



## Nurse-Family Partnership Nurse-Client Guidelines

We can make the most of home visits when you and I are both prepared and we follow some basic guidelines:

### **As your home visitor:**

- I will schedule our visits ahead of time and call or text ahead to make sure the visit time and location still works for you.
- I will do my best to be on time, and will notify you if something has come up to interrupt our visit plan.
- I will come prepared for our visit and be ready to listen and focus on your needs.
- I will occasionally bring my supervisor or other team member with me to a visit, but I will let you know that ahead of time.
- If I cannot visit you, another nurse may come in my place if you desire.

### **As my client, I ask that you:**

- Be available and attentive when I arrive. Have available any family members you want to be present at our meetings.
- Notify me if canceling is necessary and work with me to reschedule the visit as soon as possible.
- Notify me as soon as possible if you have a change of phone number or address.

### **As your NFP Nurse I CAN do the following:**

- Refer you to community resources as needed.
- Periodically bring milestone gifts provided by the NFP program. All clients will receive the same gifts.
- Offer encouragement or a listening ear when you need to talk during our visits. I will also work with you to help you meet your heart's desire.
- Celebrate your achievements', your child's birth, birthdays and graduation during our visits.

### **As your NFP Nurse, I am NOT permitted to do any of the following:**

- Provide transportation, however under **extreme** circumstances I can transport with my supervisor's approval in an agency vehicle. I cannot transport families in my personal vehicle.
- Be a support person at the hospital during your labor and delivery.
- Personally give you money or provide financial assistance for any reason.
- Buy or bring gifts or food that are not purchased by the NFP program or donated to the program. I also cannot accept gifts or food from you.
- Discuss other clients or their care.
- Be your friend on social networking sites or initiate a greeting to you in public. This is to protect your privacy.
- Visit with you outside of regularly scheduled visits or during non-working hours.
- Attend any private functions such as: baby showers, birthday parties, weddings, graduations, business/sales related parties or gatherings.
- Solicit or purchase any products or fundraisers of any kind from you.
- Be a godparent or babysit your child.

**It is very important that you and your child maintain a relationship with a primary care doctor, OB/GYN or pediatrician for all medical care. If you have health concerns, please consult with your medical provider. For medical emergencies call 911.**

**Nurse Family Partnership business hours are Monday through Friday from 7am to 7pm. If you contact your nurse outside of these hours please leave a message. Your nurse will respond to all calls or texts during these hours only.**

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Client Signature /Date

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Nurse's Signature/Date