



Use Of Whanau/Family Facility Procedure

Procedure Number

CHC-PG-0061

Version Nos:

4

1. Purpose

This Procedure outlines the process associated with the use of the West Coast District Health Board (WCDHB) Whanau/Family Facility located at Grey Base Hospital.

2. Application

This Procedure is to be followed by all staff throughout WCDHB, and all other users of the Whanau/Family Facility.

3. Definitions

There are no definitions associated with this Procedure.

4. Responsibilities

For the purposes of this Procedure:

All *Whanua/Family and Support Persons* are required to ensure they abide by the requirements of this Procedure.

The *Admitting Office* is responsible for all bookings for the use of the Whanau/Family Facility.

The *Kai Arahi* and *Operations Support Co-ordinator* are jointly responsible for the operation of the Whanau/Family Facility.

5. Resources Required

This Procedure requires:

6. Process

1.00 Introduction

- 1.01 The WCDHB will operate a Whanau/Family Facility for the purposes of:
- i) providing short term accommodation to whanau/family and support people of Grey Base Hospital patients who want to be close to their whanau/family member;
 - ii) providing accommodation for patients requiring accommodation during treatment.
 - iii) providing an environment that is affordable and culturally safe.
- 1.02 The Whanau/Family Facility is to be run on Tikanga Maori practices that must be upheld at all times.
- 1.03 Guests of the Whanau/Family Facility under the age of 16 must be accompanied by an adult. This is to ensure appropriate support and supervision.
- 1.04 Due to fire and health and safety regulations occupancy of the Whanau/Family Facility is limited. Therefore there may be occasions when whanau/family and support people are asked to voluntarily reduce their numbers.



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- 1.05 The Whanau/Family Facility is available to all whanau/family and support people of inpatients of Grey Base Hospital on a first come, first served basis.
- 1.06 Whanau/Family and/or support persons may use the Whanau/Family Facility for short-term periods of up to 7 nights whilst their Whanau/family member is an inpatient. Upon discharge of the patient from Grey Hospital, the whanau/family are required to vacate the Facility. This is to ensure the availability of the Facility for other whanau/family support of inpatients.
- 1.07 The Whanau/Family Facility is smoke free and alcohol free.

2.00 **Costs**

- 2.01 A cost of \$20.00 per adult for the first night and then \$10.00 per adult per night for subsequent nights is to be charged.
- 2.02 Children under the age of 14 years are to stay free.
- 2.03 A \$10.00 deposit for the key is also charged and will be refunded on the return of the key. Deposits are to be paid in advance.
- 2.04 Payment is to be made in cash at the time of the stay as no credit will be given or invoices issued.
- 2.05 Where MOH Travel and Accommodation assistance is available, the rate will be amended to reflect the available funding.

3.00 **Accessing The Whanau/Family Facility**

- 3.01 The Admitting Office is responsible for all bookings for the use of the Whanau/Family Facility.
- 3.02 A request for accommodation is to be made as soon as a need is identified to the Admitting Office. The request is to include the name of patient, which ward and how many support people they have with them and/or arrival time.
- 3.03 If the Whanau/Family Facility is already booked, the Admitting Office is to contact the Ward Social Worker for alternative arrangements to be made.
- 3.04 The Admitting Officer will give written information regarding the operation and the use of the Whanau/Family Facility to all occupants at the time the booking is made. This will include information on emergency procedures.
- 3.05 The whanau/family will be asked to sign a WCDHB Whanau/Family Facility Agreement. Form. A copy is to be given to the whanau/family and a copy sent to the Maori Health Unit.
- 3.06 The Corporate Office Receptionist is to collect payment from the whanau/family staying in the facility, issue a receipt and bank the money into the WCDHB Operating Account.



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4.00 Operation Of The Whanau/Family Facility

- 4.01 The Maori Health Unit will make daily checks of the Whanua/Family Facility to ensure the safety and well-being of the occupants.
- 4.02 The Ward Social Worker will also make daily contact with the whanau/family in the Wards.
- 4.03 Linen will be provided by the Hospital Laundry.
- 4.04 The daily household tasks are the immediate ongoing responsibility of the occupants of the Whanau/Family Facility. Cleaning material and a vacuum will be provided.
- 4.05 The Admitting Office will advise OCS (who will be responsible for cleaning of the Whanua/Family Facility) when the key has been returned at the end of each stay so that cleaning of the Facility can be carried out.
- 4.06 WCDHB security contactors will make checks on the Facility at night.
- 4.07 An inventory of all items in the Whanau/Family Facility is continually updated and checked by the Maori Health Unit for monthly reporting purposes.
- 4.08 A monthly report of the numbers of people staying in the Whanau/Family Facility is to be recorded and reported (to EMT) by the Maori Health Unit.
- 4.09 Any purchases for the Whanau/Family Facility need to be approved by the Kai Arahi or Operations Support Co-ordinator.
- 4.10 If any of the equipment in the Whanau/Family Facility needs to be repaired, the Kai Arahi or Operations Support Co-ordinator will give direction for the repairs to be carried out. (As per the *WCDHB Repairs and Maintenance Procedure*)
- 4.11 If there is any doubt, confusion or concerns about the operation of the Whanau/Family Facility, the Kai Arahi or Social Work Department should be consulted.
- 4.12 Whanau/Family and/or support persons who use the Whanau/Family Facility are required to:
- i) keep noise levels to a minimum;
 - ii) not damage or permit damage to occur to the Facility;
 - iii) not use the Facility for any unlawful purposes;
 - iv) leave the Facility clean and tidy and clear of rubbish and possessions when they vacate the Facility;
 - v) not exceed the limit set by the WCDHB on the number of occupants of the Facility;
 - vi) ensure that all of their personal items are covered by their own personal insurance policies.
- 4.13 Failure to comply with the requirements of this Procedure will result in whanau/family and support people being asked to leave the Whanau/Family Facility.



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7. Precautions And Considerations

- ➔ The Whanau/Family Facility is to be run on Tikanga Maori practices that must be upheld at all times.
- ➔ Payment for use of the Whanau/Family Facility is to be made in cash at the time of the stay
- ➔ The whanau/family will be asked to sign a WCDHB Whanau/Family Facility Agreement Form.
- ➔ Failure to comply with the requirements of this Procedure will result in whanau/family and support people being asked to leave the Whanau/Family Facility.

8. References

There are no references associated with this Procedure.

9. Related Documents

WCDHB Repairs and Maintenance Procedure.

Revision History	Version:	4
	Developed By:	Whanua/Family Facility Steering Group
	Authorised By:	Chief Executive Officer
	Date Authorised:	March 2004
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