

Accommodation Agreement

Key contact/spokesperson:

Contact number(s):

Address:

☒ *I have read and understood the contents of this brochure.*

Key contact signature:

Inpatient Unit staff signature:

Second contact name if key contact not on site:

Contact number(s):



Gallagher Family Hospice

334 Cobham Drive, Hillcrest, Hamilton, 3216

PO Box 325, WMC, Hamilton 3240

Telephone (07) 859 1260 | Fax (07) 859 1266

www.hospicewaikato.org.nz



Inpatient Unit

Information & Accommodation
Agreement for Visitors
& Family/Whānau

www.hospicewaikato.org.nz



Visiting hours

- We welcome visitors to Hospice Waikato.
- Visiting hours are flexible but generally are between 10am and 8pm (especially if it includes a child under 12 years of age).
- Please discuss with your Hospice nurse if you wish to arrange visiting outside of these hours.
- Please be considerate of patients and family/whānau staying with us.

Accommodation is available for family/whānau staying with a patient.

- Please speak with your Hospice Waikato nurse to request an overnight stay.

Conditions of our accommodation offer:-

- Up to two people may stay in a patient's room.
- Linen towels and showering facilities are available for up to two people
- If available a second room may be offered.
- A self-contained family/whānau room which sleeps up to six people may also be available. Hospice Waikato reserves the right to allocate this facility.
- All guests must be fully mobile, independent or have full-time supervision of a carer or family member and must be able to manoeuvre through smoke stop emergency doors
- Guests must be responsible for their own medications.
- Hospice Waikato is non-smoking complex, illicit drugs are not permitted.
- All areas must be kept clean and tidy at all times.

Patient Rooms

- Ensuite facilities are for patient use only, visitors must use visitor facilities.
- Please do not sit on the patient's bed as this can spread infection or damage air mattresses.

Children are welcome

- Children under 12 years of age must be accompanied by an adult at all times.
- Hospice Waikato staff are bound by law to contact the police and/or Child Youth and Family services if abuse or neglect is suspected or witnessed.

Food and Drink

- The patient lounge may be used for light meal preparation and for dining. A microwave is available and tea and coffee facilities are available in both lounge areas.
- Visitors are requested to clean up and wash dishes used
- Food left in the fridge freezer must be clearly labelled and is left at your own risk.
- Continental breakfast is supplied for family or carers staying overnight.
- The main kitchen is for staff use only.
- Excessive alcohol consumption is not permitted.

Parking

- Limited parking is available on site. Parking is also available on Cobham Drive and the surrounding streets.
- Please do not park in the clearly marked staff parking areas.

Health and Safety

Identified hazards include but are not limited to:-

- Driveway and parking areas.
 - Clay bank on patio area.
 - Hot water dispenser and kettle in Visitor/Patient Lounge area.
- Please report any accidents or hazards to a staff member as soon as possible.

Security

- Visitors must enter and leave the Inpatient Unit by the main door.
- Visitors must sign the visitors' book.
- To ensure the safety of everyone once main door is locked at night only staff may provide access to the building.
- Patio areas have privacy screening; respect for others is expected at all times.
- Valuables – Hospice Waikato cannot accept responsibility for any damage or loss of personal property of visitors or patients.

Violence and aggression

- We are committed to providing a safe and secure environment where staff can care for patients, free of risk of violence, aggression and verbal abuse.
- We will not tolerate any acts of violence or abuse against staff, patients or visitors.
- All incidents of abuse verbal or physical or destruction of property will be reported to the police or our security service.