

Sláinte Leanaí Éireann  
ag Cromghlinn



Children's Health Ireland  
at Crumlin



# Parents Accommodation Unit Information Pack



# Our Values, Vision and Mission

## In Living our **VALUES,** we will be:

Child-centred, Compassionate,  
Progressive and we will act with  
Respect, Excellence and Integrity



## Our **VISION** is:

Healthier children and young people  
throughout Ireland

## Our **MISSION** is:

To promote and provide child-centred,  
research-led and learning informed  
healthcare, to the highest standards of  
safety and excellence. We do this in  
partnership with each other, with children,  
young people and their families through  
a network of children's services in Ireland



\*CHI Values, Vision and Mission were developed and agreed as part of a Cultural Analysis process with the Boards and staff at the three children's hospitals in 2015

**Crumlin | Temple Street | Tallaght | Connolly**

# About Parents Accommodation

The Parent's Accommodation Unit first opened its doors back in **1988** and celebrated its **30<sup>th</sup> anniversary in 2018**. In the early days, Management and Staff both identified an increasing need for Parents / Guardians to stay with their children while they were receiving medical care in CHI at Crumlin. In the infancy stages some of the staff in CHI at Crumlin donated from their own salaries for a period of time to make this unit possible and bring it to fruition. We are forever grateful for their generosity and kindness. Over the years we have adapted and added to our services to help those families in their time of need and we continue to do so.

**In November 2001**, we opened the first of our two houses located on the Crumlin Road which are within walking distance to the hospital. The Childhood Cancer Society kindly donated our first home named "**Cuan Aoibhinn**" which translates to "**Safe Haven**" and is a 5 bedroom family home. RTE's "The Late Late Show" soon followed and kindly donated our second 4 bedded home. Over the years these homes have accommodated and helped so many families from all walks of life throughout Ireland and will continue to do so for many more to come.

Currently we have **44 onsite bedrooms** in The Parents Accommodation Unit and these comprise of Twin, Double and Single rooms. Each of our rooms consists of a bed, wardrobe, T.V, table and chair. Most of the rooms have small fridges for your convenience. The communal areas of the unit are equipped with ladies and gents bathrooms and showering facilities. We can provide some basic toiletries and towels for Parents / Guardians who may have had to leave home in a hurry.

The Parents Accommodation Unit also has two kitchens. Both of our kitchens are stocked daily with fresh bread, milk, tea, coffee, sugar, butter, jams & cereals. Please help yourself to these facilities and light snacks. We also have a laundry room that consists of two washing machines, two dryers, an iron and ironing board. These facilities are free of charge to use. If you have not had time to take a trip to the supermarket, washing detergent capsules can be purchased at the office for a small fee.

Some of our neighbouring local takeaways kindly donate food to the Parents / Guardians who are staying on the unit at least five nights a week. The portions differ in size, therefore we would ask that Parents / Guardians are mindful that there is enough food for all of those staying in the unit. We find this service to be very beneficial to Parents / Guardians who may be staying on their own in the hospital and don't get the opportunity to leave the premises that often, if not at all.

The Parents Accommodation Unit is cleaned on a daily basis. We would kindly ask Parents / Guardians to pick up after themselves and to tidy as they go, especially in the shared communal areas, i.e. kitchens, bathrooms / shower-room and laundry room. For those Parents / Guardians who are staying long-term, your bedroom will be cleaned weekly. If you need fresh linen or towels, Hygiene Services will be more than happy to oblige and replenish as you require. Please do not hesitate to ask for assistance.

Guest Wi-Fi is available in the Parents Accommodation Unit as well as the following areas: Emergency Department, Children's Heart Centre, Nazareth Ward, Our Lady's Ward, PICU1, St. Anne's Ward, St. Joseph's Ward, St. John's Ward, St. Michael's Ward and St. Peter's Ward.

The team in Parents Accommodation are here to help, assist and support you where possible. If you're having a tough day, please do not hesitate to visit or telephone our office to talk. Sometimes we just need a friendly ear or to seek some advice and guidance. We can arrange any supports you may need. If we don't have the answers you're looking for we will send you in the right direction of the department you need.

Our office door is always open for the Parents / Guardians availing of our services.

