



Neonatal Visiting Policy

Whānau/Family Information – Neonatal Services

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

We recommend no more than **three** people per whānau at any one time. This includes parents. **Pēpi 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 pēpi rest and wellbeing.** In the event that the nursery area becomes too noisy or overcrowded, impacting on the pēpi wellbeing, a nurse may request that you take your visitors out to the whānau 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 gel is also available at your pēpi cot.

Parents

- Parents are welcome **24 hours a 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 respect the privacy of other whānau – do not look or ask about other pēpi.

Visitors

- **All visitors are to be accompanied by a parent.**
- Visitors are welcome between **3.00pm and 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.
- 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 pēpi. 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 pēpi 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 whānau lounges are available. We recommend you use these for longer meetings/catch ups with whānau and friends and for meal times. Hot drinks may be taken into the unit provided the cups have secure lids.
- We encourage whānau 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 pēpi stay near reception or in the lounge until they are able to see the pēpi. 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 whānau 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 whānau.

Our telephone number is (03) 364 4885