



## THOMAS EMBLING HOSPITAL VISITOR INFORMATION SHEET

VISITING HOURS	
MONDAY TO FRIDAY	12pm - 2pm 4pm - 7pm
SATURDAY, SUNDAY & PUBLIC HOLIDAYS	10am - 5pm
CHRISTMAS DAY	9am - 5pm

Welcome to Thomas Embling Hospital. In a safe and secure environment, we aim to provide comprehensive and effective mental health services for people who have both a mental illness and a history of criminal offending, or who present a serious risk of such behaviour.

We hope that your visit to the hospital goes well; we will do what we can to assist you as required. Please remember, however, that this is a secure hospital, and that there are some requirements that you would not find in an ordinary public hospital. We would appreciate your cooperation with our security and clinical staff, and you should feel free to ask questions if you are not sure about anything.

We anticipate reasonable behaviour from all our visitors, and would appreciate it if you: -

- are dressed appropriately
- do not use abusive or bad language
- are respectful to staff.

Please remember that staff are here to assist you: if you are unable to cooperate with staff, you will be asked to leave.

### ENTRY PROCESS

#### Reception

**Note:** for child specific information refer to Child Visitors below.

Entry to Thomas Embling Hospital is through the main entry/reception. The Receptionist will ensure that an adult visiting for the first time provides 100 identification points. This is only necessary for the **first** visit. If the visitor does not have sufficient points the Receptionist will consult with Clinical Administration or the Operations Manager. All identification must be current. The points may be made up of any combination of the following:

100 Points	50 Points	25 Points
Current Passport	Original Birth Certificate	Bank Book– one bank book only
Current Driver's Licence	Citizenship Certificate	Credit/ATM Card – one card only
Law card (issued by the Law Institute of Victoria)	Senior's Card	Student Identification with photograph
Working with children check card	Marriage Certificate	Social Security ID Card



100 Points	50 Points	25 Points
Consulate ID Card	Health Service Photo Identification Card (e.g. hospital ID)	Medicare Card
Police Member ID	Defence Department ID Card	Health Care Card
Corrections Victoria ID Card	Government Authorised Under 16 ID Card	
Key pass ID Card or equivalent	Maternal Welfare Booklet (for children)	

The Receptionist will telephone the unit you wish to visit to confirm that the visit is able to proceed. (We encourage you to telephone the unit prior to arriving for a visit to avoid disappointment should circumstances arise which would prevent the visit from proceeding).

The Receptionist shall complete a Visitor's Registration Form and direct you to Security Staff, who shall process your entry to, and exit from, the hospital.

Out of office hours and on weekends and public holidays, Security Staff will complete the registration process rather than the Receptionist.

### **CONTRABAND**

Contraband is identified as any item which may be a threat to the safety and security of patients, visitors or staff, or is illegal, and is therefore banned.

We ask that you keep to a minimum the items that you bring into the hospital and that you cooperate with the hospital security procedures. Lack of cooperation may jeopardise your visit to the hospital going ahead.

For a full list of items that are not allowed to be brought into the hospital, please ask Reception for the Contraband Information Sheet.

Security and clinical staff may request your cooperation in examining the contents of bags and other property at any stage of the visit. Property brought into the hospital for patients will routinely be examined by clinical staff when you arrive in the patient's unit.

Visitors may be banned from the hospital if they breach security requirements.

### **SECURITY**

Everyone entering the hospital (except Jardine) is required to undergo security screening. This includes putting all personal items (and food) through an x-ray machine, submitting a sample to an ion-scan test. Persons who do not wish their personal belongings to go through the x-ray machine or ion-scan test may place them in lockers in the entry foyer. Keys for the lockers may be obtained from Security.

Visitors who appear to be under the influence of alcohol/drugs, or who pose an actual or perceived threat to the safety and security of the hospital, will be refused entry and be requested to leave.



As part of the visitor registration process, Security takes a photograph of all adults entering the hospital.

### **Iris Scanning**

Security Staff will also register all adults entering the hospital on the iris biometric system, except those entering Jardine. This system is only used so the hospital can be sure that the person who enters the hospital is the person who leaves. Once registered on the iris system, you will be required to look into the iris scanner before you enter the hospital, and again before you leave. Once registered, when you put your eye towards the iris scanner, it matches the code from your iris with the code stored in the computer linked to the picture of your face.

