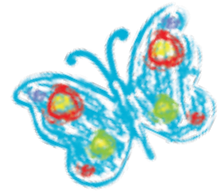


# Welcome



In order to make your stay in Horizon West as positive as possible we ask you to follow these guidelines. If you have any queries or concerns during your stay, please speak to the Nurse in Charge.

## Visitors

Brothers and sisters are welcome to stay. Parents remain responsible for their supervision at all times.

## Smoking and alcohol

Horizon West has a no smoking policy. If you wish to smoke, please speak to the Nurse in Charge who will direct you to an appropriate area.

In the evenings you may drink alcohol in moderation provided the safety of the children, staff and other families is maintained. We request that you respect the other families sharing the accommodation.

## Security

Please keep your room locked at all times and leave your room key with staff if you leave the building.

We cannot accept responsibility for your personal belongings.

Northern Ireland Children's Hospice operates a zero tolerance policy towards verbal or physical violence. Anyone displaying threatening or abusive behaviour will be required to leave the premises.

## Nuts

Please note Horizon West is a **nut free zone**. Please do not bring any products containing nuts, including bathing and hair products and wrapped items.

## Meals

Please order your meals from the care team before 11am each day.

## Safety

To meet fire safety guidelines, you must always sign in and out at reception.

To meet safeguarding regulations, we limit access to some areas at night. You are welcome to see your child at any time. To do so, please ring the bell beside the bedroom corridor door and a member of staff will answer as soon as possible.

The safety of all children staying in Horizon West is our priority and we have a Protection of Children and Vulnerable Adults policy in place. If there is any cause for concern, the policy will be implemented. If you have any concerns about a child or young person, please discuss it with the Nurse in Charge immediately.

## Social media

Please do not ask staff to be your friend on social networking sites as it is against our policy. This is to protect the privacy of all staff and families and the reputation of Children's Hospice.

