

HOSPITAL TOURS - CHW

POLICY[®]

DOCUMENT SUMMARY/KEY POINTS

This policy is intended to :

- preserve an optimum clinical hospital environment
- protect the privacy of patients, their families and staff
- maintain courtesy and respect for all concerned
- maximise the positive impact on the Hospital by ensuring:
 - appropriate coordination of all tours
 - appropriate acceptance of tour groups
 - the selection of appropriate tour routes
 - that all photography and filming is approved before the tour takes place
 - that the size of the tour group is appropriate
 - and that the overall organisation of the tour is handled appropriately

CHANGE SUMMARY

- Due for mandatory review – minor changes

READ ACKNOWLEDGEMENT

- Local manager to determine which staff are to read and acknowledge they understand the contents of this policy or which staff are to be aware of this policy.

Approved by:	SCHN Policy, Procedure and Guideline Committee	
Date Effective:	1 st April 2017	Review Period: 3 years
Team Leader:	Department Manager	Area/Dept: Public Relations

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This Policy / Procedure may be varied, withdrawn or replaced at any time. Compliance with this Policy / Procedure is mandatory.

Hospital Tours

- The policy for Hospital Tours is intended to ensure the provision of a sustainable tours program to inform and gain support for The Children's Hospital at Westmead (CHW) whilst having minimum impact on the Hospital itself. This policy is intended for use by all staff who conduct tours or need assistance in the organisation of tours.
- For the purposes of this policy, a "Hospital tour group" may consist of a single VIP, through to a large group on a tour of the Hospital. (eg. new staff, community group, overseas visitors etc)
- The policy does not generally apply to professional visits, such as those by existing staff in groups (eg rounds), or to staff members with visiting colleagues accessing their own areas of responsibility.
- In circumstances where professional groups are large or people wish to visit other areas of the Hospital, it is expected that the agreed protocol will be observed. In particular, advance consultation will occur with appropriate department heads and/or NUMS and the Tours Coordinator in the Public Relations Department will be advised.
- External organisations providing services to the Hospital or fundraising for the Hospital, must liaise well in advance with Fundraising or Public Relations on plans to bring visitors to CHW. The timing should be mutually convenient as a Hospital representative must escort visitors.

Tours Coordination

- The Hospital Public Relations department employs a part time Tours Coordinator to assist all Hospital staff and visitors with tours and their organisation. The coordinator manages a large team of trained volunteer tour guides who are available to look after visiting groups. Please liaise with the Tours Coordinator if you require a tour guides or any assistance organising your tour on Ext. 53579. As tour guides are volunteers, please give as much notice as possible. Please note that tour guides are not available through the Volunteers Department.
- Tours of the Hospital art collection are coordinated by the Hospital Art Curator.
- Many groups tour the Hospital during the week eg. community organisations, health professionals, schools, donors, VIP's, new patients and families. Your tour might not be large or long but when it occurs at the same time as others, inconvenience can result – to your visitors, to staff, to patients and families, as well as other tour groups.
- In order to ensure that all tours proceed as planned it is important to notify the Tours Coordinator in the Public Relations Department on 53579, as part of your organisation of a Hospital tour.

Group Size

- Tour groups should consist of no more than 10 adults/15 children to ensure minimum disruption around the Hospital. If numbers of visitors exceed this, arrange for extra tour guides and divide the group accordingly. Large groups cause inconvenience within the Hospital and make it difficult to impart information to visitors without disruption to others.

Tour Routes

- Tour groups may not enter Hospital Departments (i.e. any area apart from public corridors and gardens), except with an authorised Tour Guide (authorised by the Head of Department organising the tour or the Tours Coordinator).
- Visitors may be taken through any of the public areas of the hospital including gardens. Most of the Hospital can be described / discussed from the public areas.
- Public areas do not include Wards, Emergency Department, Outpatient departments including the General Medical and Surgical Clinics, School Classrooms, the Parent's Hostel, Ronald McDonald House, Starlight Express Room, the Hydrotherapy Pool, Medical Imaging or any other Department.
- If you wish your visitors to see such areas of the hospital, it is necessary to obtain permission from the relevant Nurse Unit Manager or Department Head, well in advance of the tour date.
- Many areas of the Hospital are receptive to visitors but need to know in advance.
- If you wish to include a ward visit this should take place between 10.00am and 12.00noon, or 2.00pm and 5.00pm.
- Ward protocols must be observed, including infection control measures and not entering patient rooms without permission from staff and the patient and/or family and respecting privacy.
- Visitors should be briefed on ward protocols.