***The Parents Accommodation Team.***



# Meet Our Team



Angela Gibbons  
Parents Accommodation Officer



Betty Kearns  
Parents Accommodation Officer



Paula Murray  
Parents Accommodation Officer



Nicky Meier  
Parents Accommodation Officer



Suzanne Begley  
Parents Accommodation Officer



Chris Fitzgerald  
Cleaning Operative



Glenn Smith  
Deputy Support Services Manager

The CHI at Crumlin team would like to take this opportunity to give you a warm welcome to the Parents Accommodation Unit. At PAU, we understand that our Parents / Guardians availing of our accommodation services, are perhaps going through a difficult time or extremely worried and concerned while their child is unwell and undergoing medical care. The Parents Accommodation team will do their very best to accommodate your needs and requests. Our objective is to help you feel as comfortable as possible while staying in the unit, and to offer you a place to rest and recharge, to take a long hot shower, have a bite to eat, or to simply sit and enjoy an uninterrupted tea or coffee, while you take some time to care for yourself. We like to see and treat our unit as a home away from home. ***"A problem shared, is a problem halved"***.

# Accommodation Options

## Ward Level Accommodation for Parents / Guardians:

90% of wards at CHI Crumlin have rooming in facilities with purpose built beds and/or chair beds for Parents / Guardians who are staying at ward level in their child's room, where permitted.

Fold-up mattresses are also available and can be collected from an allocated cupboard on landing beside the Parents Accommodation Unit on the second floor. A staff member from CHI at Crumlin will be happy to offer you directions or assistance should you require. Sheets and blankets are provided by the ward or you can use your own sleeping bag if preferred. Complimentary shower facilities are also available on the same floor for those Parents / Guardians who are staying in their child's room at ward level. Parents / Guardians must provide their own toiletries and towels. Please speak with the CNM for further information regards access entry point.

## Overnight Parent / Guardian Stays:

**Wards:** Only one parent/guardian at a time may stay on the ward overnight with their child. This decision is at the discretion of the ward **CNM (Clinical Nurse Manager)**. Please note **ICU** is exempt and cannot facilitate parents to stay on the unit. The ward CNM can offer further guidance regards alternative sleeping arrangements.

## Parents Accommodation Unit Rates:

- **€18.00** Single room.
- **€30.00** Double room / Family Rates (Crumlin Road).
- Special rates apply for medical card holder's **€9** single or **€25** double.

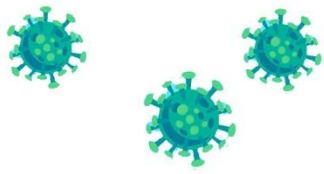
If the room rates cause any financial difficulties for you and your household income, your local **Community Welfare Officer** may be able to assist you with financial aid prior to your arrival to the hospital. Please speak to one of our Parent Accommodation Officers, if you need more information about **financial aid and supports**. Please note that children are not permitted to stay in the Parents Accommodation Unit. We apologise for any inconvenience that this may cause.

## Parent / Guardian and Family Accommodation:

The Parents Accommodation Unit can normally facilitate and provide **"Family Rooms"** for the rate of **€30.00** per night. We can offer a family room in one of our homes located on the Crumlin Road, which is within a five minute walking distance to the hospital. However, at present in response to Covid-19, this accommodation is very limited and restricted to a one family at a time policy in respect of National Guidance. For further information and availability, please do not hesitate to speak to one of the Parents Accommodation Officers.

## Ronald McDonald House

For more information regards how to stay at the **Ronald McDonald House** which is based on campus, please visit their website to review the eligibility and admission criteria process. Please visit [www.rmhc.ie](http://www.rmhc.ie). To request a room you must either phone **(01) – 456 0436** or email: [ronaldhouse@rmhc.ie](mailto:ronaldhouse@rmhc.ie).



# Covid-19 Safety Precautions

The Parents Accommodation Unit request that all Parents / Guardians please respect and follow National Guidelines upon visiting CHI at Crumlin. These steps will help prevent the spread and risk of infection. **Please ensure that you visit the CHI at Crumlin website for all the latest Covid-19 updates and restrictions.** We regularly update this content for your convenience.

**Please visit: [www.olchc.ie](http://www.olchc.ie)**

Please note that while staying in the Parents Accommodation Unit, all Parents / Guardians and staff are required to wear an appropriate face covering at all times during their stay when in public areas. Please ensure you have your face covering before exiting your bedroom. A face covering must be worn in all communal areas, i.e. kitchen, bathroom, shower room and laundry room etc. When exiting the Parents Accommodation Unit to enter the main hospital, please ensure you wear your mask at all times throughout Parents Accommodation and the main hospital. We have an excellent Hygiene Services Team who work tirelessly to maintain a high standard of cleanliness throughout the hospital. You will find many hand sanitising stations located around the hospital in the public and clinical areas and at all entry points. Please wash and sanitise your hands regularly while maintaining a healthy social distance from others. CHI at Crumlin thank for your co-operation.

