

## Visiting protocol

At EMR we are committed to ensuring our Young People are able to spend quality time with their family and friends.

We have several family friendly visiting areas available, with additional spaces available during the evenings and weekends. Friends and family are advised to pre-book visiting rooms before arriving to avoid disappointment.

During the week we do request that Parents, Family and Friends avoid visiting Young People during the hours of 09.00 and 16.30 in order to minimise disruption to education and treatment programs. Visiting hours are more relaxed during weekends.

Mealtimes are protected time and we do ask visitors to respect this. During meal times all visitors are requested to wait in the lobby area or use this time as an opportunity to get some fresh air.

Visits off-site are encouraged, where possible. For Young people who are not able to leave the EMR premises, we will facilitate visits within the Main building or Grounds dependent on risk.

As a matter of course we do not allow visitors on the wards in order to protect patient's privacy.

In exceptional circumstances, the 'Quiet room' may be made available on Lask unit for Young people who are unable to leave the ward. This room may be used at the discretion of the Nurse in charge and must be requested in advance. When using this room, visitors are asked to be mindful of meal/feed times and are requested to vacate the room until the ward is settled.

To minimise disruption to the ward, the Quiet room must be accessed via the entrance located next to the gymnasium. Please note that you may be asked to vacate the room should a Young person request to use it, as the needs of the young people on the ward must be given priority.

Your co-operation and understanding in this matter is greatly appreciated.

### **MEAL TIMES:**

**BREAKFAST** - 08.30 - 09.00

**SNACK** - 10.30 - 11.00

**LUNCH:** 12.45 - 13.15

**SNACK:** 15.15 - 15.30

**EVENING MEAL:** 18.00 - 18.30

**EVENING SNACK:** 21.00 - 21.15

**NG FEEDS:** TIMES VARY