



FAMILY HOUSE: HOUSE RULES

ENR-FAM-MDF-009
Version : 06
Création : 05/06/2019
Mise à jour : 12/05/2021

	Rédacteur	Vérificateur	Approbateur	Valideur
Nom	S. LE GUEVEL	V. ALBONICO	G. HUERRE	F. MORENO
Fonction	Chargée de la maison des familles	Présidente de la CME	Directeur adjoint	Directeur par intérim
Date	17/05/2021	20/05/2021	19/05/2021	20/05/2021
Visa	Original signé à la Qualité	Original signé à la Qualité	Original signé à la Qualité	Original signé à la Qualité

I- THE FAMILY HOUSE: AN OVERVIEW

The family house was opened in October 2017 to provide year-round accommodation for the parents or families of patients hospitalised at the BULLION Paediatric and Rehabilitation Hospital, making it possible for patients to stay close to their families.

It is laid out across four buildings: three buildings with five self-contained apartments that can accommodate up to four people (they have a bedroom, bathroom and living room, and three of them are slightly larger, to accommodate persons with reduced mobility), and a communal building consisting of a kitchen, dining room, shower room and laundry.

The house manager's office is located in this building.

II- CONDITIONS OF ACCOMMODATION AND USE OF FACILITIES

1. Terms of admission

Anyone who can provide evidence of a family relationship with the hospitalised child, by means of a valid identity document,¹ may stay in the family house, up to a maximum of two adults and two children. They must be able to pay the cost of accommodation (set out in appendix 1). If there is significant demand, priority may be given based on the distance of the guest's home from the hospital, and in particular to those living over 100 km away. Reservations must be made at least 48 hours in advance via the social work office secretary.

Minors staying in the family house are the responsibility of their parents, and as such must be accompanied by an adult and remain under their supervision at all times.

Individuals with a contagious illness may not stay in the house.

Pregnant women who are over six months into their pregnancy must provide a medical certificate confirming that they are able to stay in a hospital setting.

Any additional accommodation for a 3rd or 4th adult in the room is subject to approval from the social work office secretary, the house manager or duty administrator in their absence, under the same conditions as above. A specific rate will be applied in this situation (listed in appendix 1).

¹ Or anyone approved by the child's legal representatives



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Families who are not staying in the family house may be given temporary access to the laundry in the communal building, subject to approval from the house manager (or the reception staff in her absence).

In addition, solely in relation to children receiving end of life care, parents who wish to remain at their child's bedside may be given access to the family house communal building and its facilities, including the shower room.

2. Terms of stay

a) Length of stay

The maximum length of stay is 6 months, unless otherwise decided by the Management.

Guests are expected to vacate their room when the hospitalised patient is discharged.

b) Visits by hospitalised children to the family house

As a safety measure, hospitalised children must EAT and SLEEP in the care units.

However, **on an exceptional basis**, and **during the following times**:

- **working days: from 4.30 p.m. to 7 p.m.,**
- **public holidays and weekends: from 10 a.m. to 11.30 a.m., and/or from 4.30 p.m. to 7 p.m.,**

children may be given permission by their doctor to visit and/or eat in the family house where their parents are staying, as long as the care team is informed. In this specific situation, parents must complete the appropriate form and send it to the medical secretary of the department concerned (appendix 2). Parents will be entirely responsible for their child in this situation.

c) Facilities provided

The communal building contains :

- A fitted kitchen, coffee maker, kettle and various kitchen utensils;
- A laundry with a coin-operated washing machine, two tumble dryers, an ironing board and iron;
- A shower room;
- Toilets with a changing table.

The rooms are furnished by the hospital.

All rooms have a telephone that can be used to make calls internally, within the hospital, and to receive telephone calls from outside (calls from outside can be made to +33 (0)1 34 85 XX XX: the last 4 digits are shown on each telephone).



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d) Meals

The shared kitchen can be accessed by guest families at all times.

Guests may also eat lunch in the staff canteen, between 11.30 a.m. and 1 p.m., at the currently applicable rates (set on an annual basis). Please note that these meals must be consumed in the canteen.

