



West Coast District Health Board
Te Poari Hauora a Rohe o Tai Poutini

**WHARE WHAKARURU
(To Shelter)
WHANAU / FAMILY HOUSE**

**Grey Hospital
Greymouth**



***Accommodation for whanau / family supporting loved ones
in hospital.***

**Naumai Haeremai ki te whare Whakaruru
Welcome to the House of shelter**

Welcome to the Whare Whakaruru

The “Whare Whakaruru” is situated at the far north end of the Hospital between Parfitt ward and the Corporate office, Limited parking is available in the vicinity of the Whare

This facility includes wheel chair access accommodation with one bedroom with two single beds, and incorporates a marae style accommodation consisting of an open plan living space two couch beds and four mattresses, a separate lounge area with a television, a separate dining area with its own kitchen. The Whare has two bathrooms and a laundry It is available for people who require emergency accommodation, to enable them to support a whanau/family member who are patient/s in Grey Hospital. Whanau / Family are requested to remove their shoes before entering the Whare.

The “Whare Whakaruru” is fully equipped with all cooking utensils, cups, saucers, plates and cutlery, pots and pans.

All bedding, sheets, towels and tea towels are supplied and washed. Whanau/family require only to buy and cook their food, wash their clothes and keep the Whanau/Family House clean and tidy.

Whanau/family who meets the criteria can stay for up to three nights in the “Whare Whakaruru”, an extension may be considered dependent on circumstances and facility availability.

Eligibility to stay in the “Whare Whakaruru” is on a first come, first served basis, however, emergency situations will take precedence and will be at the discretion of the Grey hospital management.

Due to the Marae style accommodation, in the event of an emergency, guests will be asked to share the accommodation. Guests of the whanau/family under the age of 17 must be accompanied by an adult.

The “Whare Whakaruru” is seen as a community within the hospital. We ask that whanau/family uphold the mana and tikanga of the “Whare Whakaruru” and help us care for and respect it.

The “Whare Whakaruru” and outside areas are auahi kore/smokefree, which includes drug and alcohol free and must be adhered to at all times. Any behaviour deemed as being unacceptable or non-adherence to the above WCDHB policies will result in the accommodation being terminated

The Whanau/Family Facility is within walking distance of the New World Supermarket.



The Kaiawhina and Social Work Department will support the whanau/family during their stay in the “Whare Whakaruru” and when requested assistance will also be given to whanau/family with applications for travel and accommodation costs. Families should request the name of the Kaiawhina or Social Worker for the ward their family member is a patient in.

This assistance may not be immediately available or available on weekends, so please make contact in the first instance with the Reception in the main entrance to the Hospital

Charges

The “Whare Whakaruru” does require payment of an accommodation fee to assist in covering cleaning costs, linen etc. These charges are:

- \$20.00 per night each adult (17 years and older).
- Children 16 years and younger stay free but must be accompanied by a responsible adult.
- \$10.00 deposit for the key – this will be refunded on the return of the key.

Payment needs to be made at the time of the stay.

If you will have difficulty paying this please contact the Social Work Department. We will endeavour to assist where possible.

How to Pay

Full payment should be made to the Hospital Main Reception which is manned 24/7



The key must be returned to the Main Reception at Grey Hospital before you leave. Or this may mean you default your deposit. This enables facilitating a smooth transition for other people to be able to use the facility without inconvenience.

Checking In

Please report to the main reception desk at the hospital on arrival.

To allow us time to clean the house between families, you are unable to check into the house until 3.00pm.

You will be asked to complete an agreement for the use of the facility. This includes paying a **key deposit of \$10.00**. This is refundable on return of the key.

Checking Out

- **Check out time is by 11.00am** – this allows us time to clean and restock the facility before the next occupants.
- Please leave the “Whare Whakaruru” clean and tidy
- Strip all linen off the beds and place in the linen bag in the bathroom.
- Return any mattresses to the cupboard.
- Cleaning materials are in the laundry cabinet. Remember to wipe out the microwave and oven if you have used these.
- Empty household rubbish bins into the large outside rubbish bin (by the kitchen door). Ensure the household bins are clean and dry.
- If any items need repairing or are missing, let the Admitting Office know when you return the key. Also please note any damage.

If you leave without returning the key, please post it to:

Admitting Office
Grey Hospital
PO Box 387
Greymouth

If this occurs there will be no refund of the \$10.00 key deposit.

