WELCOME TO POPD
(Children’s Outpatients and Day Ward)
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Please do not remove this folder from the ward.
Welcome

Parents and Caregivers

The Family Advisory Council, a voluntary group as part of the Canterbury District Health Board, has created this Welcome Book to assist families/whānau and provide information while their children are in hospital. The enclosed documents will tell you all about your child’s rights as a patient, the ward and the services we can provide to help you during your time in hospital.

Please take time to read the information in this folder and remember

As parents you know your child best, if you have any questions during your child’s stay, please feel comfortable to ask. You are your child’s voice so please speak up.

For changes and updates to this Welcome Book please contact the Document Coordinator on 364 4501 or email FAC@cdhb.health.nz

Thank you
Family Advisory Council

Ref 6812, Authorised by Service Manager, Child Health, Issued May 2013
Welcome to POPD’s
Children’s Outpatients and Day Ward

Children’s Outpatients Department is a facility for children aged between 1 and 18 years of age.

Our Staff

Charge Nurse Manager
Our Charge Nurse Manager is responsible for the day-to-day running of the ward and is also available to discuss general queries or concerns you may have.

Doctors
Doctors work in teams led by a Surgeon or a Paediatrician (Children’s Specialist) with Registrars, House Officers and Trainee Interns.

The junior members of the medical team who work under the supervision and direction of a specialist paediatrician are:
- Trainee Interns: Final year medical students.
- House officers: Qualified doctors who have usually graduated from medical school 1-2 years ago.
- Registrars: Qualified doctors who are training to be a paediatrician.

Our staff includes medical students working under supervision of qualified medical staff. With your permission, a student may be asked to assess your child if their condition means that this is appropriate.

Nurses
We have a minimum of three nurses on a day. Our hours are 0800 – 1630hrs. Your primary nurse will introduce themselves to you; however we use a team approach to our care.

Hospital Aide
Our Hospital Aide is available to assist patients and staff.

Ward Clerk
Our Ward Clerk takes care of enquiries from relatives and deals with all clerical duties on the ward.
Food

Tea and coffee is provided in the kitchen on the day ward. We have a ‘no hot drinks’ policy so please ensure your hot drink has a lid on it.

Approximate Meal times

Lunch 12:30pm

Please remember that the Kitchen Aides and Cleaners are not involved in direct patient care.

Food for Children
If your child is going to have an operation or is receiving special treatment, he/she may not be able to eat or drink. Your nurse will inform you of this. A sheet “Preparing your child for Anaesthesia” is available from your nurse.

Please let us know if your child has any food allergies.

If your baby is on a formula please bring this in with you. We have limited breast milk substitute available. Please ask staff to heat the milk if required. There is expressing equipment available for parents, please ask the nurse and they will get the equipment for you.

Meals will be ordered for children who are with us over lunch.

Food for Parents/Caregivers
Food can be purchased from:

- The Ground Floor Cafe: Located near the main Parkside entrance on the ground floor. 
  *Monday to Friday: 7.30am-5pm. Saturday: 10am-2.30pm. Sunday: Closed.*

- The Great Escape Cafeteria: Located level 1 Parkside. 
  *Monday to Friday: 7am-7.30pm. Saturday and Sunday: 9am-7.30pm.*

- Café – Medici’s: Located Level 1 Otago School of Medicine Building. 7:45am -7pm.

- The Volunteers Shop: Located near the main Parkside entrance on the ground floor. 
  *Monday to Friday: 9am-4pm. Saturday and Sunday: 11am-3pm is available for snack food only.*

- Vending Machines are located on the lower ground floor on Riverside, Level 1 Riverside.
Around POPD’s  
(Children’s Outpatients and Day Ward)

On Admission
Your child and family / whanau will be introduced to your nurse and orientated to the ward. Information will be given to you regarding your child’s care and treatment and the results discussed with you. Please feel free to discuss with the nursing and/or medical staff any queries or concerns you may have during your stay.

On Discharge
We will provide you with discharge letters, scripts, instructions and any relevant information regarding your child’s follow up. Please notify your nurse when leaving.

