

DOMAIN LODGE ACCOMMODATION during cancer treatment

Information for Guests Referred by Hospital Staff

HAERE MAI. WELCOME. You are booked into Domain Lodge during your cancer treatment. We look forward to meeting you. Please read this information before you arrive. If you have any questions or concerns please tell hospital staff or contact Domain Lodge.

Phone: 09 308 0160 or 0800 226 237

Email: reception@akcansoc.org.nz

WHO RUNS DOMAIN LODGE?

Domain Lodge is owned and operated by the Cancer Society Auckland, a non-government organisation funded by donations and bequests. Your treatment is provided by the District Health Board or a private treatment facility.

Cancer Society and Domain Lodge staff are not responsible for making sure people have accommodation during their cancer treatment. Accommodation is offered only when possible; for example all rooms may be full when your treatment is scheduled.

WHAT IS DOMAIN LODGE? WHERE IS IT?

Domain Lodge functions like a motel, offering 'home away from home' accommodation for people who need to travel long distances for treatment in Auckland. Domain Lodge does not provide health or personal care. You will find Domain Lodge at 1 Boyle Crescent, Grafton, just across the road from Auckland City Hospital, the cancer treatment centre and the Auckland Domain.

WHO CAN STAY AT DOMAIN LODGE?

Domain Lodge provides accommodation for adults having treatment for cancer or attending hospital appointments related to their cancer. Guests must be able to look after themselves or manage safely with help from their supporter.

We need to know in advance if you have any particular needs, such as a level access shower, space for equipment or single/double beds.

You are welcome to bring one supporter who is over the age of 18 years, able to share your room and to look after themselves and look after you if you need some help with daily living. It may be possible to make different arrangements by contacting the Domain Lodge manager before you arrive.

ARE THERE ANY COSTS?

If you complete the Ministry of Health Travel and Accommodation (NTA) documents the Cancer Society can usually provide accommodation (one room only) free of charge for you and your supporter.

Those without NTA funding need to discuss payment with hospital staff before they arrive. Supporters of those without NTA funding will be charged \$25 per night.

Only accommodation is provided. You will need to pay all other costs including food, phone calls and computer/internet.

Out of area cancer patients attending treatment at Auckland District Health Board will need to pay a top up amount of between \$28 - \$53 per night.

WHAT FACILITIES ARE AVAILABLE?

Domain Lodge accommodation includes 24 hour reception, undercover parking, gardens, lifts and fully equipped, shared kitchens with fridges and food storage areas.

Our housekeeping staff will clean your room and change your towels every day. They will give you clean bed linen once a week but ask that you make your own bed. If you need extra linen, cleaning equipment or help with bed-making please talk to our staff.

Rooms are double or twin with bathrooms, TV, phone, radio, fridge, a starter pack of tea/coffee/sugar and tea making equipment.

Continental breakfasts, frozen meals and laundry facilities are available but are not free of charge.

All you need to bring is your clothing, personal toiletries and any food you do not want to buy from the grocery shops and supermarkets a short distance from Domain Lodge.
Sorry, no pets or electrical appliances.

HOW WILL I GET TO TREATMENT?

The Auckland City Hospital cancer treatment centre is about 500 metres away over uneven ground and across a busy road. You will need to get yourself to treatment; alone, with help from your supporter or by taxi at a cost to you of \$5-10. We have volunteers who may be able to help but you should not rely on this every day.

CAN I SMOKE AT DOMAIN LODGE?

Domain Lodge and its grounds are SMOKEFREE and we ask guests not to smoke in the street outside.

CHECKING IN AND OUT

On arrival rooms are available from 1 PM. Checkout is 10 AM. Parking may be available outside these times – just ask our staff.

Accommodation is offered on treatment/appointment days only. It is usually possible for you to stay on the days immediately before or after these or at weekends and public holidays but you must arrange this in advance with Domain Lodge staff. If you go home at the weekend you will need to move out of your room (luggage storage is available).

HEALTH AND SAFETY

If you are unwell with an infectious illness or if there is any other reason that guests or staff may be at risk if you stay at Domain Lodge you must let Domain Lodge staff know.

Fire and evacuation procedures mean you will need to tell the staff if you have visitors or if you or your supporter will be away overnight.

Domain Lodge has normal courtesy and respect for property rules and at all times accommodation is provided at the discretion of the Domain Lodge manager and the Cancer Society Auckland Chief Executive.

WHAT SUPPORT IS AVAILABLE AT DOMAIN LODGE?

In your first week you will be asked to attend an orientation meeting where you will be introduced to and offered support from our staff, including our nurses, who are in close contact with the staff at the cancer treatment centres. We encourage you to make the most of this support (available 8 am – 4 pm weekdays). Our counselling services, Domain Lodge host volunteers and specialised library are also available to you. Domain Lodge staff and volunteers can help you find your way around Auckland; its shops and entertainment.

Please talk to our staff if you have questions or concerns – they will help in any way they can.

WHAT ACTIVITIES ARE AVAILABLE AT DOMAIN LODGE?

Our Domain Lodge hosts are available every week day to help you find your way around, introduce you to people and tell you what's on. Every Tuesday they host morning tea and every third Wednesday they organise a pot luck dinner.

IS THERE SUPPORT IN NORTHLAND?

Cancer Society Auckland provides support and information to the people of Northland from its Daffodil House premises at 73 Kamo Rd, Whangarei.

Just phone Daffodil House: 09 437 5593 or 0800 366 066.