Guests may also order, at the currently applicable rates, which are set on an annual basis and specified in appendix 1 (from the kitchen, by requesting an order form from the house manager and putting it in the letter box at the entrance to the staff canteen, before 10 a.m. on day D):

- Breakfast;
- A packed lunch. The ordered meal, identified with the name of the requesting party, must be picked up from the staff canteen between 5.30 p.m. and 6 p.m.

e) Bed linen/waste

Guests are provided with bed linen and two towels per person.

These are changed on a weekly basis (on Wednesdays between 10 a.m. and 11.30 a.m.) by the house manager. However, guests may request clean bed linen or towels at any time if a mishap occurs. A waste container is also provided, near the entrance to the laundry in the communal building.

f) Facility maintenance

The house manager is responsible for upkeep of the communal building, but all guests are responsible for cleaning the kitchen equipment and utensils they use (crockery, table, hob, sink, etc.).

During their stay, guests are responsible for upkeep of their room and the equipment placed at their disposal. The house manager will carry out an inventory with the parent on arrival and on departure. Guests will be charged for the cost of repairing any damage observed.

The house manager will inspect rooms on a weekly basis.

g) Terms of departure

On the day of departure, the room must be vacated **before 10 a.m.** After retrieving their food items and personal effects, guests must return their key to the house manager (or reception staff if the house manager is absent). Failure to observe this rule will require the hospital to charge guests the cost of the following night's stay.

3. Guest obligations

a) Respect for others

Communal life requires individuals to behave in a way that makes living conditions more pleasant.



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Consequently, guests must not :

- verbally or physically assault other people,
- damage the premises and facilities,
- steal items that do not belong to them.

b) Noise nuisance

Noise is a major source of nuisance, and all guests must control the volume of sound on their audio-visual devices. From 10 p.m. to 6 a.m., the residential buildings and outside areas must be kept quiet (avoiding noise, excessively loud music, or loud conversations in particular).

c) Damage to facilities and equipment

Guests are responsible for any damage they may cause to the equipment or facilities placed at their disposal. All guests are also required to treat the shared equipment and green spaces with care. Guests will therefore be charged for the cost of any damage to the facilities and/or green spaces, and will be asked to leave.

d) Addictive behaviours

Alcohol may not be consumed within the hospital.

Guests are reminded that drug use and possession are prohibited by law.

Furthermore, in accordance with the EVIN act of 10 January 1991 to combat smoking, the decree of 16 November 2006 prohibiting smoking in public places, and fire safety regulations, smoking is prohibited within the grounds of the BULLION Hospital.

e) Food safety and hygiene

For safety and hygiene reasons, and to prevent food poisoning, perishable items may not be stored in rooms.

Guests are provided with plastic boxes to store food items in the refrigerators located in the communal building.

However, all food products (fresh or dry) left in the communal areas must be identified (guests are provided with room number labels on arrival) and remain in their original packaging showing the expiry dates. The house manager will routinely dispose of food items that have passed their expiry dates, and food and meals prepared and stored without protection, during daily inspections of the communal building.

Finally, for safety and hygiene reasons, objects must not be placed on window ledges.



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f) Fire safety

Hospitals are covered by strict fire safety regulations. As such, if an incident occurs, guests may be held liable.

Guests are therefore formally prohibited from cooking in their rooms and from bringing in a gas or electric heater, heating appliance or any other electrical appliance (coffee maker, kettle, microwave, etc.).

No electrical devices can be plugged in without prior approval from the house manager, after review by the facilities team.

For safety reasons, the facilities team or house manager may need to enter the rooms.

g) Animals

Animals are not allowed in the facility, except under certain circumstances, subject to management approval (such as guide dogs for the blind and partially-sighted).

III- PAYMENT

Guest families are responsible for paying for their accommodation.

Self-funding guests will be sent a statement indicating the amount due for accommodation and the duration of the stay.

A copy of this statement, accompanied by payment (cash or cheque), should be sent to the revenue manager.

If accommodation remains unpaid 48 hours after arrival in the family house, a reminder of the amount due will be sent and the finance office will issue a revenue order against it.

