This flat is provided free of charge to the families/whānau of our patients. Any donation / koha you would like to give is always appreciated.

Some guidelines for you while staying in our flat

- Please strip beds and leave tidy.
- Place all used linen and towels in the blue laundry bag located in the bathroom (if not available – ask Nursing staff).
- 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).
- RETURN KEY to reception or nursing staff.

For more information phone:

Phone: 06 356 6606
0800 666 676
Fax: 06 356 6631

1 Heretaunga Street
PO Box 5349
Palmerston North
www.arohanuihospice.org.nz
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 out-of-town families of hospice patients.

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

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
On your arrival at the flat you will note that the beds are made up.

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.

Pets
No pets are allowed in the flat at any time.

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 7pm (8pm 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 at 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.