**Prior to your arrival and departure, we kindly ask that you adhere to the following safety precautions when staying in the Parents Accommodation Unit:**

- Please phone and speak with a Parents Accommodation Officer should you feel unwell before entry.
- Practice good hand hygiene throughout your stay. Please wash your hands and sanitise before entry points.
- Should you begin to feel unwell during your stay, please inform a Parents Accommodation Officer.
- **Face coverings must be worn at all times in public communal areas.**
- Please respect floor markings and directional signage while keeping your social distance.





# Terms and Conditions

## Parents Accommodation Unit CHI at Crumlin:

Staff look forward to welcoming you to the Parents Accommodation Unit. By making this booking you are entering an agreement with us. Please read our terms and conditions of booking below. Accommodation in the unit is strictly limited to one room for the Parents / Guardians of the in-patient. Only under special conditions will a second room be provided for a limited period.

## Acceptance of Children:

Due to Health & Safety reasons children are not permitted to stay or access the Parents Accommodation.

## Accommodation Rates:

There is a nominal daily fee of **€18.00** per person per night for single room or **€30.00** for a double room. Special rates apply for medical card holder's **€9** single / **€25** double. Please contact the Parents Accommodation Officer for further details.

## Booking Confirmation:

All bookings are taken by phone and/or email. All bookings will be confirmed by phone and/or email. A credit/debit card will be required to secure your booking on arrival. Please notify the Parents Accommodation officer of your expected arrival time.

## Payment:

Payment should be made on arrival by either cash, credit or debit card. We do not accept some forms of credit/debit cards, therefore please ask if your method of payment is acceptable. All credit card transactions are secure and no data collected is offered to third parties for any reason. All transactions comply with the relevant legal requirements at the time of the transaction. If you will be staying in the accommodation long-term you must settle your bill weekly. Any outstanding payments will be automatically processed from your debit/credit card on departure. No credit / debit records will be kept on file once the final transaction has been processed.

## Cancellations:

Notice of cancellation of booking should be provided as soon as you are aware that you do not require the booked accommodation. This avoids creating any disappointment for other Parents / Guardians who are waiting for accommodation.

## Non-availability of Accommodation:

We would only cancel your stay if your accommodation was unavailable for reasons beyond our control.

## Registration on Arrival:

Please call into the office in Parents Accommodation on your arrival to register. A signed copy of the terms and conditions must be received before room keys are issued. An exception will be made if you are arriving after office hours. You will be informed by Parents Accommodation where to collect your key. You are then required to visit the Parents Accommodation office the following day during business hours to register and submit a signed copy of T&C's.

## Accommodation:

Your room will be cleaned before arrival and will be cleaned weekly during your stay. We would appreciate if your room was kept tidy and you use the wardrobe to store clothing etc. Please keep eating in the room to a minimum and ensure that you clean up afterwards. Rooms can be accessed by the Accommodation Officer's during your stay. \*Parent / Guardian sitting room is accessible to all resident Parents/Guardians. ***\*Please consult with the Parents Accommodation Officer for any restrictions in response to Covid-19.***

## Guest Wi-Fi:

Parents / Guardians who use the CHI at Crumlin Guest Wi-Fi will be required to go through a registration process. Users must submit a valid email address to gain access to the Wi-Fi. Once the user has provided a valid email address they will receive a validation code to their email. This code provides access to the CHI at Crumlin Guest Wi-Fi for a period of 24 hours. For subsequent 24 hour periods, users will need to revalidate to receive a new validation code.

# Terms and Conditions



## **Self-catering Information:**

There are two kitchens in the unit and we provide facilities for the cooking of light meals. Breakfast supplies are provided e.g. cereals, bread, milk, tea, coffee etc. Please ensure that you label your own food with your name and room number in the fridge and presses, and we would appreciate if you could discard your food when it passes its 'best by' date and on your departure. The kitchen facility is self-catering and you are required to clean up afterwards.

## **No Smoking/Vaping Policy:**

In order to provide a safe environment for patients, parents and staff, smoking or vaping is prohibited. Interference with the smoke alarm is strictly forbidden. Any person found smoking or vaping will be asked to leave the unit immediately.

## **No Alcoholic Consumption Policy:**

Consumption of Alcohol is strictly prohibited in the Parents Accommodation Unit and any persons found to be in breach, will be asked to leave the unit immediately.

## **Noise Control and Unsocial Behaviour:**

Unsocial behaviour will not be tolerated and will result in you being asked to leave the accommodation unit. Please be mindful of noise levels. The Parents Accommodation Unit provides rooms for Parents / Guardians who are attending to sick children. Please be respectful of all other occupants and keep noise levels to a minimum.

