are important. The care, comfort, and support you offer makes a difference.

### When can I visit?

Every care situation and care area is unique.

The person you would like to visit will let you know what works best for them. If you can't talk with the person about visiting, please check with their essential care partner or staff.

Please keep in mind that situations can change, and visits might need to change as well.

The person, their essential care partners, and staff will let you know if there are any limits to visiting. Please work with them to find time that works for everyone.

If you do not feel well or have recently been exposed to an infectious disease, we ask that you stay home and use another way to connect with the person.

### Can children visit?

Yes, they can.

A responsible adult must accompany and supervise the children 12 years and younger at all times. This adult is responsible to make sure the visit is a safe and restful environment for the person we serve. They must also make sure the visit is a safe experience and environment for the child.

### Can pets visit?

Sometimes they can. Check with staff.

### What if there are a number of visitors at one time?

For groups of visitors, we invite you to use one of our shared spaces such as the lounge, cafeteria, sacred space, and garden. This helps keep any noise from disturbing others.

### What washroom can visitors use?

We invite all visitors to use the public washrooms. Please leave the washrooms in care areas for the people we serve.

### Can I bring in flowers, balloons, or food?

All our buildings are scent free and fragrance free. We welcome scent-free flowers and Mylar balloons in most care areas. Please do not wear scented products.

Please check with staff before bringing in food for the person you are visiting. The person might be on a special diet.

### Can I take pictures?

You can take pictures and videos of the person you are visiting as long as they agree to it.

Please ask permission before taking photos or videos of others including our staff. If anyone does not agree, please respect their wishes.

### How can I keep myself and others safe?

To limit the spread of germs, please clean your hands often. Always clean your hands before and after visiting. Use either soap and water or alcohol-based hand sanitizer.

You can wear a mask if you wish. There might be situations where masks are needed. Look for signs posted when this is the case. If you are not sure, check with staff.

A person's privacy is also part of safety. All the people we serve have a right to have their personal information kept private. You might overhear information about other people during your visit. Please keep this information to yourself.

### What if I can't come in to visit?

Talk to the person you would like to visit to find other ways you can stay connected such as a phone call, video call, or email.

Let us know how we can help.