

Safety and security

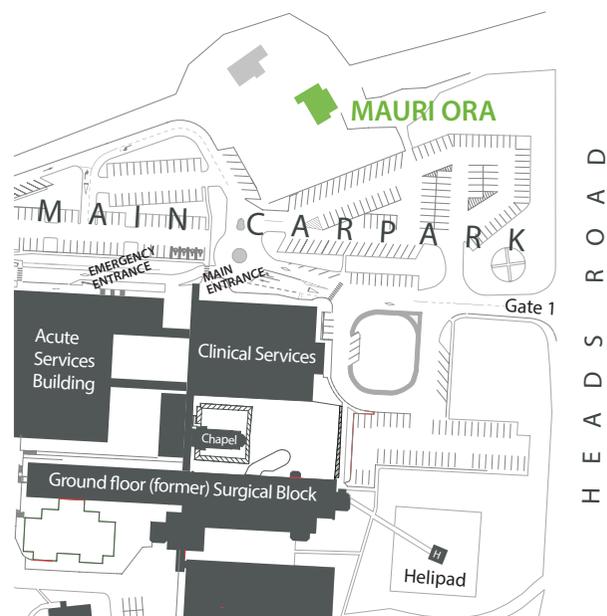
- The WDHB has a zero tolerance to violence or abuse.
- The WDHB will not be responsible for any possessions you leave in or outside Mauri Ora.
- Mauri Ora is fitted with smoke and fire alarms. The haumoana navigator will inform you of the evacuation and emergency procedures upon arrival.
- Security staff or orderlies will/can escort you to and from the hospital after hours, where possible. Please contact the information kiosk receptionist if this is required.
- All children staying at Mauri Ora are to be accompanied and supervised by an adult at all times.
- Please keep clothes and furniture away from heaters, and ensure heaters are turned off when departing the building.

Other important information

- Te Hau Ranga Ora (WDHB Māori Health Services) administer and look after Mauri Ora.
- Mauri Ora and the whole of the hospital campus are both alcohol free and smokefree zones.
- If there are any incidents, breakages, maintenance or hazard issues please report them to the haumoana navigator.
- We ask that you please look after and respect all furniture, equipment etc so that they are available for use by other whānau who may follow after you.
- Te Hau Ranga Ora staff or WDHB representatives reserve the right to enter the whare at any time. If for any reason they feel the terms and conditions have not been adhered to, they may ask you to vacate.

Where is Mauri Ora situated?

Conveniently situated on the hospital grounds, (opposite the main carpark), Mauri Ora allows whānau/family to be close to their loved one in hospital, comforted in knowing they have somewhere to stay and retreat when needing a break.



If you need to discuss a matter concerning Mauri Ora, please do not hesitate to contact Te Hau Ranga Ora (Māori Health Services) via the information kiosk.

If you wish to make a complaint please contact the WDHB customer relations and complaints coordinator on **06 348 3405**.

Mauri Ora

WHĀNAU/FAMILY INFORMATION

This brochure contains information about Mauri Ora: emergency or temporary family/whānau accommodation available on the Wanganui Hospital campus for those in need.



Mauri Ora - emergency/temporary accommodation

Mauri Ora provides emergency/temporary accommodation for whānau/families who reside outside Whanganui city limits.

After the initial over- night stay, the length of time that whanau are able to stay at Mauri Ora will be discussed and agreed with the haumoana navigator. Mauri Ora is licensed for a maximum of 10 people to stay overnight at one time. Whānau may be asked to share with other whānau wishing to use Mauri Ora.

How can I access the accommodation?

To arrange accommodation please ask the information kiosk receptionist to contact the on-call haumoana navigator, from Te Hau Ranga Ora, WDHB Māori Health Services. The haumoana will arrange to meet with the whānau/family and discuss the whānau/family needs.

A nominated whanau/family member will be asked to complete a Mauri Ora Booking Form, inclusive of the terms and conditions. Once this is completed the key will be issued.



Does it cost anything?

There is a \$10.00 non-refundable key fee. This covers the cost of key replacement if the key is not returned, or contributes towards the accommodation costs if the key is returned.

Accommodation costs are \$10.00 per room, per night. This charge goes toward the costs of power, linen, cleaning and telephone.

Some accommodation reimbursement/costs may be covered by the National Travel Assistance Scheme. Applications for this are to be made through the patient travel coordinator (ext. 7245) who is located in the Clinical Records Department on the ground floor of the Hospital, Monday to Friday 8am – 4pm.

You may also be eligible for health and travel assistance through Work and Income New Zealand. To enquire about this contact the helpline on 0800 559 009.

What does Mauri Ora provide?

Mauri Ora is fully equipped with many amenities including communal areas such as the kitchen, dining area, living area, laundry, showers and toilets.

- There are three lockable bedrooms:
 - *Bedroom 1:* sleeps 3
 - *Bedroom 2:* sleeps 3
 - *Bedroom 3:* sleeps 2.
- Mauri Ora is accessible by wheelchair.
- Limited parking is available in the adjacent carpark.
- Sheets, towels and tea towels are provided.
- Mauri Ora is cleaned on Thursdays between 11.30am and 1.00pm, even if whānau are staying in the whare.
- Bedding will be changed when whānau vacate, or when required.
- A phone is available for use, but is restricted with a toll bar. There are coin and card operated phones in the main foyer of the hospital if needed.
- Heat pumps and heaters are fitted in the whare.

What will I need to provide?

Whānau will need to supply their own blankets, sundries, and food. It is the responsibility of the whānau/family to ensure all communal areas are kept tidy and clean throughout the duration of their stay.

Checking out

On departure, all furniture/furnishings are to be returned to their original locations and Mauri Ora is to be left in a clean and tidy state.

To return the key contact the information kiosk receptionist who will contact the on-call haumoana navigator. They will arrange to meet with the nominated whānau member to collect the key.

If, for unforeseen circumstances, the key is not returned, please post to the following address:

Mauri Ora

Whanganui District Health Board
Private Bag 3003
Whanganui 4540

