

1.0 Policy

- 1.1 The Children's Sunshine Home, operating as LauraLynn, Ireland's Children's Hospice (the Service), recognises the right for:
- all children to maintain personal relationships and links with the community;
 - all children, staff and stake holders to be treated with dignity and respect;
- 1.2 The Service is committed to ensuring that all concerned are provided with a safe living and working environment which is free from all forms of bullying, aggressive behavior, sexual harassment and harassment.
- 1.3 The purpose of this policy is to protect the health, safety and welfare of all children, staff and stakeholders.
- 1.4 The Service will not place restrictions on visits unless:
- requested by the adults/parent/advocate, and/or;
 - for reasons of privacy and safety (i.e. infection control)

2.0 Scope

- 2.1 This policy covers all children, staff and stakeholders of the Service.

3.0 Definitions

- 3.1 *Zero Tolerance*: The Service considers aggressive behaviour to be abusive or threatening comments, bad language, physical contact and aggressive gestures. We operate 'zero tolerance' with respect to the protection of all staff and children. This means that no abuse of staff or children is acceptable, whether verbal or physical. Any person acting in an aggressive, threatening or abusive manner will be asked to leave the premises immediately.

4.0 Responsibilities

- 4.1 The Director of Nursing shall ensure that all policies and procedures protect the rights, privacy and dignity of children.
- 4.2 The Assistant Director of Nursing is responsible for the dissemination, management, review, approval and recommendation of this policy and procedure.
- 4.3 The Hospice Administrator is responsible for ensuring the Visiting Policy statement (Appendix 1) is predominantly displayed in public areas.
- 4.3 Clinical Nurse Managers are responsible for:
- Implementing this policy;
 - Ensuring all new staff receive an induction and are aware of the policy.
- 4.3 All Staff and Volunteers are responsible for:
- Adherence to this Policy;
 - Reporting any issues of concern encountered during their daily involvement with visitors in the service to the Line Manager.
- 4.4 All Families/Visitors to the service are responsible for
- Adherence to this Policy;
 - Reporting any issues of concern encountered whilst in the service to a staff member.

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5.0 Procedure

- 5.1 Procedures are in place to support the policy and ensure the protection, wellbeing and privacy for the children, parents/visitors, staff and other stakeholders.
- 5.2 For each child's protection, security and health & safety, all visitors MUST sign in and out at the designated entrance;
- 5.3 All visitors must report to a member of the Care Team upon entering the building;
- 5.4 Close/Direct Family members are welcome to visit at any time;
- 5.5 Recommended visiting hours for extended family members and friends are from 10.00am to 8.00pm. Where possible, all such visits should be planned in advance and fit in with the child's routine;
- 5.6 Visiting to be limited to a reasonable number of people, 2 or 3 maximum, for each child, unless otherwise approved by Parents/Legal Guardians and Care Co-ordinator;
- 5.7 Only visitors approved by the parents/guardians are permitted to visit;
- 5.8 Visitors under 16 years of age must be supervised by an adult at all times
- 5.9 We ask that all visitors respect the children and staff and behave in an appropriate manner;
- 5.10 If staff members are of the opinion that visitors are causing disruption, being abusive and/or causing a threat to the health and safety of children, staff or other stakeholders they will be asked to leave;
- 5.11 The service has the right to refuse/ restrict visitors.
- 5.12 The service has the right to contact the Garda Siochana if issues of concern arise.

6.0 Evaluation and Audit

- 6.1 This policy and associated procedure(s) will be amended as necessary to reflect any changes to best practice, law or substantial organisation changes. It is reviewed and evaluated for appropriateness and effectiveness every two years.

7.0 Appendices

- 7.1 Appendix 1: LauraLynn Children's Hospice Visiting Policy Notice

8.0 References

Health Service Executive 'Dignity at Work Policy' – May 2009

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	Visiting Children Policy Children's Palliative Care Services	Ref No: 4.6 CPC
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8.1 Appendix 1: LauraLynn Children's Hospice Visiting Policy Notice



LauraLynn Children's Hospice Visiting Policy

For each child's protection, security and health and safety all visitors **MUST** sign in and out at the designated entrance.

All visitors must report to the Nurse on duty upon entering the building.

- Recommended visiting hours are from 10 am to 8 pm
- Extended families and friends are asked not to visit during meal times 12 noon – 2 pm (lunch) and 4 pm – 6 pm (dinner)
- Visiting to be limited to a reasonable number of people, 2 or 3 maximum, for each child
- Only visitors approved by the parents/guardians and management are permitted to visit
- Visitors under 12 years of age must be supervised by an adult at all times
- Where staff are wearing a red apron they **MUST** not be disturbed as they are preparing medications
- Housekeeping:
 - Hot refreshments/meals are available in the restaurant
 - Tea/Coffee making facilities are available in the family sitting room upstairs
 - Visitors/parents can use small sitting room upstairs in the family accommodation or room off reception
 - Visitors/parents are not permitted to use corridors as a waiting area

If in doubt – ASK any member of the care team!

Zero Tolerance

LauraLynn considers aggressive behaviour to be abusive or threatening comments, obscene language, physical contact and aggressive gestures. We operate a 'zero tolerance' policy with respect to the protection of all staff and children. This means that no abuse of staff or children is acceptable, whether verbal or physical. Any person acting in an aggressive, threatening or abusive manner will be asked to leave the premises immediately.

We ask that all visitors respect the children and staff and behave in an appropriate manner. If staff members are of the opinion that visitors are causing disruption, they will be asked to leave, or the Gardai may be contacted. The service has the right to refuse/restrict visitors.

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