

THOMAS EMBLING HOSPITAL VISITOR INFORMATION SHEET

QUICK REFERENCE GUIDE



Welcome to Thomas Embling Hospital. As a secure hospital, we have special entry requirements in place for all visitors. This information sheet is designed to make your visit as easy, safe and successful as possible. Children under 18 can also visit, but this must be pre-approved and arranged. We recognise visiting for the first time can be a difficult time for families and friends we encourage you to speak with our staff prior to visiting to discuss any questions you might have about the information in this brochure or to seek support.

Visiting with children

Visits with children must be preapproved by consumer's treating team before they visit and may not be approved in active court orders of the safety of the child are in question.

All visits with children take place in the family visitor room. The family visitor room will be booked by a member of the treating team or Social Worker for the scheduled time. A staff member will stay with the visiting group for the full duration of the visit.

Please bring identification for the child, worth 50 points according to Thomas Embling Hospital's identification requirements. If you can't, please let a unit staff member know in advance. Visiting children are not required to be photographed or have their eyes scanned for entry.

Before you visit

Prior to visiting you will need to contact the unit Social Worker if you have an active IVO, Family court order or a DHHS order to discuss terms of entry. You must provide a copy of any IVO's, Family Court Orders or DHHS orders to Forensicare.

We strongly advise you call staff on the unit before traveling to the Hospital. This will help ensure nothing has happened to delay or prevent your visit. It will also ensure you only bring what you need for your visit and reduce delays through security. Please be aware that visits may be delayed for a period of time to ensure a safe environment inside the hospital. Reception staff will keep you informed

Visiting hours

Standard visiting hours to see consumers are in place at the hospital. We ask you to arrange visits during these times. We also recommend you call staff on the unit you are visiting ahead of time to make sure your visit does not coincide with consumer programs and appointments. Please contact staff on the unit to discuss alternatives if needed. If there are reasons you cannot visit during these hours, please speak with our staff.

Monday to Friday	10am to 7pm (via Day Entrance until 5pm)
Saturday, Sunday and Public Holidays	10am to 7pm (via Night Entrance)

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Screening for infectious outbreaks

In the event of an infectious outbreak, we may need to implement measures to ensure our consumers, staff and visitors remain safe and healthy. This may include restricting entry to the hospital or a particular unit for the duration of the outbreak.

Parking

Limited parking is available on hospital grounds. To access the carpark, drive to boom gate and press button marked 'Thomas Embling Hospital' to let security know you are visiting.

If there is no car parking available, some off-street parking is available on Fairlea Road.

Bringing items into the Hospital

The health and well-being of consumers, staff and visitors is a top priority for Forensicare. If you are bringing anything in for a consumer, please check with the treating unit before you bring them in.

To ensure everyone's safety, there are certain things that cannot be taken into the hospital. These include:

- drugs and weapons, alcohol, cigarettes, lighters and matches
- mobile phones, computers and cameras
- items that may put the safety of consumers, visitors or staff at risk (e.g. items made of glass)

You can store items in a locker in the entry foyer during your visit. Security will give you a locker key which will be returned when you leave. If you are bringing in non-food items for a consumer, please check with the consumer's unit before you arrive.

Electronic items must be left at reception to be safety checked and will be given to the consumer as soon as this is complete.

Your first visit to the Hospital

- For your first visit you will need to bring 100 points of ID, please see the list below.
- having your photo taken for our security system

Reception and security will complete your Visitor Registration form before you enter the hospital.

Thomas Embling Hospital identification requirements

100 Points	50 Points	25 Points
Current Passport	Original Birth Certificate	Bank Book - one only
Current Driver's Licence	Citizenship Certificate	Credit/ATM Card – one only
Corrections Victoria ID Card	Senior's Card	Student ID with photograph
Key pass ID Card or equivalent	Marriage Certificate	Social Security ID Card
Consulate ID Card	Health Service Photo ID Card	Medicare Card
Police Member ID	Defence Department ID Card	Health Care Card

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Law card issued by Law Institute of Victoria	Government Authorised Under 16 ID Card	
Working with children check card	Maternal Welfare Booklet (children)	

Reception and Security will help you register as a visitor, which includes:

- reviewing and recording your identification.
- having your photo taken for our security system.
- scanning your eyes for the iris recognition system – this does not use lasers and is 100% safe.

Entering the hospital - Security

From Reception, please proceed to the security area. Security staff will give you a key if you need to store any non-permissible items in a locker (e.g. mobile phones, cigarettes, lighters etc.) Your identity will be confirmed by an eye scan, and you will be provided with a visitor pass (orange colour) that must be worn at all times.

The security entry area operates much like security at an airport. All items coming into the hospital are put through an x-ray machine, all bags are checked and all visitors and staff are required to walk through a metal detector. You may also be scanned by an ion (hand) scanner which detects illicit substances.

Security or treating team may refuse entry and ask you to leave if you:

- are under the influence of alcohol or drugs
- pose an actual or perceived threat to the hospital's safety and security
- refuse to participate in the security check
- are found with items that are not permitted in the hospital.