## **Damages and Breakages:**

Please take care when staying in the Parents Accommodation Unit. You may be responsible and liable for any major breakages or damages you cause to the accommodation or its contents. We ask that you do report any incidents immediately should any occur.

## **Liability:**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees or contractors whilst acting in the course of employment.

## **Fire Safety:**

Please note your fire escapes and a map outlining your escape route is on the back of your door. In the event of fire, stay calm and follow the fire safety signage.

## **IF THE FIRE IS IN YOUR ROOM**

- All residents to leave the room and close the door – do not lock.
- Alert people on your floor by knocking on their doors on your way to the exit.
- Use the nearest stairwell to leave the building.
- DO NOT USE THE ELEVATOR.

## **Security:**

Any disturbance at night time when the Parents Accommodation staff are not on duty. Please phone 01-409 6685 for assistance.

## **Checking out:**

Please inform an "Accommodation Officer" before 12 noon on day of departure, ensuring keys are returned to the office and all bills settled. If the office is unattended at the time of your departure please leave your key in the post box on the wall outside the office. If keys are not returned it leaves a room out of use until a new lock can be changed and this could result in less accommodation being available to those Parents / Guardians in need. Also check that you have packed all of your personal belongings.

***You will be required to sign a copy of our terms and conditions prior to receipt of your room key. For those arriving outside of normal business hours, key arrangements will be made on your behalf and you are required to report to the Parents Accommodation office the following morning to sign the terms and conditions.***



# Parking and Public Transport

## Parking:

Parking at the hospital is limited and there is a high demand for spaces. Parking payment machines are located inside the hospital at main reception and inside the foyer of the main Out Patients Department. Please note that there are NO Payment Machines in the car park.

## Car Park Rates:

0-2 Hours €2.40

2-3 Hours €6.00

3-4 Hours €7.50

4-5 Hours €8.50

5-24 Hours €10

**7 days €36 – if your child becomes an in-patient for 7+ days:** Please report to the Security Office (located at the main entrance) and furnish Security with your car registration, drivers name and ward details for a consolidated parking rate.

After your first week and with a letter from the ward confirming you have been in the hospital over a week, the fee will be reduced further to **€10** for every full week thereafter.

## Disabled Parking:

There are disabled car parking spaces available directly outside the main hospital entrance and in the patients/visitors car park. Anyone using these spaces must display a valid disabled driver sticker.

## Iveagh Grounds Car Park:

Families can also avail of the Public Car Park at the Iveagh Grounds, Crumlin Road at a **€2** cost per day. This Car Park is a 10 minute walk from the hospital. Please ask for directions if required.

## Public Transport:

When you leave the main hospital turn right onto the Crumlin Road and you will be at bus stops and taxi ranks. The buses that pass these stops are:

