

Information Memo Release Covid-19 Response Totara Hospice



From: Tina McCafferty, Chief Executive
Date: 24 March 2020

To: All Patient Family/Whānau and Wider Visitors

Visiting Totara House and Totara House In-Patient Ward during the Covid-19 Pandemic

Across the world and now in Aotearoa New Zealand, major disruption to health, social, economic and community systems is escalating. The wellbeing, health and safety of all Totara Hospices patients, their families/whānau, our workforce, visitors and community are of paramount importance.

The impact of Covid-19 means that across all communities we are living and working in unprecedented times. Totara Hospice is no different. We have been monitoring and responding to the dynamically changing landscape as we work to help minimise harm and contain Covid-19 amongst our places of care, of service and of our wider communities.

Totara Hospice must now take our own unprecedented actions to maintain the safety of our people and environment. As such in meeting our obligations to help contain Covid-19 amongst our communities and under the Health and Safety at Work Act 2015, **the following restrictions are in place effective immediately today 24 March 2020. These will be reviewed regularly.**

Patient Visiting – Arrangements and Limitations

We understand that having visitations limited can be emotional. However, for the greater good and safety of all including all our vulnerable patients we require that all visitors follow these good practice parameters.

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 and we will make arrangements for you to visit utilising maximum infection control procedures including isolation.

We are also happy to arrange virtual visits and calls via videoconferencing and telephone there are a number of digital solutions available that we can help you with, please just ask. Thank you for your understanding and compassion at this very difficult time for all.

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
Registered charity CC21683 • IRD Approved Donee Organisation

Visiting Restricted

10am to 5pm

All visitors must follow the mandatory registration system now invoked:

- sign in via the visitor register system
- 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 known Covid-19 carrier

Outside these hours' visits can be arranged by exception with the agreement of Clinical lead

Visiting is restricted to 2 family members only.

Children are not permitted to visit unless they are visiting a patient who is their parent or grandparent

Access to Totara House premises is permitted only after a clinical screen has been completed by a clinical staff member

The premises are on government required lock down

Visiting is limited to 2 people per patient per visit

- Visiting areas are restricted to patient rooms (all remaining public/visitor areas will be locked down (family rooms off reception and leading to Café)
- 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

THANKYOU FOR YOUR UNDERSTANDING