



Visitor Guidelines Covid Pandemic

LEVEL 2



About Us


Waipuna Hospice provides specialist holistic and palliative care for patients living with a life-limiting illness, and support services for them and their families. We value all patients' needs whether physical, emotional, spiritual, cultural or social.

Our geographical area covers Tauranga and the Western Bay of Plenty from Waihi Beach to Paengaroa and while our focus is on Hospice at home, we have an inpatient unit for short term admissions.

Contact Us

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Thank you for coming to our Inpatient Unit to support a member of your family or whānau, or your close friend.

With COVID -19, Alert Level Two has been initiated in the Bay of Plenty. We have made a few changes to our visitor guidelines to comply with COVID-19 requirements.

As always, our key consideration is the safety of our patients, their visitors, and our staff who continue to provide care during this difficult time.

At all times, visitors will be expected to comply with hygiene requirements:

- Stay home if you feel unwell.
- Cough or sneeze into your elbow or by covering your mouth and nose with tissues.
- Put used tissues in the bin or a bag immediately.
- Wash your hands with soap and water hourly (for at least 20 seconds) or use the hand sanitiser, and especially on entering and leaving the building.
- Don't touch your eyes, nose or mouth if your hands are not clean.
- Maintaining a physical distance of 2 metre from staff, and any other people who are on the Hospice site.
- **MASKS MUST BE WORN AT ALL TIMES WHILE IN THE INPATIENT UNIT**

All visitors will be asked to sign in, complete screening questions and agree to the terms of visiting. We ask visitors who have COVID-19 symptoms, flu like symptoms or who need to be in isolation/ quarantine for any reason to contact us to discuss ways that we can support you to remain in contact with your family/Whanau.

Please note that if required, this information will be used for contact tracing purposes.

The key things you need to know about visiting our Inpatient Unit (IPU) at this time are:

- Visiting hours are restricted to 10.00am to 7.00pm, with 24-hour access allowed only for compassionate grounds by agreement from the IPU Manager/and or Medical Director
- Each patient can only have up to one visitor/support person, at any time, and restriction may apply to the daily number of visitors. Should the support person also be a 'vulnerable' person? Support for them may be allowed with agreement from the IPU Manager and /or Medical Director.
- If these visitors/support people leave the site, they must complete the sign in process once again on returning
- Visitors, after the sign in processes, must go directly to the patient's room. There is limited access to other parts of the building, 2 metre distancing must be adhered to at all times.
- Only one person can stay overnight at a time. And must stay in the patient's room and limit movement around the building.
- The support person may be asked to leave the room for short periods to enable social distancing of 2 metre's while the patient is being attended to.
- Meals may be offered to the main support person if they are staying with the patient. There will be limited access to our kitchen or lounge spaces for food and beverage preparation. Social distancing must be maintained.
- If the patient agrees, additional family members can connect remotely, for short periods of time, using a handheld communication device. You may want to bring in your own device(s) for this.
- No children under 14 are allowed onsite unless agreed by the IPU Manager. A visit will only be approved if the visitor is the child/children of the patient.