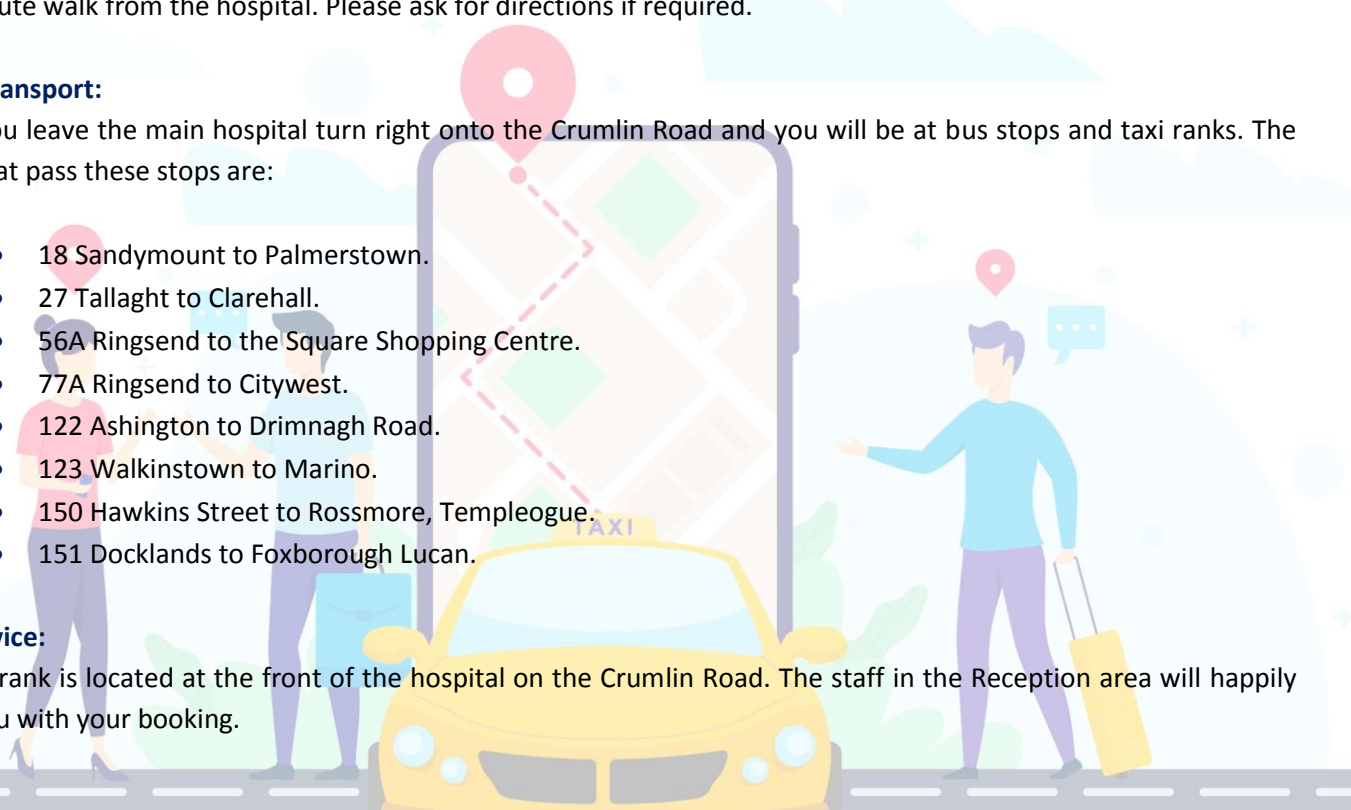
- 18 Sandymount to Palmerstown.
- 27 Tallaght to Clarehall.
- 56A Ringsend to the Square Shopping Centre.
- 77A Ringsend to Citywest.
- 122 Ashington to Drimnagh Road.
- 123 Walkinstown to Marino.
- 150 Hawkins Street to Rossmore, Templeogue.
- 151 Docklands to Foxborough Lucan.

## Taxi Service:

The taxi rank is located at the front of the hospital on the Crumlin Road. The staff in the Reception area will happily assist you with your booking.

## Luas:

The nearest Luas stop is at the Drimnagh Red line which is approximately a 12 minute walk from the hospital. You could also take the 123 bus and that would take you to the Luas stop. Please see to the Parents Accommodation Officer for further assistance.



# Dental, GP and Pharmacy Care

Should you need to seek Dental treatment, visit a GP Practice or require Pharmacy Care. We have compiled a list of services in the surrounding area for your convenience. Should you need any alternative assistance, please do not hesitate to speak with one of our Parents Accommodation Officers and they will happily oblige.

