

Visiting rules of our Home/Wharenui Te Kahui Ngakau Aroha

A warm welcome to everyone visiting patients

This hospice was built by the community to ensure people in our community experience peace and dignity at the end of their lives. Please help us ensure the health, wellbeing and security of everyone who walks through our doors by following these rules.

Clean up after yourself

The lounges are communal spaces to be shared by all family and whānau. Please keep all drinking and eating facilities clean and tidy, place dirty dishes in the dishwasher, wipe down benches and tables, and label any food items in the fridge that are for your use only.

No smoking or vaping

Absolutely no smoking or vaping anywhere in the building or on hospice grounds.

No alcohol, illegal substances or drugs

None of the above are to be used anywhere in the building or on hospice grounds.

Be considerate

Please show consideration and respect for all patients, staff, volunteers and visitors. This will help us deliver the very best care to everyone in our shared environment, which caters to the needs of many.

No gang insignia

The wearing of gang insignia or offensive clothing is prohibited both in the building and on hospice grounds.

Staying overnight

Family members may use the lounges for sleeping. Please ensure only one lounge space per night is used by any one family. Due to Fire and Safety requirements, please provide a staff member with the names of those staying.

Respect staff only areas

Please do not enter the main kitchen area or utility areas as these are strictly off limits. If you require something, please ask a staff member.

Supervise Children

We welcome children at our hospice when they are supervised by an adult who is not a patient or staff member. Please ensure young children are always supervised in the Tamariki Lounge, outdoors and when on the trampoline. Please respect the comfort of patients and ensure children are not running up and down the corridor.

You will be asked to leave the hospice if:

- your behaviour creates a risk or threat to patients, staff or other visitors. This includes verbal and physical abuse, threatening and violent behaviour including the use of obscene language or gestures.
- you are not respectful or considerate of others and/or you refuse to comply with requests from staff in line with these Visiting Rules.
- you fail to supervise children in your care.
- you bring alcohol, drugs or weapons to the hospice or if you are under the influence of drugs or alcohol.

Thank you for respecting our hospice and keeping it a safe space for everyone.

Te Omanga Hospice

Te Whare Manaaki Tangata



Respect

Partnership

Compassion

Learning