

Patient at the Centre / Empathy with Family/ Whānau Confidence in Health & Safety

**Visiting at Totara House In-Patient Unit during the Covid-19 Pandemic**

The wellbeing, health and safety of all Totara Hospices patients, their families/whānau, our workforce, visitors and communities continues to be of paramount importance to us.

Following Government's instructions and adhering to the current Alert Level for our region, the following now applies.

These will continue to be reviewed regularly.

**Patient Visiting –Restricted Arrangements in Place**

**Thank you for your understanding and compassion at this very difficult time.**  
**We understand that having restrictions operate on visiting is emotionally charged. However, for the greater good and safety of all including all our vulnerable patients we require that all visitors follow these good practice restrictions.**

**We are happy to arrange virtual visits and calls between any patients and family/whānau anytime via videoconferencing or phone.**

**Please just ask.**

**Any visitor who knowingly has Covid-19 or is in a self-isolation for travel or contact reasons should please call Totara Hospice on 09 640 0025. Do not visit. We will make arrangements for you to connect with your loved one.**

Large groups of visitors are not permitted to remain in the facilities or the grounds to rotate – this will be managed by staff and security.

**Outside these hours'** visits can be arranged by exception with the agreement of the Charge Nurse of the Inpatient Unit (Please call 09 640 0025 to discuss further).

**Totara Hospice**

Totara House, 140 Charles Prevost Drive, The Gardens, Auckland 2105  
PO Box 75560, Manurewa, Auckland 2243  
P: 09 640 0025 | F: 09 640 0291 | [www.hospice.co.nz](http://www.hospice.co.nz)  
Registered charity CC21683 • IRD Approved Donee Organisation

## Visiting Restrictions for Totara Hospice during current Alert Level

### Restricted Visiting Hours: 8am – 8pm

- Visiting is restricted to the same identified 4 individual family/whanau members for the entire stay of the patient in the unit .
- Two of the named visitors also have the option to stay with their loved one for the whole length of stay should they wish.
- In the last hours of life, the Totara Hospice Clinical Team will enable a limited number of additional visitors to visit the dying patient for a single visit which is restricted to 2 hours' maximum duration. This additional visiting is restricted to a maximal total number of 10 visitors and visiting will need to be completed in groups no larger than 5 for each visit.

#### PLEASE NOTE THAT FOR ANY VISITATION:

- Photo ID is required for each visitor
- Access is permitted only after a clinical screen has been completed by a clinical staff member and all **visitors must follow the mandatory registration system:**
  - sign in via the visitor register system at main reception
  - sign a declaration that they do not have Covid-19
  - and are not in a situation that requires self-isolating nor
  - have they recently returned from overseas or had contact with a person tested positive for Covid-19

#### Children (under 16) as a visitor:

Only those visiting a patient who is their parent or grandparent are able to enter, additionally they must be part of the confirmed Visitor group for the patients stay.

### Patient Room Access Only

**Visiting is restricted to patient rooms (all remaining public/visitor areas are closed)  
Visitors are required to stay for the duration of a visit and not transit in and out of  
Totara House throughout the day**

**Thank you for your understanding and compassion at this very difficult time for all**