## **Dental Options:**

### **Clear Dental**

6 St. Agnes Road.  
Crumlin Village,  
Crumlin,  
Dublin 12.  
Phone: 01 455 7797

### **Crumlin Road Dental**

325 Crumlin Road,  
Crumlin,  
Dublin 12.  
Phone: 01 455 6432

## **GP Practices:**

### **Crumlin Medical Clinic**

1 Errigal Road,  
Drimnagh,  
Dublin 12.  
Phone: 01 455 7260

### **Longmile Medical Centre**

Longmile Road,  
Walkinstown  
Dublin 12  
Phone: 01 456 3502

## **Pharmacy Care:**

### **Crumlin Road Chemist**

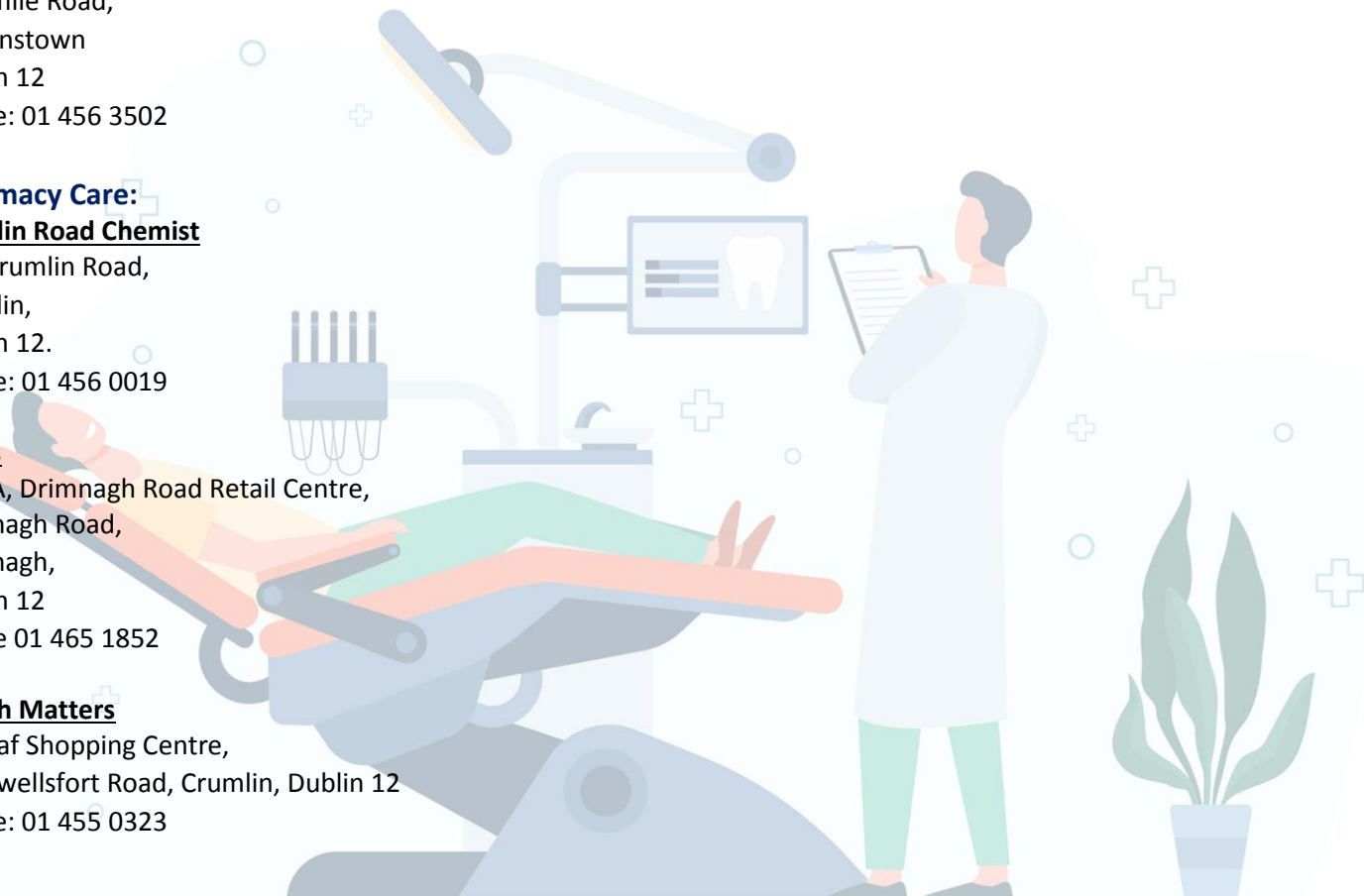
251 Crumlin Road,  
Crumlin,  
Dublin 12.  
Phone: 01 456 0019

### **Boots**

Unit A, Drimnagh Road Retail Centre,  
Drimnagh Road,  
Drimnagh,  
Dublin 12  
Phone 01 465 1852

### **Health Matters**

Ashleaf Shopping Centre,  
Cromwellsfort Road, Crumlin, Dublin 12  
Phone: 01 455 0323



# Supermarkets and Local Takeaway

## Supermarkets:

### Aldi

Longmile Road, Walkinstown Road, Dublin 12.  
Phone: 1800 991828.

### Dunnes Stores

Ashleaf Shopping Centre, Cromwellsfort Road, Crumlin, Dublin 12.  
Phone: 01 456 0400.

### Dunnes Stores *(Grocery Shopping Only)*

Crumlin Shopping Centre, Crumlin Road, Crumlin, Dublin 12.  
Phone: 01 454 2455.

### Lidl

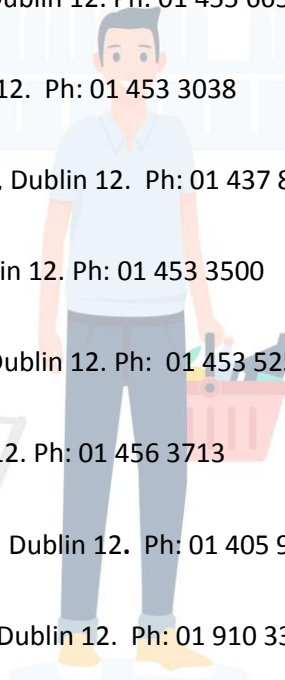
12 Walkinstown Ave, Walkinstown, Dublin 12.  
Phone: 01 465 9007.

### Supervalu

Walkinstown Road, Walkinstown, Dublin 12.  
Phone: 01 450 5565.

