



# Saint John of God Kerry Services

Hospitality - Compassion - Respect

07

## Visitors to Service Locations Policy and Procedure

Saint John of God Kerry Services

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# Policy and Procedure

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It is the policy of Saint John of God Kerry Services to uphold the tradition of hospitality while also ensuring the safety and well-being of each individual attending its day service or availing of its residential / respite service.

This Policy and Procedure applies to all staff of Saint John of God Kerry Services.

1. Those occupying residences will be consulted about visitors prior to the arrival where reasonably practicable.
2. Friends and relatives of service users will be encouraged by keyworkers and staff working with the service users in the residence to visit. All visitors need to be asked to sign the visitors book for the location in which they are visiting.
3. Staff will not allow visitors into a residence unless the visitor is known to the staff member and where this is not the case the visitor will identify themselves and advise, to the staff member's satisfaction, the relationship to the person they are visiting.
4. Staff will inform parents/guardians/relatives/friends if there are times that are deemed inappropriate times to visit.
5. Visitors to a residence are not permitted to remain in the residence overnight unless in extenuating circumstances which must be approved by the Programme Manager prior to occurrence.
6. Staff are not permitted to receive personal visits while on duty.
7. Staff will demonstrate the Order's ethos of hospitality to all visitors to the residence.
8. Staff to follow the HSE Covid19/other IPC Guidance on Visitations to Residential Care Facilities.



SIGNATURE PAGE

I have read, understand and agree to adhere to the attached Policy and Procedure:

<b>Print Name</b>	<b>Signature</b>	<b>Area of Work</b>	<b>Date</b>
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