Visiting Hours
We welcome parents and caregivers at all times.

Isolation
Some children need to be cared for in isolation to prevent the spread of infection. Your nurse will tell you if your child’s condition means they need to be cared for in isolation. Please stay with your child in his/her room. Your nurse will advise you of procedures and facilities you are able to use.

Infection, Prevention and Control
If family / whanau members are unwell with a cold, flu or “tummy bug”, or have been in contact with anyone with an infectious disease such as measles, mumps, rubella, whooping cough or chicken pox in the last two to three weeks, please do not visit.

Latex free
All Child Health areas are latex free, so no balloons are permitted.

Smoking
Smoking is not permitted in the hospital or on the hospital grounds. You need to be on footpaths outside the hospital. There are lots of green non smoking signs on paths around the place. If you wish to become smoke free please discuss this with your child’s nurse or doctor for free nicotine replacement therapy.

Your Valuables and Belongings
Your belongings are kept on the ward at your own risk. Please keep your valuables with you at all times.

Security
Christchurch hospital has an active 24-hour security service. If you have any concerns about security issues, notify the ward staff or security officers immediately.
Keeping Children Safe in Hospital
Just as at home, school, the playground or mall our hospital environment can expose children to hazards or situations which result in an accident and/or injury. Hospital furniture, medical equipment and supplies, hot drinks, wet floor conditions or the large amount of people traffic within our hospital environment are some of the common things associated with accidents/injuries.

In the same way that you keep your child safe at home, we make every effort to keep your child safe in hospital. We see this as a joint responsibility between you and our staff.

Telephones/Cell phones/Patient Enquiries
Cell phones can be used must not be used within one metre of medical equipment.
Patient enquiries to the ward need to be kept to a minimum due to our busy area. Please liaise with other family/whanau members to avoid disruption during the day. Patient confidentiality restricts us from giving out information over the telephone. You can phone 364 0640 and ask for patient enquiries. Basic information about your child’s condition will be given. Anything more will need to come from you or a family member.

Activity Room
The activity room is a licensed Education Centre that provides educational resources for paediatric patients from birth to 16 years. Parents and children can access educational resources to take back to their room.

The activity room is staffed by registered teachers/hospital play specialists. They are available on request and their role includes: provision of developmentally appropriate distractions for procedures and medical interventions, support for anxiety, fears and settling into the hospital environment.

The activity room is open from 9am – 12pm and 1pm – 4pm Monday to Friday and is located between wards 21 and 22. Please feel welcome to come and meet us.

Māori Health Service
Ngā Ratonga Hauroa Māori, Christchurch Hospital and Christchurch Women’s Hospital will provide āwhi/support to tūroro/patient and whānau/family while they are using the hospital. Our doors are open to all cultures.
Our role is to assist tūroro through the hospital system and make the journey as smooth as possible. We are available to assist you

- With your permission, by being present at appointments and consultations to listen to you.
- To contact whanau for you at your request.
- With providing community services information that may be of use when you are discharged from the hospital.
- With low cost accommodation (if available) for those who have travelled out of the Christchurch area.

To contact us Tel 03 364 0640 ext 86160.
Social Work
The social workers at Christchurch hospital are available to work with you to manage the effects of your child’s illness. We recognise that families who are caring for a sick child experience considerable disruption to their lives. The social work team can provide an ongoing service to children who are being treated by the Child Health Service.

They can:
- Provide advice and information regarding supports available in the community and financial entitlements available, e.g. WINZ, Ministry of Health
- Refer you to community support agencies.
- Provide support and advice to help you and your family/whanau cope with the impact of your child’s illness.
- Organise family / whanau meetings with hospital and community services to discuss a discharge plan from hospital.

Chaplaincy services
Chaplains are available for all patients, their families or whanau, for people of all faiths or none, they offer:
- Time to listen
- Support
- Prayer
- Blessings
- Encouragement
- Help in looking at life issues
- Sacramental ministry

Please ask your nurse if you would like access to these services or contact them:
- Ecumenical Ext 85722
- Maori Ext 86372
- Roman Catholic Ext 89554

Chapel
The chapel in Christchurch hospital is located on the ground floor near the Parkside entrance. The chapel is open 24 hours a day and holds Ecumenical worship and communion on Sunday mornings.
Around the Hospital

Information Desk
General information and directions are available from the front desk at the main entrance of Parkside.