We understand that not all Parents / Guardians will have the opportunity to leave the premises. Therefore we have compiled a list of local Takeaways who will deliver at the entry point of Hospital grounds. Simply phone to place your order and give them your mobile number and they will contact you upon delivery to meet outside and collect your food. We recommend that you use contactless payment and pay for your food upon placing your order.

- **Giovanni's Takeaway:** 257 Crumlin Road, Dublin 12. Ph: 01 455 6633
- **The Great Wall:** 180 Crumlin Road, Dublin 12. Ph: 01 453 3038
- **Vincenzo's Takeaway:** 151 Drimnagh Road, Dublin 12. Ph: 01 437 8449
- **Dominos:** 178 Crumlin Road, Crumlin, Dublin 12. Ph: 01 453 3500
- **Pips Café:** 105 Old County Road, Crumlin, Dublin 12. Ph: 01 453 5251
- **Silvio's:** 66 St Agnes Park, Crumlin, Dublin 12. Ph: 01 456 3713
- **Four Star Pizza:** 1B St Agnes Road, Crumlin, Dublin 12. Ph: 01 405 9444
- **Bombay Pantry:** Unit 7 Walkinstown Mall, Dublin 12. Ph: 01 910 3399





## **ATM Machine:**

There is an ATM machine located opposite the Woodland Coffee Shop in the main Out-Patients Department.

## **Coffee Shops:**

There are two coffee shops located on the ground floor of the hospital one beside the hospital canteen (**Market Kitchen**) and the other (**Woodland Coffee Shop**) at the main Out-Patients department and are run by an outside management franchise.

**Woodland Café:** (Located beside Main Out-Patients)

**Opening Hours:** Monday to Thursday: **8.00am to 4.00pm.**

Friday **8.00 am to 3.00pm.**

**Market Kitchen:** (Located opposite the hospital canteen)

**Opening Hours:** Monday to Friday: **7.30am to 6.00pm**

Weekends: **7.30am to 5.00pm.**

## **Hospital Shop:**

The shop has a good selection of news-papers, magazines, snacks, soft drinks, comics, toys, toiletries and the lotto can be done there too.

**Opening Hours:** Monday to Friday: **7.30am to 9.00pm.**

## **Catering:**

The Hospital Canteen only opens **Monday to Friday** and is closed weekends and Bank Holidays. The canteen is located on the main corridor for the use of staff and Parents / Guardians only. In Patients are not permitted to use the canteen. **Monday to Friday Opening Hours: Breakfast: 8.30am to 11am / Lunchtime: 1.15pm to 2p.m.**

## **Vending Machines:**

There are vending machines for drinks and snacks located throughout the hospital. Please ask staff for directions if you require assistance.

## **Religion:**

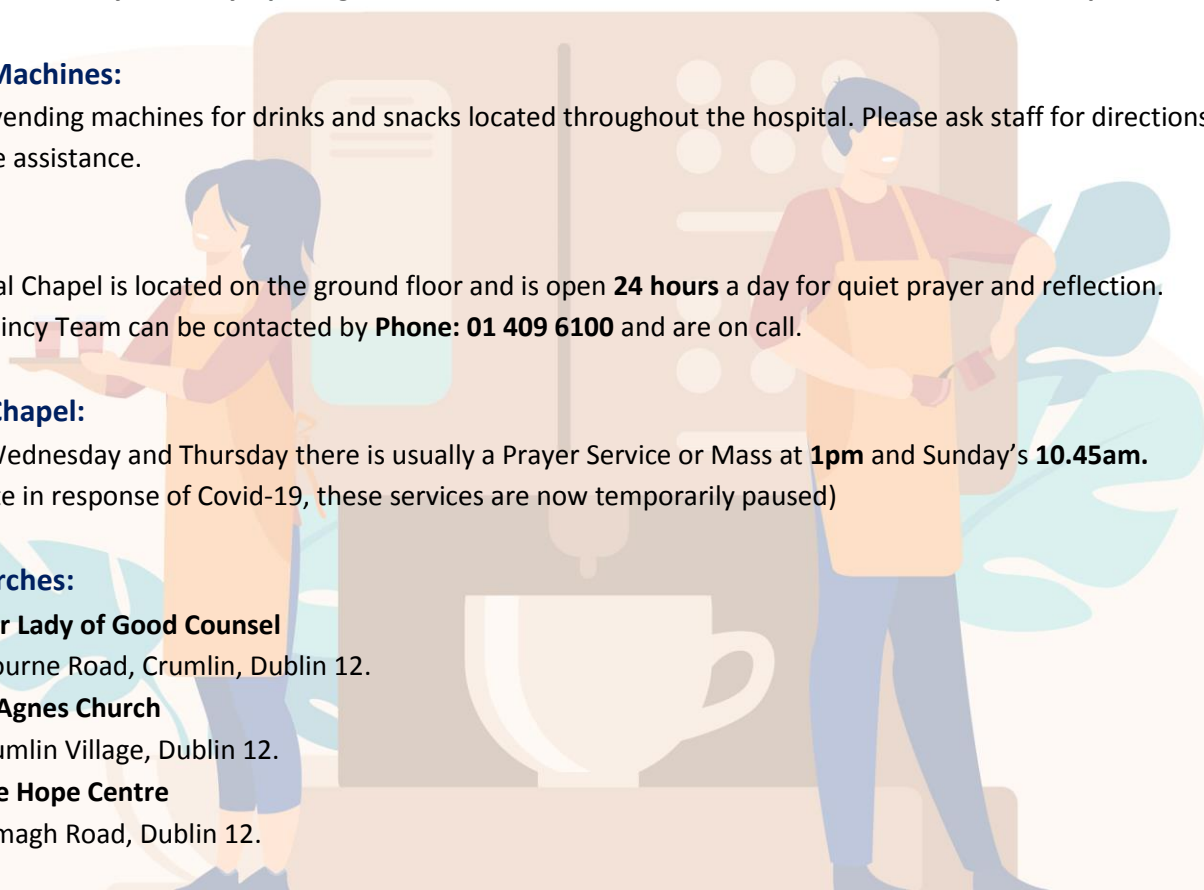
The hospital Chapel is located on the ground floor and is open **24 hours** a day for quiet prayer and reflection. The Chaplaincy Team can be contacted by **Phone: 01 409 6100** and are on call.

