

## DSP FREQUENTLY ASKED QUESTIONS

### **What if several family members are interested in becoming a DSP?**

Due to COVID-19, it is important to limit the amount of people within hospital facilities. To balance the benefit between patient care and the risk of COVID-19, the number of DSPs is limited to two, with only one DSP at a time.

### **What if a patient would like a DSP but they don't have a family member or friend who is capable or available?**

A referral can be made to Volunteer Resources. If a volunteer is available, they can visit as part of its Friendly Visiting Program.

### **Can patients request to change their DSP?**

Yes, DSPs can be changed but only one DSP can visit at a time.

### **Define emotional/psychological support.**

This type of support can simply include being present. A family member's presence can assist in calming and reassuring a patient who may be agitated and scared.

### **What are the differences between a DSP and a social visitor?**

- DSPs are active partners in care and can provide additional support to the patient. This support can include physical or emotional care assistance and can be very specific to the patient's needs.
- DSPs are **not limited** to visiting during general visiting hours and **do not** have to maintain the 2M/6ft distance between themselves and the patient.
- Social visitors play an important role but do not participate as DSPs, who are active partners in care.
- Social visitors are only permitted to visit during the **Yellow Phase** and during specific visiting hours. If a DSP is with a patient, a social visitor is not permitted at the bedside at the same time.
- Social visitors are required to wear a mask, practice hand hygiene and **maintain a 2M/6ft distance** from the patient and staff.

### **Can a DSP who has completed their education begin acting as a DSP before the Support (visitation) plan is finalized?**

The DSP may begin their role following the development of the Support (visitation) plan which will be completed in collaboration with the DSP, health care staff and patient or substitute decision maker.

### **What is a Support (visitation) plan?**

A Support (visitation) plan outlines support details that will include confirmation of required education, hours and frequency of visits, and care/support that can be provided to the patient. These details will be determined in collaboration with the health care team, patient/substitute decision maker and the DSP.

### **Is there a limit to the number of DSPs/social visitors who can be present on a unit at one time?**

Eligible patients can have two designated DSPs, with only one present at a time.

### **Are DSPs allowed during any colour phase?**

Yes, DSPs are allowed in each colour phase. If a lockdown phase were to occur, Horizon may impose restrictions due to increased risk for patients and health care workers. In these circumstances, arrangements for virtual partnerships in care with the DSPs will be supported so they can actively participate with the care team. This participation may occur through virtual means such as phone, video conference or email and should be considered a short term or interim measure.

### **Where can a DSP go if a social visitor arrives?**

If the DSP and patient accept the social visitor, the DSP will be required to leave the facility and return when the social visit is complete. Social Visitors are permitted in the Yellow Phase.

### **Where are DSPs allowed to visit with the patient?**

DSPs are permitted to visit the patient in their room.

### **Can a DSP change the Support (visitation) plan if needed?**

Any changes to the Support (visitation) plan will need to be completed in collaboration with the patient/substitute decision maker and the nurse manager.

### **Can an alternate DSP be identified in case the primary DSPs are unable to visit?**

No, eligible patients can designate two DSPs, with only one visiting at a time.

### **Are DSPs allowed to come and go to and from the facility throughout the day?**

It is recommended that DSPs limit the number of times they come and go in one day.

### **How long does the DSP education take?**

The online education takes approximately 60 minutes.

### **Are DSPs allowed to visit 24/7?**

Based on a patient's needs, the best time to visit and frequency and length of time of the visit will be determined in collaboration with the DSP, patient/substitute decision maker and health care team.

### **Are DSPs allowed to eat/drink in the patient's room?**

No, DSPs must eat/drink in designated locations such as the cafeteria.

**How do DSPs make changes to the Support (visitation) plan?**

DSPs can speak to the nurse manager to discuss this process. Any changes will require collaboration with the DSP, patient/substitute decision maker and the health care team.

**Can a DSP use the sink in the patient's room or bathroom?**

No, due to infection prevention and control rules, DSPs are required to use the public washroom.

**My loved one is ineligible to have a DSP. Who can I speak with to have this changed?**

To prevent the risk of COVID-19 to our patients and staff, the number of visitors permitted in our hospitals is limited. Eligible patients have been identified based on their need for support. Not all patients require additional support. If you feel your loved one is eligible, please speak to the patient's nurse manager who will bring this request forward for further consideration.

**Can I stay overnight in the ER with my loved one?**

Please discuss this request with the patient's health care team. Physical space requirements will need to be considered.

**Can I designate my pet as a DSP or have my pet brought in?**

No, pets cannot be a DSP and are not permitted in hospital facilities at this time

**How will potential DSPs who have technology and literacy barriers, i.e. no Internet access, lack of knowledge about online education, can't read complete the DSP education?**

Horizon staff will assist you with your required education. Please call **1-833-625-1653** or email [DSP-PSD@horizonnb.ca](mailto:DSP-PSD@horizonnb.ca) for assistance.

**Is the DSP program available at all Horizon facilities?**

Yes, the DSP Program is implemented in all Horizon facilities.

**Will the DSP program be extended to oncology patients, so they can accompany patients to appointments regarding their treatment options and care?**

Yes, this is currently permitted based on physical space requirements.

**Will there be standardized education documents given to the DSP?**

Yes, an education completion email will be provided to the DSP, which must be shown to the patient's nurse manager to finalize the visitation plan.

For further information about the DSP Program please contact [DSP-PSD@HorizonNB.ca](mailto:DSP-PSD@HorizonNB.ca)