When you are recognised by the iris system you will be provided with an orange coloured lanyard, with a visitor's ID card attached. This is to be worn around your neck at all times when you are within the hospital. Please do not remove the lanyard from around your neck until you enter the exit foyer prior to leaving the hospital. The lanyard helps us to identify you as a visitor should there be an emergency during your visit.

The iris scanner is non-invasive. In addition, it does not use laser beams. It merely takes a photograph of the iris. It causes no harm or damage to the iris or the eye itself.

Where a person has not entered the hospital for 12 months the registration may be deleted. Any person may make a request in writing through the Receptionist that the information relating to them be deleted or amended.

### **Ion scanning**

Forensicare has adopted a systematic approach to the assessment and treatment of substance abuse across the hospital in order to provide a safe and therapeutic environment for patients, staff and visitors.

Commensurate with this approach we have introduced ion scanning technology to ensure that wherever possible, illicit substances will be prevented from entering the secure perimeter of the hospital.

Therefore, adults may be subject to random ionisation scanning. The collection of samples from visitors will be conducted in a manner that is not intrusive. Staff collecting samples may give you a swipe wand and ask you to rub it over your pockets, handbags, forearm or hand, belt buckles, badges, brooches, watches or other hard surface being worn. If you do not accept being scanned or if you register on the scanner with a prohibited item, you may be refused entry.

### **Metal detector**

Everyone entering the hospital (except Jardine) is required to walk through the metal detector. If the detector is activated you will be asked to step back through the detector and remove any item that may have been detected and place them into one of the boxes or trays provided for these to go through the x-ray machine. You will then be requested to walk through the metal detector again. If the metal detector identifies metal objects a hand-held metal detector may be used.

### **Other**

All initial visits will be supervised. It is up to the discretion of clinical teams as to whether subsequent visits will continue to be supervised, or not.



The gymnasium may be accessed by visitors to attend functions or supervised activity; however, gymnasium equipment (for example weights, treadmills and bicycles), is not to be used by visitors.

### **CHILD VISITORS**

The best interests of the child are paramount. Prior to a child under the age of 16 years visiting the hospital, the patient must have submitted a request for contact with a child, and the parent or guardian (who is not a patient) must have consented to the visit in writing.

Child visitors to the hospital must be accompanied by an adult. It will be necessary to provide 50 points proof of ID for the child. Children will not have irises scanned; however, a recent dated photograph must be provided, or a photograph can be taken on entry to the hospital.

Children are to be closely supervised by the accompanying adult at all times. Visitors with children (except to Jardine) are required to use the Family Visitor Room and will always be accompanied by a staff member.

### **HOW DO WE USE THE INFORMATION YOU GIVE US?**

The scan does not keep a picture of your iris. The biometric security system takes a computer photograph of the iris and stores this information as a mathematical code on the computer.

It also stores:

- your name
- date of birth
- type of identity you provide
- times and dates of your visits.

We use the information on the computer only when you enter or leave the hospital to check who you are.

### **WHAT PRIVACY PROTECTIONS ARE IN PLACE?**

The information stored in the biometric security system is not shared with any other organisation.

Forensicare owns the information on the biometric security system. Our security provider only has access to the information to allow entry to and exit from the hospital. It cannot use the information for any other purpose or reason. Other organisations, for example, prisons or the police do not have any access to the information.

The photograph of your face will only be used to make internal identity cards, if required, and to check your identity when you enter and leave the hospital.

The information containing your iris scan and photograph may be deleted if you have not visited the hospital for a year. It will also be deleted upon request in writing. If the information is deleted you will have to re-register on the biometric system the next time you visit the hospital.

You can ask to see the information stored by us on the biometric system. If you want to see this information or change the information, you can ask the Receptionist for a form. If you wish to have our privacy protections reviewed, you may contact the Victorian Privacy Commissioner.



### **Information Privacy Principles**

The Victorian Parliament has passed a law called the Privacy and Data Protection Act 2014 (the Act). The Act sets out the requirements that must be followed when organisations collect, store and use a person's personal information. Forensicare will only collect information that is relevant to Forensicare or is required to be collected by law. Forensicare will use personal information in accordance with the Act.

### **INFECTION AND PREVENTION CONTROL**

The risk of transmission of infection always increases when there is a large group of people working and living together such as at Thomas Embling Hospital. Visitors can help reduce the risk by not visiting when unwell, using the sanitizing hand wash when entering and leaving the hospital/unit and remembering to cover mouth and nose when coughing/sneezing. On rare occasions, visiting may be restricted due to an infectious outbreak. In such circumstances, you will be advised of any special precautions.

