

# 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 Tōtara Hospice's patients, their families/whānau, our workforce, visitors and communities continues to be of paramount importance to us.

In accordance with the Government's instructions for Auckland COVID Protection in the **RED framework** the following patient visitor restrictions now apply. These restrictions continue to be reviewed regularly.

### Patient Visiting – Restricted Arrangements in Place

Thank you for your understanding and compassion at this time of change.

We understand that having visiting restrictions in operation is emotionally charged. However, for the greater good and safety of all including our vulnerable patients we require all visitors to follow these good practice restrictions.

We are happy to arrange virtual visits and calls for patients and family/whānau anytime via videoconferencing or phone. Please just ask.

**Any visitor who knowingly has COVID-19 or is in self-isolation should please call Tōtara 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.

### Visiting is being managed during the RED framework Restricted Visiting Hours: 8am – 8pm

- Visiting is restricted to the same named & pre-registered 4 individual family/whānau members for the entire stay of the patient in the unit
- Visiting is restricted in general to a 2 person visit in the patient room
- All visitors must follow the instructions of the Clinical staff and may be asked to wear additional PPE
- One of the named visitors also has the option to stay with their loved one overnight for the whole length of stay should they wish. This must be the same person and they may be required to provide a confirmed negative COVID 19 test result as part of the arrangement.

- 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 VISIT:

- Photo ID is required for each visitor
- Adherence to mandatory mask wearing at all times during the visit and whilst onsite
- 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 tablet at main reception
  - sign a declaration that they do not have COVID-19
  - not in a situation that requires self-isolating
  - have not 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, and must be part of the confirmed visitor group for the patient's 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 Tōtara House throughout the day.**