Bank of New Zealand
The hospital branch is located near the Main entrance Foyer. This branch can change notes for coins for the vending machines and parking. Monday - Friday, 10am-3pm. A BNZ ATM machine is located at this branch and also on the ground floor of Christchurch Women’s Hospital.

Westpac Bank
A Westpac ATM machine is located next to the Parkside Pharmacy.

Internet Access
If you require a password for the laptop/WiFi, these can be bought at the volunteer shop at the main entrance. A free one is used to check connectivity then you may purchase a password for $20 which will allow you to use the internet freely for a specified amount of time.

Parkside Pharmacy
Is a retail pharmacy, located on the ground floor of Parkside. Monday to Friday 8am-6pm, Saturday 10am-4pm.

Volunteer Shop
Sells gifts, flowers, cards, magazines etc., and has ‘post shop’ facilities, located on the ground floor of Parkside. Monday to Friday: 9am-4pm. Saturday and Sunday: 11am-3pm.

Parking/Transport
Car Parking - All car parking within the hospital grounds is by ‘pay and display’ meters. Please ask for the public parking information leaflet. Currently the hospital car park is closed due to earthquake damage.

Taxis - There is a free phone for taxis at the main entrance of the hospital.

Bus services - Various buses stop outside the hospital. Bus timetables are available by the public pay phones at the main Parkside entrance. Alternatively contact Metro for enquiries on 366 8855.

Accommodation
Accommodation may be available for out of town families at Ronald McDonald house, Te Whare Mahana or Ranui House. Please enquire with your nurse or social worker if you need information about accessing these facilities.

If you have any questions about your child or any services during your stay with us please ask your nurse.
About Christchurch Hospital

Christchurch Hospital is the largest tertiary, teaching and research hospital in the South Island and provides a full range of emergency, acute, elective and outpatient services. Doctors and specialists from here also travel to major centres in the South Island providing specialist clinics and operations. Telemedicine facilities link the hospital with other sites throughout New Zealand. This means patients don’t always need to leave their hometown to receive treatment.

Christchurch Hospital provides services to over 35,600 inpatients each year. Approximately two-thirds of these patients are admitted acutely. A further 13,000 people are day patients. The number of people waiting for surgery has fallen rapidly in recent years due to a significant increase in the number of surgical patients being treated. There are 16,000 theatre visits each year.

The hospital operates 600-650 beds. Our busiest time of year is usually winter, and there is an active liaison with the rehabilitation hospitals (Burwood and Princess Margaret) to ensure that patients are appropriately placed for acute and sub-acute care.

There are over 197,000 outpatient attendances at the hospital, excluding those for radiology and laboratory services. In addition, Christchurch Hospital has the busiest Emergency Department in Australasia treating more than 65,000 patients a year.

Many of the doctors and specialists working in the hospital are involved in leading international research. Often, they are engaged in joint projects with medical research scientists at the Christchurch School of Medicine, part of the University of Otago. The School is integrated into the hospital campus.

Christchurch Hospital is the major tertiary teaching hospital in the South Island where doctors receive clinical training and it is one of the four main teaching hospitals in New Zealand. The examination pass rates for resident medical staff are high. A range of postgraduate nursing programmes is also offered.
Christchurch Hospital - Hospital Map & Address

Riccarton Avenue
Private Bag 4710
Christchurch
8140
CDHB Overview

The Canterbury District Health Board (DHB) is the second largest by population and by geographical area of the twenty DHBs. Our region extends from Kekerengu in the North, to Rangitata in the South and Arthurs Pass in the West and comprises the six Territorial Local Authorities of Kaikoura, Hurunui, Waimakariri, Christchurch City, Selwyn and Ashburton.

