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| **Purpose** | To ensure that visitors are welcome at the service and that visits are safe for service users and their visitors. |
| **Scope** | All facilities/homes/residences and all visits. |
| **Principles and Guidelines** | * Keeping contact with family/whānau and other supports can be an important aspect of the recovery process. * Family/whānau and support contact can have an impact on the service users’ well-being – the service will support service users to manage visits. * The service has an obligation to keep service users and staff safe - if a visitor jeopardises the safety of anyone at the facility/home staff will respond to such a situation. * We will not allow visitors if there are   + trespass orders   + non-association orders   + protection orders in place   Or visitors that   * deal alcohol and other drugs on the premises * threaten service users and/or staff. |
| **Visiting Times** | Visiting is encouraged any time between 0800 and 2000.  Any other visiting times can be negotiated with staff. |
| **Arranging Visits** | If the place of visit is a shared home, visitors are asked to let staff know that they are visiting. |
| **Visitor’s Book** | All visitors are required to complete the visitor’s book on arrival and when leaving the premises. This is important in case of an emergency or evacuation. |
| **Children** | Children and young people are welcome to visit. The need to be accompanied by an adult who is responsible for their safety and care while visiting. |
| **Overnight Stay** | The service can provide information on accommodation providers in the area. |
| **Unsafe Activities** | Visitors need to ensure that the presents or gifts they bring are safe for the client. Service users and staff will provide advice on such matters (examples: food not appropriate for service users with diabetes, grape juice for clients on specific medication etc.).  Visitors need to respect the rights of all service users. Visitors are welcome in the room of the person they are visiting or communal areas – to enter other rooms or areas is not acceptable.  We will ask visitors to leave in the following situations:   * If they have influenza symptoms. * If a visitor provides clients with alcohol and other non-prescribed substances. * If they are abusive in any way.   The service will call the Police to manage high risk situations that cannot be resolved. |
| **Unsafe Visits** | Visitors who behave in an unsafe manner will need to pre-arrange their future visits well in advance to allow time for extra safety measures to be put in place. The service may arrange the following for such visits:   * Supervised visits. * Visits have to occur in a specified room. * Staff and clients will be alerted of some visits. |

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| **Privacy and Confidentiality** | Visitors are not to take photos or videos of service users, except the person they visit (with that person’s permission).  The service requests that visitors respect the confidentiality of service users and not reveal their identity to other persons or on their social website.  The service will arrange visits to occur in a private space if notice of this requirement is given in advance. |
| **Communication** | Information regarding visiting will be   * Included in the ‘Information Pack’ for service users and their family/ whānau. * Provided when requested. |
| **Smokefree** | All visitors are expected to comply with the organisations smokefree policy. |

# Consultation

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| **Group/Role** | **Date** |
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