If you have any questions please contact the Infection Prevention and Control Nurse Consultant via Reception.

### **SMOKE FREE ENVIRONMENT**

Thomas Embling Hospital is a smoke-free environment as of 1 July 2015. If you have any comments, please email [breatheasy@forensicare.vic.gov.au](mailto:breatheasy@forensicare.vic.gov.au).

### **CONCERN ABOUT THE PATIENT**

At times, you may become concerned about the health and well-being of the person you are visiting in terms of their physical and / or mental health. Please contact a member of the clinical staff to discuss your concerns regarding their well-being.

### **FEEDBACK**

If you would like to give us feedback on this information or any other matter, please fill in a form located in the Reception area. Please post it in the feedback box: we take all feedback seriously and will address your concerns and ideas.

### **VISITING HOURS - EXTENUATING CIRCUMSTANCES**

Due to the nature of this hospital, visitors are requested to comply with the standard visiting hours. If you are able to demonstrate extenuating circumstances making the standard visiting times difficult to meet, arrangements for alternative visiting times may be requested through the relevant Unit Manager.

### **EMERGENCIES**

In the event of an emergency all visitors within the hospital must follow the directions of security or clinical staff.



## USEFUL AGENCIES

<p><b>Mental Health Complaints Commissioner</b>  Level 26 570 Bourke Street  Melbourne, Victoria, 3000  Tel: 1800 246 054  Email: <a href="mailto:help@mhcc.vic.gov.au">help@mhcc.vic.gov.au</a></p>	<p><b>Victoria Legal Aid</b>  350 Queen Street  Melbourne, Victoria, 3000  Tel: 1300 792 387  Web: <a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a></p>
<p><b>Victorian Aboriginal Services (VALS)</b>  273 High Street  Preston, Victoria 3072  Toll free: 1800 064 865  Tel: (03) 9418 5999  Email: <a href="mailto:vals@vals.org.au">vals@vals.org.au</a></p>	<p><b>Victorian Aboriginal Health Service (VAHS)</b>  186 Nicholson street, Fitzroy 3065  Tel: (03) 9419 3000  <a href="mailto:info@vahs.org.au">info@vahs.org.au</a>  <a href="http://www.vahs.org.au">www.vahs.org.au</a></p>
<p><b>The Victorian Association for the Care and Resettlement of Offenders (VACRO)</b>  Counselling for partners and children of someone in prison.  Level 1, 116 Hardware Street, Melbourne  Tel: (03) 9605 1900</p>	<p><b>Office of the Public Advocate / Community Visitors Program</b>  Level 1, 204 Lygon Street  Carlton, Victoria, 3053  Tel: 1300 309 337  Web: <a href="http://www.publicadvocate.vic.gov.au">www.publicadvocate.vic.gov.au</a></p>
<p><b>Carers Victoria</b>  Carer Counselling &amp; Advisory Service  Tel: 1800 242 636</p>	<p><b>Victorian Transcultural Mental Health</b>  Culturally relevant and translated mental health information  <a href="http://www.vtmh.org.au">www.vtmh.org.au</a></p>
<p><b>Commonwealth Respite &amp; Carelink Centre</b>  Free and confidential information on local carer support, disability and community services  Tel: 1800 052 222</p>	<p><b>Mental Illness Fellowship Vic</b>  Provision of support through recovery, education and advocacy programs  Tel: (03) 8486 4200</p>
<p><b>Tandem</b> (previously the Victorian Mental Health Carers Network)  Systemic Advocacy for Carers  Tel: (03) 8803 5555  <a href="http://www.tandemcarers.org.au">www.tandemcarers.org.au</a></p>	<p><b>Alannah &amp; Madeline Foundation</b>  Case management for children who have been witness to, or who have experienced, serious violence  Tel: (03) 9697 0666</p>
<p><b>MIND Carer Helpline</b>  For carers of people with mental illness  Tel: 1300 550 265</p>	<p><b>Centrelink Grandparent Advisor</b>  Meredith Oglethorpe  Tel: 1800 245 965</p>
<p><b>Anxiety Recovery Centre</b>  Provision of support, recovery and educational services to people and families living with anxiety disorders  Tel: 1300 269 438  <a href="http://www.arcvic.com.au">www.arcvic.com.au</a></p>	

For further information about Forensicare, Thomas Embling Hospital, the Community Forensic Mental Health Service, or the Victorian Institute of Forensic Mental Health, please view our website at [www.forensicare.vic.gov.au](http://www.forensicare.vic.gov.au).