For guests whose accommodation is covered by a paying body (insurance scheme or social security for French overseas territories), the social work office will receive the document confirming coverage and send it to the finance office. The latter will then issue the paying body with a revenue order.

The rates for accommodation are set out in appendix 1.

IV- INSURANCE

The family house is insured for damage to property, i.e. in the event of fire, electrical damage, natural phenomena, water damage, theft of movable property, or broken machinery.

The management accepts no responsibility for any items of value or money kept by guests in their rooms. A 7-litre electronic safe is provided in each room



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V- TERMINATION

Termination may be instigated:

- **By guests**: guests must inform the house manager of their expected departure 48 hours in advance, so that she can schedule the inventory. Any reimbursement of payments, if applicable, will be made by government-issued payment order.
- **By hospital management**: termination may be instigated as a result of:
 - o Failure to pay: if the sum due has not been paid 48 hours after the reminder from the social work office, guests must leave the family house;
 - o Conduct incompatible with communal life;
 - o Repeated breaches of house rules;
 - o Damage to facilities and green spaces.

In such situations where termination is instigated by management, guests must leave the family house immediately. Guests will meet with the house manager so she can arrange for their departure as soon as possible.

VI- MISCELLANEOUS

All items left behind in the rooms are retained for 1 month after guest departure. After that, they are donated to charity.

A multi-faith space is provided, along with a luggage area where guests can leave their belongings if they are temporarily away from their accommodation. Requests to use this facility should be made through the house manager. Guest vehicles must be parked in the "visitor" car park, which is located outside the Hospital.

In the event of any misunderstanding or cause for dissatisfaction, guests may ask to meet with the house manager, who will pass on the information to the appropriate person.

VII – GENERAL REGULATION ON DATA PROTECTION AND VIDEOPROTECTION

1. Administrative Management and Invoicing of Family Accommodations

The information system of the Hospital of Pediatrics and Rehabilitation of Bullion contains information on the administrative management and billing of the accommodation of families.

These data are as follows:

- Patient's civil status: surname, first name.



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- Civil status of the legal person (person in charge): surname, first name
- Address of the legal person (person in charge)

They will be kept in accordance with applicable regulations.

This data, hosted within the institution and protected by professional secrecy, is used by the following services:

- The service of the family home for the monitoring of the accommodation of families, the administrative management of the file, and the realization of activity statistics.
- The Financial Service for Hosting Billing Management.

In accordance with the General Data Protection Regulation (GDPR of 27 April 2016 and the Data Protection and Freedoms Act of 6 January 1978), you have, when applicable, the following rights:

- Right to access your personal data.
- Right to rectification, updating and completeness of data.
- Right to delete your personal data, if there is no legal basis for us to process them.
- Right to withdraw consent at any time.
- Right to limit the processing of your data.
- Right to object to the processing of your data.
- Right to the portability of the data you have provided, where this data is the subject of automated processing based on their consent or on a contract.
- Right to define the fate of your data after your death and to choose to whom your data must be communicated (or not) in compliance with the applicable legislation.

These rights can be exercised :

- by e-mail : dpo@hpr-bullion.fr
- by post : Délégué à la Protection des Données – DPO
177 rue de Versailles
78150 LE CHESNAY
- with the service of the House of Families.

Furthermore, the hosted person may request to exercise his right to anonymity, in accordance with the regulations in force.

You also have the right to lodge a complaint with the Commission Nationale de l'Informatique et des Libertés (CNIL).

2. Vidéoprotection

The Bullion Pediatric and Rehabilitation Hospital has set up a video protection system for the safety of people and property.



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The images are kept for 21 days and can be viewed, in case of an incident, by the authorized personnel of the Hospital of Pediatric and Rehabilitation of Bullion and by the policy.

To exercise your IT and Freedoms rights, including your right to access images that concern you, or any information on this device, you can contact the technical manager by mail: tmorain@hpr-bullion.fr or the data protection officer by e-mail to dpo@hpr-bullion.fr.

To learn more about the management of personal data and your rights, go to the website of the establishment www.hpr-bullion.fr Section «Data protection policy».

You can lodge a complaint with the CNIL on cnil.fr/complaints.

Bullion,
"Read and approved" and signature "