## **Hospital Chapel:**

Tuesday, Wednesday and Thursday there is usually a Prayer Service or Mass at **1pm** and Sunday's **10.45am.** (Please note in response of Covid-19, these services are now temporarily paused)

## **Local Churches:**

- **Our Lady of Good Counsel**  
Mourne Road, Crumlin, Dublin 12.
- **St Agnes Church**  
Crumlin Village, Dublin 12.
- **The Hope Centre**  
Armagh Road, Dublin 12.



# Parent / Guardian Feedback

Great facility and  
I'm grateful to have  
this accommodation.  
Thanks.

Fantastic service.  
Happy to say its a  
wonderful help for  
the parents.  
God bless you.

So great to have this  
third stay with you.  
Everyone is being  
so helpful and  
great facilities.

Thank you all so much.  
Amazing staff and  
facilities. Not all heros  
wear capes!  
Thank You.

Absolutely brilliant.  
Perfect for parents  
with sick babies. The  
staff are amazing and  
so accommodating.

Lovely and Clean.  
Fantastic facility.  
Thanks so much.

Very pleased with the  
support and great  
staff. This is the best  
place when you are  
going through  
so much.

Forever Grateful.  
Thanks

Having this  
accommodation  
took the stress out  
of my daughters  
spinal surgery.  
Thanks.

The Parents Accommodation Unit office operates **Monday – Friday** between the hours of **09.00am – 7.00pm** including Bank Holidays. Saturday and Sunday we operate between the hours of **10.00am – 5.30pm**.

If the office is unattended please do not hesitate to call **01 - 409 6622** and leave a voicemail stating your child's name and their date of birth along with your enquiry. A Parents Accommodation Officer will return a call to you shortly thereafter.

Should you experience any disturbances during the night time period and need any assistance or support. Please contact our Security Team on **01 – 409 6685**.

**The Security office is based on the right hand side of the hospitals main entry point on the ground floor.**

## Have You Connected With CHI On Social Media?

### CHI at Crumlin

Follow us on Twitter: <https://twitter.com/CHIatCrumlin>

Connect with us on LinkedIn: <https://bit.ly/3swNZDF>

### CHI at Temple Street

Follow us on Twitter: <https://twitter.com/TempleStreetHos>

Connect with us on LinkedIn: <https://bit.ly/3amzk7N>

### CHI at Tallaght

Follow us on Twitter: <https://twitter.com/chiattallaght>


### CHI at Connolly

Follow us on Twitter: <https://twitter.com/chiatconnolly>



 Cooley Road, Crumlin,  
Dublin, D12N512.

 Tel: 01 409 6622

 [parents.acc@olchc.ie](mailto:parents.acc@olchc.ie)

 [www.olchc.ie](http://www.olchc.ie)

 Feedback: [patient.advocacy@olchc.ie](mailto:patient.advocacy@olchc.ie)

Please contact the Patient Advocacy Department if you have any compliments, suggestions or complaints.







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