

Welcome to our Family Flat

We are fortunate to be able to offer you the use of this flat - it is a shared facility available to families of hospice patients.

There is a deposit of \$20.00 required, which is refundable on return of the key and completed checklist.

Please read the following information to ensure your stay is a comfortable and safe one.

Availability

There are times when a number of families may need to share the flat.

Please be respectful of others as they may be experiencing a sad and challenging time.

The flat accommodates a maximum of 6 persons - if more accommodation is required consult the motel list in the folder.

Flat Information Folder

Please read this and be aware of our health and safety policy and the flat evacuation plan.

Keys and Security

One member of the family will be responsible for the key to the flat front door and room key. That person's name is entered onto a key register. Please advise the charge nurse of numbers of your family who are staying in the flat each day.

Pets

No pets are allowed in the flat at any time.

Kitchen

- A limited supply of cooking utensils is available for your use.
- Please ensure that you turn the oven off after heating or cooking a meal. Never leave cooking unattended.
- Please leave the kitchen clean for other families.

Purchasing food

A restaurant, dairy, coffee bar and takeaway shop are all located on Ruahine Street, opposite the hospital (refer to map in folder). There are a number of fast food outlets in Palmerston North, and most of these places will deliver. Some of the more popular ones are included in the information folder.

Linen

Linen is available on collection of the key. If more linen is required, please see our nursing staff.

Laundry

A washing machine is available for your personal laundry. Please provide your own soap powder.

Telephone

The phone in the flat is a direct line to the hospice unit only. It cannot be used to make external calls.

If you need to make a phone call, please contact reception or the charge nurse.

Parking

There is sufficient space for 3 cars in the flat driveway. Please do not use the nurses' car park. The main hospice car park is available at night only.

Smoking

Smoking is **not** permitted inside any part of the flat property. If you wish to smoke please do so in the smoking area provided, by the car park.

Entrance to Hospice after hours

The Hospice is locked after 7.00pm (8.00pm during Daylight Saving). After this time, use the main entrance, push the call button adjacent to the double doors and wait for a nurse to respond. Please be aware that nurses may be busy attending to patients and may take a while to answer. You only need to push the button once.

This buzzer can be disturbing to patients, so please keep "coming and going" between the hours of 8.00pm – 7.00am to a minimum. Thank you for your patience and co-operation.

Visitors

If you have visitors, there is a larger family lounge in the main building which you are welcome to use.

On Departure

- Please strip the beds and leave the flat tidy
- Place all used linen and towels in the laundry baskets located in each bedroom and bathroom. Please take to reception or nursing staff when checking out.
- Please take your own food with you when you leave, ensuring nothing that belongs to you is left in the fridge.
- Leave flat in a clean and tidy condition – a fully stocked cleaning cupboard is located by the entrance to the kitchen
- Please ensure that any dishes used are washed and dried
- Please clean the toilet and bathroom areas
- Check heating/electrical appliances are turned off (except fridge)
- Please **RETURN KEY** and completed checklist to reception or nursing staff
- If anything is broken or needs repairing, please let us know
- Once the flat has been checked by housekeeping and in a satisfactory condition, your refund will be processed within 7 days.

This flat is provided for the families and whānau of our patients.



Family Flat Guidelines



Some guidelines for you while staying in our flat

Arohanui Hospice

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