Facilities Available

- All basic linen is provided, including bedding and towels.
- Whanau/families can cook their own meals in the fully equipped kitchen, or arrange meals via the hospital cafeteria.
- There are two bathroom facilities – one is suitable for disabled persons which has a wet area shower.
- In addition to the two single beds, two couches in the lounge fold out into beds. Please take care opening these. There are four mattresses available in the storage cupboard, along with a Port-a-Cot. If you need access to these items please contact hospital reception on extension 0.
- The telephone has a toll bar. This phone is an extension number of the Grey Hospital system. The main hospital number is **(03) 769 7400 then extension 2867**. The operator is available for assistance 24 hours and can be contacted by dialling 0. Card phones are available in the hospital. To dial an external local number you need to preface the number by dialling 1 for an outside line.
- There is a washing machine available, along with drying racks.
- Smoke detectors and a sprinkler system are installed. The facility, like all West Coast District Health Board sites is auahi kore/smokefree.
- Heating can be personally adjusted for comfort levels via the radiator controls or thermostats in lounge and bedroom areas.



Some Basic Rules While Staying At The Whare Whakaruru

- Please remove shoes prior to entering the house, but ensure you place all footwear inside at night.
- Use mattress and pillow protectors on any mattresses or couch beds you use.
- No smoking, drugs or alcohol allowed in the house or anywhere within the WCDHB Property
- Children must not be left unsupervised in or outside the house.
- No pets are permitted within the "Whare Whakaruru", (with the exception of a Guide Dog).
- Please avoid eating in the lounge area, and use placemats to protect the table surface.
- Report breakages and any repairs or maintenance needed to the Admitting Office extension 2886 during working hours, after hours to Telephonists ext 0.
- Noise should be kept to a minimum.
- The house is to be kept clean and tidy at all times. Daily household tasks are the immediate ongoing responsibility of the occupants.
- Space is limited in the "Whare Whakaruru". Due to the physical structure, fire, health and safety regulations, **a maximum of 10 people** may reside in the house at any one time. If more than this is present, whanau/family will be asked to voluntarily reduce their numbers. Failure to comply with this will result in the occupants being asked to leave the house.
- If your behaviour is believed to be unacceptable, or you do not abide by the rules of the "Whare Whakaruru" you will be asked to leave.
- Please ensure you make yourself and your whanau/family familiar with the Emergency Evacuation Plan displayed in the house.



Where To Find Things

➤ **Additional Linen**

In the white cupboard in the laundry or in the storage cupboard, between bathroom and bedroom, please ring extension 0 as cupboards are locked.

➤ **Mattresses / Additional Pillows**

In the storage cupboard between bathroom and bedroom.

➤ **Ironing Board**

In the hot water cupboard. between the two bathrooms.

➤ **Laundry Racks**

Are found in the lounge. to the right by the laundry door.

Security / Safety

- Please ensure that you lock the “Whare Whakaruru” when you are either absent or vacate it. The hospital cannot be responsible for any personal items that may go missing.
- You will be able to enter the hospital via the covered walkway from around 7.00am until approximately 7.00pm each night. Any entry after that will have to be made via the hospital main entrance.
- Make sure you are aware of how many people are staying with your group and that you have an up-to-date list of their names. You should take this with you in the event of an emergency.
- The hospital has security checks undertaken at night – these will include someone checking around the outside of the “Whare Whakaruru”.



Emergency Services Information

Personal/Family Medical Emergency While in the Whanau/Family Facility

Dial 777 on the phone. This is a call immediately answered by the telephone operator who will endeavour to assist with appropriate help immediately.

Earthquake

Take shelter as you would at your own home in doorways, under tables etc. Please ensure you can account for all family members staying in the house.

Fire

- If the fire is in the Whanau/Family House you should break the glass and activate the alarm located in either the kitchen or laundry areas.
- Dial 777 on the phone and tell the operator where the fire/smoke is.
- Leave the building immediately, shutting all doors/windows if possible.
- Assemble in the car park outside the Corporate Office building.
- Ensure all family members in the house are accounted for.
- Either the Fire Service or West Coast DHB on-call tradesperson will attend and advise regarding re-entry.
- **DO NOT** re-enter the building until you are given the all clear.



Handy Telephone Numbers

To make local calls dial 1 for an outside line first

Grey Hospital Main Number:	(03) 769 7400
Whare Whakaruru	Extension 2867
Grey Hospital Telephone Operator:	Dial 0
Admitting Office	Dial 2886
Morice Ward	Dial 2822
Critical Care Unit	Dial 2739
Hannan Ward	Dial 2824
Parfitt Ward	Dial 2782
Barclay Ward	Dial 2821
McBrearty Ward	Dial 2803
Manaakitanga Inpatient Unit	Dial 2515
Maori Health Unit (Te Hauora Maori)	Dial 2631 or 2802
Kaiawhina	0277064249