

WELCOME TO THE

KATHLEEN KILGOUR CENTRE

Leading Radiation Therapy

OUR MISSION STATEMENT

To create... “A caring and safe environment delivering world-class radiation technology and expertise.”

We recognise all patients have a **personal journey**, and we make every effort to offer compassion, care and hope.

We aim to provide treatment with innovative design, cutting edge technology and **personalised patient care**.

How our centre operates

Our usual hours are **7:00am – 5:00pm, Monday to Friday**. You will receive a copy of your schedule on the first day of treatment. Due to limited appointment times being available, we are unable to meet specific time requests unless these are needed for exceptional circumstances. Please discuss your circumstances with staff as soon as possible.

We offer **free parking on level 2** of our department, so please park here. Access is available via 20th Avenue.

When checking in, please **report to reception on level 1**. This allows your information to be verified and notifies staff of your arrival. Please raise any questions or concerns with the receptionist and they will assist you in finding the right person to help you.

More information about our standard procedures can be found on our website, the details of which are attached at the end.

Health and safety guidelines

We aim to create a safe, supportive and caring environment for everyone at the KKC. For our staff, but also for our patients, family/whānau and support people or caregivers. We would appreciate your cooperation with the following health and safety guidelines to ensure we meet this aim.

Scanning In

It is mandatory to scan in using an approved NZ Covid tracer app if you have a smartphone or device when entering KKC. Please do so as you enter the building. Please ensure your support person also scans or signs in manually on the register

Manual handling

At KKC we have a “**no-lift**” policy. This means we do not manually lift patients. This is in place to ensure the safety of our staff and patients and to avoid unnecessary injury. We understand that some of our patients may need assistance getting on and off the treatment bed daily. If you think you may need some extra support to do this, please contact us so **we can discuss and design a manual handling action plan**.

We have appropriate equipment, training and techniques to assist you in the process. We are also more than happy to offer some advice and lifting techniques for your support person if you would prefer that they assist you onto the treatment bed.

No recording, filming or photography

In order to ensure the safety and privacy of patients and staff, we ask that you **do not record (Film or Audio) or photograph** anywhere in the department **at any time**.

Respectful and supportive environment

Here at KKC we strive to create an environment that is respectful, supportive and encouraging. Therefore, we have a **zero-tolerance policy for physical or verbal abuse**. We recognise that all patients, family/whānau and staff have the right to be treated with dignity and respect, and this is the type of communication we encourage.

We welcome any comments, compliments or complaints as they help us to improve our services. Please talk directly to any of our staff caring for you or contact us to pass on your feedback. Our contact details can be found at the bottom of this page.

Additional information

We ask that you **take care of your valuables** and belongings as we are not responsible for the loss of these possessions. Please make sure you check areas such as the bathroom, treatment room and waiting room before leaving.

We would like to emphasise that family/whānau are very welcome in our department as their support is needed during this time. However, due to recent Health and Safety changes to our building we ask that your **support person waits in the Level 1 atrium reception**. If you have a first day appointment or education session, you will be able to bring your support person in with you at that time. This person will be asked to leave during any procedures as this will ensure the safety and privacy of everyone involved. **Please note: during Covid Alert Levels 3 and 4 it is our policy that support people are not permitted in the building. Please adhere to these rules during these periods.**

Unfortunately, our staff are unable to look after unattended minors for health and safety reasons. Please ensure there is a caregiver with young children at all times.

Questions, concerns or feedback

We are always happy to answer any questions or address any concerns you may have in regard to the health and safety of you, your family/whānau, caregiver or our staff. If you have any other queries, please do not hesitate to contact us.



Phone: (07) 929 7995



Email: info@kathleenkilgourcentre.co.nz



Website: <http://www.kathleenkilgourcentre.co.nz/>