Inside the hospital

A staff member will meet you at the security area and accompany you at all times for your first visit. If you wish to have time without staff present on subsequent visits, please discuss with the treating team. The treating team will determine the level of staff supervision required for future visits and if visits should continue to occur on the unit or can take place on the hospital grounds.

If you bring in items for a consumer, they will be examined by unit staff and refused if there are safety concerns. Please respect their decision even it is difficult to understand. Their priority is the safety and wellbeing of everyone on the unit.

If you are threatened or experience aggressive behaviour while you are visiting, you are encouraged to report this behaviour to a staff member immediately. If you are not comfortable to do this at the time, please contact unit staff after your visit.

Exclusion of visitors

Forensicare reserves the right to exclude visitors if they:

- behave or speak aggressively towards staff
- brings in contraband, particularly illicit drugs

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- have an active IVO between you and the person you are intending to visit
- have a current DHHS or Family court order involving the person you are intending to visit
- perpetrate family violence towards the consumer before or during a visit

Information for excluded visitors, and visitors with active court orders such as IVOs, Family court orders and DHHS orders:

- Apply to operations manager/ED outlining reasons for needing to visit. Applications must have the endorsement of another staff member. Refer to visitor application form.
- First visit must be a weekday.
- May be granted entry if the visit is planned in advance.
- Must submit the 'visitor application form' prior to entry and await approval.

Our expectations of visitors

We appreciate your cooperation with all staff. Please ask questions if you are unsure about anything during your visit.

We request all visitors behave reasonably while at the hospital. Please ensure you follow the below expectations:

- always use respectful language
- are respectful to staff
- are not affected by drugs or alcohol
- respect T.E.H is a **smoke free health service** (includes carpark)
- take care to prevent the spread of illnesses (e.g. covering your mouth when sneezing and washing your hands)
- follow any directions from staff while inside the hospital
- Respect conditions of entry for excluded visitors, past consumers and visitors with active court orders such as IVO's, Family court orders and DHHS orders, as outlined by relevant staff

If you are unable to co-operate with these expectations, you may be asked to leave the hospital and/or excluded for visiting.

- First visit must be a weekday.
- May be granted entry if the visit is planned in advance.
- Must submit the 'visitor application form' prior to entry and await approval.

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Your privacy

For information on Forensicare's approach to privacy please visit:

<https://www.forensicare.vic.gov.au/contact/privacy/>

Concerns about the consumer

If you have any concerns about the mental and physical health and wellbeing of a consumer, please let a clinical staff member know. If you are not satisfied with the response you receive, you can follow the escalation pathway attached.

Feedback

Forensicare seeks your feedback so it can improve its services and your experience. You can provide feedback using:

- form and feedback box located near Reception
- feedback page on Forensicare's website – www.forensicare.vic.gov.au/contact/feedback

Further support

Forensicare recognises that this can be a difficult time for families and carers and that they may have their own support needs. If you have any concerns we encourage you to speak to our staff and seek support.

If you would like further information around supporting a person experiencing Mental Health, you can contact Tandem Carers the peak body for persons caring for people experiencing mental health. 8803 5504

If you would like assistance with further family and carer support, please contact our Family/Carer Consultant on 9495 9164 or visit the Lived Experience Hub located near reception.

If you are experiencing Family Violence and would like additional support, please contact 1800 RESPECT (24 hr confidential service) or Safe Steps 1800 015 188 (for emergency practical assistance).

If you have chosen to use family violence and would like support changing your behaviour, please contact Men's Referral Service 1300 766 491.

For any complaints you can also contact the Mental Health Complaints Commissioner 1800 246 054 (free call from landlines) or 03 9032 3328.

Further information

If you need more information about visiting Thomas Emling Hospital please visit our website at www.forensicare.vic.gov.au or telephone 9495 9100.

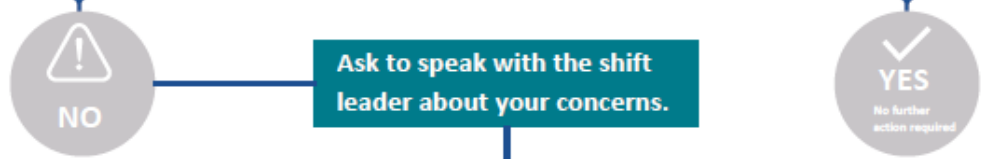
CONSUMER AND CARER ESCALATION OF CARE: THOMAS EMBLING HOSPITAL



Forensicare



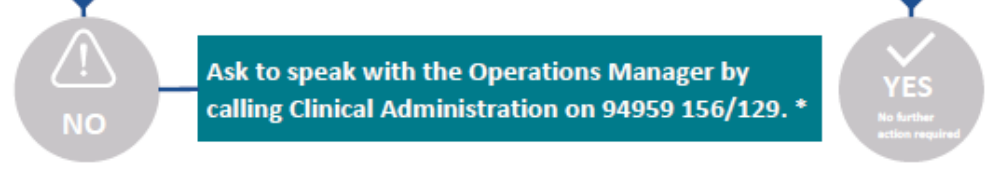
Are you satisfied with the response?



Are you satisfied with the response?



Are you satisfied with the response?



***If not resolved after hours will be handed over to Operations Manager on the next business day..**