

Cleveland Clinic visitor,

Thank you for being present 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.

While we focus on providing safe care, you can help us enhance the quality of care. We pledge to provide the most optimal care and treat your loved one like a member of our family. You can pledge to help in the following ways:

- › **Please do not** visit if you are sick or someone in your home is sick.
- › **You must** wear a mask covering your mouth and nose and wash your hands frequently for everyone's health and safety.
- › **To protect** yourself and your loved one, you may be required to wear full personal protective equipment (PPE) during your visit. If you are asked to wear PPE, you must follow the instructions provided.
- › **Help keep** your loved one safe from falls. Keep their room tidy as clutter can increase the risk of falling. Assist your loved one in entering our facilities, if needed.
- › **Each day,** your loved one's care team (their nurse along with 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.
- › **Please be** respectful of our caregivers. 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, abusive or foul language, or other aggressive, disruptive behavior. We all are on the same team.
- › **Weapons of any kind** – firearms, knives, tasers and all other weapons – are not permitted in any of our facilities.

If you violate this joint pledge, you may lose visitation privileges.

Please do not hesitate to ask for help if you need it, and **always** speak up when you have safety concerns.

This is our partnership contract, and we are in this together for the well-being of your loved one. If you have any questions or concerns about this agreement, please contact the Ombudsman Office before your visit. Email ombudsman@ccf.org or call 216.444.2544.

Thank you for your support.