

VISITOR PARTNERSHIP PLEDGE

Cleveland Clinic visitor,

Thank you for being here for your loved one today. You are an important partner in their care. In this time of high demand for our services, your presence here matters more than ever.

We pledge to provide optimal care and treat your loved one like a member of our family. We are committed to a safe environment.

While we focus on providing safe care, you can help us enhance the quality of care. You can pledge to:

- › **Be respectful to our caregivers.** Do not raise your voice or use profanity. We all are on the same team.
- › **Promote a safe and respectful environment.** We will not tolerate any form of threatening or aggressive behavior toward our caregiver team. Examples include acts or threats of:
 - Physical violence
 - Harassment
 - Intimidation
 - Possessing weapons or firearms
 - Disrupting other patients' care or experience
 - Taking photos or videos of patients, visitors or staff without permission
 - Other aggressive, discriminatory or disruptive behavior
- › **Participate in plan-of-care visits.** Each day, your loved one's care team — which includes their nurse as well as their doctor, physician assistant or nurse practitioner — makes every effort to visit your loved one and talk about their plan of care for the day. This is a good time to ask questions and prepare for discharge needs.
- › **Stay home if you are sick.** Please do not visit if you are sick or someone in your home is sick.
- › **Wear personal protective equipment during your visit, if needed.** This could include wearing a mask, gloves, a gown or eye protection.
- › **Help keep your loved one's room tidy.** Clutter can increase the risk of falls. We ask for your help to prevent falls.

This is our partnership contract. We are in this together for the well-being of your loved one. **If you violate this joint pledge, you may lose visitation privileges.**

Please do not hesitate to ask if you need help, and always speak up when you have safety concerns. If you have any questions or concerns about this agreement, please contact the Ombudsman Office at ombudsman@ccf.org or 216.444.2544.

Thank you for your support.