



Neonatal Service Visiting Policy

Parent/Caregiver Information

This visiting policy has been developed to ensure an optimal safe and secure environment for your baby, by minimising infection risk, protecting family's individual privacy, and providing an environment that promotes baby's well-being and development.

We recommend no more than **three** people per family at any one time. This includes parents. **Baby's health and safety can be affected by over-stimulation, particularly if they are early or unwell. By limiting the number of people at the bedside, this reduces noise, activity, infection risk and helps in baby's rest and wellbeing.** In the event that the nursery area becomes too noisy or overcrowded, impacting on the babies' wellbeing, a nurse may request that you take your visitors out to the parent lounge. Please do not be offended.

Hands must be washed immediately upon entering the unit. This is to prevent the spread of infections that are carried on the skin; as well as cold and flu viruses, which are carried in the air and on objects such as furniture, hands, baggage, clothing, etc. Sterilising foam is also available at your baby's cot.

Parents

- Parents are welcome **24 hours per day**.
- For privacy reasons you will be asked to wear headphones provided during the medical ward round and nursing handovers. You will be asked to please respect the privacy of other families: do not look or ask about other babies.

Visitors

- **All visitors are to be accompanied by a parent.**
- Visitors are welcome between **11.00am to 1.00pm**, and again between **3.00pm to 8.00pm**.
- **Brothers and sisters** of all ages are welcome under adult supervision and are included in the 3 per family policy.
- Other children **under 12 years of age** are not permitted to visit due to the increased risk of infections in this age group.
- No visitors will be permitted between 1.00pm to 3.00pm. This enables parents to spend uninterrupted quiet time with their baby.
- Any visitor with a cough, cold, cold sores, rashes, other infection, or vomiting and/or diarrhoea **should not visit**. This is for the protection of your baby. If you as parents are unwell please discuss this with the nursing staff. We may ask you to see your GP to diagnose or confirm illness before you can return.
- Non-immunised brothers and sisters of babies should not visit if they have **any symptoms** of any sort. Any child who has been in contact with other children with Pertussis (Whooping Cough), Mumps or Measles, Chicken Pox or Shingles should not visit and this information needs to be notified to the staff.

- Two family lounges are available and we recommend you use these for longer meetings/catch ups with family and friends, and for meal times. Hot drinks may be taken into the unit, provided the cups have secure lids.
- We encourage families to discuss any special needs you may have about visiting, as changes may be made in special circumstances.
- We ask that visitors waiting to see a baby stay near reception or in the lounge until they are able to see the baby. Seating is provided there. This helps keep the corridor clear.
- Lockers are provided for secure storage – see reception for a key. Coat hooks are available outside rooms 1, 2, 4 and 6.
- Footwear must be worn for your own protection from injury, and to prevent slipping.

In extreme circumstances medical and nursing management reserve the right to close the unit to visitors, other than parents. Parents will be notified in writing prior, in order for parents to notify family and friends. Periods when the unit is extremely busy, or when there is a community outbreak of infectious disease would be the likely reason for doing so.

We are only able to provide information to parents/guardians. This includes telephone inquiries. This is a legal requirement of the Privacy Act 1993, and ensures confidentiality for all families. Our telephone number is (03) 364 4885.

For more information about: - your health and medication, go to www.healthinfo.org.nz
- hospital and specialist services, go to www.cdhb.health.nz