Privacy

- Information about any patient, family member or staff member may not be included as part of tour discussion.
- Emphasise to your group the importance of the privacy of patients and families. Consider the sensitivity of our patients and families to the "fishbowl" syndrome, especially in waiting areas, wards and the Starlight Express Room where patients may feel "on display".
- Maintain an appropriate distance between tour groups and patients so that unwelcome contact is unlikely.

Photography and Filming

Photography and video filming are not permitted anywhere on the Hospital campus without permission in advance from the Public Relations Department. This includes photographs intended only for personal use and photographs of the art collection which are subject to copyright regulations.

For more information, refer to:

- Photography and Video Recording of Paediatric Patients – Policy:
<http://chw.schn.health.nsw.gov.au/o/documents/policies/policies/2009-8076.pdf>
- Photography and Video Recording of Paediatric Patients – Guideline:
<http://chw.schn.health.nsw.gov.au/o/documents/policies/guidelines/2009-8077.pdf>

Meeting Place

- To avoid noise and crowding in the Triage waiting area of the Emergency Department in the Galleria, meet visitors outside the Main Entrance. Choose a location easily identified by your visitors. An area that works well, is “beside the Name Wall” in the Forecourt - ie. Small white curved freestanding wall, which proclaims the Royal Alexandra Hospital for Children in large letters.

Branding and Information

- It is important to maintain our positive brand. The Hospital should be referred to as ‘The Children’s Hospital at Westmead’ and should be portrayed in a positive and progressive manner.
- A variety of relevant and interesting information about the Hospital, suitable for use by a staff member escorting a tour or to give to visitors, may be obtained from the Public Relations department.
- “Fast Facts” is a good (single sheet) summary of interesting and useful statistics for your information, as well as to hand out to visitors. Back issues of the Bandaged Bear Newsletter are usually available. Fundraising information and the Annual Review may be appropriate, depending on the type of group. The Tours Coordinator can advise on relevant information.

Safety

- In the public areas, consider the convenience of hospital staff, patients and families when showing around a group of visitors. Avoid blocking corridors.
- Remind visitors to turn off mobile phones before the tour commences.

Tours Fees

Free Tours

The Children's Hospital at Westmead aims to provide free general tours for the following groups:

- Community Group Tours
- Infants School Tours
- Primary School Tours
- Secondary School Tours
- Tertiary Student Tours
- Health Professional General Tours
- Art Tours (coordinated by the Art Curator)

Any donations from these groups are shared between the host Department and Public Relations Department

Charging for Tours

In certain cases it may be necessary to charge a fee for the tour, to assist with recovering the costs involved. If this applies the Tours Coordinator will notify the Department involved and the tour group of the applicable fees and charges at the time of booking. All bookings for these tours and the raising of invoices will be undertaken by the Tours Coordinator.

The following is a guideline of the fees and charges that may be charged to tour groups. All charges include GST.

- Primary school visits which include a curriculum program involving a hospital tour and workshop are charged at \$2.00 per student.
- Secondary school visits, which involve a lecture or seminar, are charged at \$2.50 per student. The same applies for tertiary students, other than health, who wish to take part in a lecture or seminar.
- General Tour for overseas visitors - \$30 per person plus co-ordinator charges.
- Overseas visitors who wish to look at particular areas of the hospital and talk with specific members of staff with a view to gaining information that can be used to assist their own work overseas, may be charged at the equivalent of \$1,000 per person per day or part thereof.

- The same charge of \$1,000 per person per day may apply to Australian business consultants from the private sector, who wish to visit the hospital to gain information to assist them with their work.

The Departmental Manager involved with the group may request to waive the fees and charges in certain cases on the following grounds:

1. They recognise health and welfare benefits that will accrue to children
2. There are opportunities for the overseas organisation to reciprocate in some way
3. As part of the broader paediatric community, it is appropriate for us to offer certain visitors our hospitality free of charge.

Departmental Managers must notify the Tours Coordinator in writing if they exercise their authority to waive any fees or charges.

Revenue raised goes to Untagged Funds, with the exception of fees charged for a specific formal presentation. This fee is credited to the presenter's cost centre.

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