

### Telephones

We have telephones available for local calls. If you wish to use the telephone for a toll call, please see staff at reception. These are restricted to price required calls and we would respectfully ask that you pay after completion of these calls. Cell phones are able to be used safely in the hospice.

The Hospice numbers are:

Phone: 03 473 6005 Fax: 03 473 6015

### Internet

Wireless internet is now available in all rooms. Computers are not provided.

### Car Parking

Entry to the car park is via the first driveway into the OCH. In winter, extra care needs to be taken due to ice. Orange cones will identify safety concerns.



## INFORMATION FOR INPATIENT UNIT FAMILY/ WHANAU CARERS

Otago Community Hospice | PO Box 8002  
293 North Road, Dunedin, New Zealand  
Tel: 03 473 6005 | Fax: 03 473 6015  
[reception@otagohospice.co.nz](mailto:reception@otagohospice.co.nz)

Reviewed: 1 September 2013

## Welcome

We hope this information will be helpful to you. Your suggestions/feedback/complaints are important to us—they help us continually improve. Let us know what you think—talk to anyone in the team or write on one of our suggestion slips in the main family lounge or Reception area.

Additional information is available in the patients' rooms in a booklet in the bedside drawer.

### Staying Over

Family members are most welcome to stay over. You can either sleep in your family member's bedroom or camp out in one of the end lounges. Cot beds are available plus the sofas in the south lounge are pull out beds. There is also one sofa bed in the north lounge.

You will find blankets, pillows and linen in the wooden chests located in both lounges.

You may help yourself to breakfast; just ask the kitchen staff if you would like some cereal. Toast and spreads are provided in the family room kitchen/fridge.

There is a shower around by the main kitchen, which is available for family use. Towels can be found in the linen storage cupboards located between rooms 3-4 and 9-10; help yourself. We just ask that you tidy up the shower room after use. Wet towels go into the white linen bag in the utility room, opposite room 5.

Although we provide breakfast for family staying over, we do not supply the other meals of the day. Feel free to use the family room kitchen for heating pre-prepared foods or any food brought in.

### Toilets

The visitors' toilet is situated outside the main family lounge.

### Buses

Bus stops are located across the road and just outside hospice.

- To go from the hospice to the city, use the St Clair bus from the bus stop across the road from the hospice, which leaves every quarter hour.
- To go from the city to the hospice, use the St Clair to Normanby bus which leaves the Octagon every quarter hour and ask to get off outside the hospice.

### Taxis

Reception can order a taxi for you. There are several companies; the hospice uses Dunedin Taxis, but you can ask for any taxi company to be contacted.

### Alternative Accommodation

There is a wide range of accommodation available relatively close by.

Please see Reception where they hold a comprehensive folder containing this information.

### Playground

Please note that a parent/carer or guardian must supervise and take responsibility for any children using the equipment.

### Visiting Hours

We have no fixed visiting hours—an intercom system is available at our front door for after hours entry. Pets are welcome to visit.



### Local Shopping

Gardens Shopping Centre—South—20-30mins walk.

- Filadelfio's—very nice pizzas, licensed. Will deliver to the Hospice.
- Crusty Corner—freshly made bread. Pancakes, breakfast a speciality, sandwiches and beverages.
- "Inch Bar"—boutique bar—not many seats
- Gardens New World—supermarket
- Westpac Bank with ATM
- Unichem Chemist

Normanby/Terminus—North—5mins walk

- Dairy
- Ross Home—Thistle Café—seven days, 10am to 4.00pm



### Smoking

In consideration of other patients, visitors are not permitted to smoke near the building. There is a designated smoking area next to the garage at the rear of the carpark for visitors.

### Fire

If you hear the smoke alarms (continuous alarm):

- Patients – Please stay in your room, your nurse will look after you
- Visitors – Please make your way to the reception area; the fire wardens, identified by a red armband, will let you know when it is safe to return to the patient you are visiting.

### Evacuation Procedure—Assembly Point

- Gather in Reception and wait further instructions from Fire Warden or Fire Service.
- If a full evacuation is ordered the assembly point is corner of North Road and Baldwin St at front door.