We collaborate with other health and disability organisations, stakeholders and our community to decide what health and disability services are needed and how to best use the funding we receive from Government to improve, promote and protect the health, wellbeing and independence of our population. Through this collaboration, we ensure that services are well coordinated and cover the full continuum of care, with the patient at the centre. These collaborative partnerships also allow us to share resources and reduce duplica- tion, variation and waste across the whole of the health system to achieve the best health outcomes for our community.

As the Canterbury DHB we:

- Plan the strategic direction for health and disability services in Canterbury, in partnership with clinical leaders, stakeholders and our community and in consultation with other DHBs and service providers;
- Fund the majority of health and disability services provided in Canterbury, through relationship and service contracts with other health and disability service providers;
- Provide health and disability services primarily for the population of Canterbury, but also for people referred from other DHBs where more specialised or highly complex services are not available; and
- Promote, protect and improve our population’s health and wellbeing through health promotion, health education and the provision of evidence-based public health initiatives.

In addition to these responsibilities, we are the largest employer in the South Island, with over 9,000 staff employed across our fourteen hospitals and numerous community bases. There are also a similar number of people employed in delivering health and disability services through the rest of the Canterbury health system, funded either directly or indirectly by the Canterbury DHB.
CDHB Objectives

DHBs were established in 2000 under the New Zealand Public Health and Disability Act (NZPHD Act). The statutory objectives of the Canterbury District Health Board are to improve, promote and protect the health of communities; to promote the integration of health services, especially primary and secondary care services; and to promote effective care or support of those in need of personal health services or disability support.

In addition, the Canterbury District Health Board aims to:
• Promote the independence, inclusion and participation in society of people with disabilities;
• Reduce health disparities by improving health outcomes for Māori and other population groups;
• Show a sense of social responsibility;
• Foster community participation in health improvement; and
• Uphold the ethical and quality standards commonly expected of providers of services and public sector organisations.

Our Mission Statement
To improve, promote and protect the health of the people in the community and foster the well-being and independence of people with disabilities and reduce disparities.

Our Vision - Ta Matou Mataite
To promote, enhance and facilitate the health and well-being of the people of the Canterbury District.

Ki te whakapakari,
whakamaanaw
a me te whakahaere i te hauora
Mo te orakapai o ka takata
o te rohe o Waitaha

CDHB Accountability
All District Health Boards are charged with developing accountability documents, which help to maintain transparency and enable robust review of DHB intentions and performance. In addition, the Ministry of Health monitors the Canterbury DHB’s performance and compares it with that of other DHBs. Quarterly reports on DHB performance are available on the Ministry’s website www.moh.govt.nz.
Hospital Facilities

**Bank of New Zealand**
The hospital branch is located near the Main entrance Foyer. This branch can change notes for coins for the vending machines and parking. Monday - Friday, 10am-3pm. A BNZ ATM machine is located at this branch and also on the ground floor of Christchurch Women’s Hospital.

**Westpac Bank**
A Westpac cashflow machine is located next to the Parkside Pharmacy on the ground floor of Parkside.

**Internet Access**
If you require a password for the laptop/WiFi, these can be bought at the volunteer shop at the main entrance. A free one is used to check connectivity then you may purchase a password for $20 which will allow you to use the internet freely for a specified amount of time.

**Bus Service**
Various buses stop outside the hospital. Bus timetables are available by the public pay phones at the main Parkside entrance. Alternatively contact Metro for enquiries.

**Car Parking**
All car parking within the hospital grounds is by ‘pay and display’ meters. The hospital carpark is currently closed due to earthquake damage. Please ask for the public parking information leaflet.

**Chapel**
The chapel in Christchurch hospital is located on the ground floor near the Parkside entrance. The chapel is open 24 hours a day and holds Ecumenical worship and communion on Sunday mornings.

**Café – The Great Escape**
Located Level 1 Parkside.
Open 8.00am-7.30pm 7 days a week.

**Café – Medici’s**
Located level 1, Otago School of Medicine Building. Open 7:45am -7pm.

**Café – Ground Floor Café Bruno** Located in the Main foyer of Parkside. Open 7.30am-5.00pm, 7 days a week.

**Hairdresser – New U Hair Design**
Located in the Main foyer of Parkside. Open Mon – Fri 9.00am-5.30pm.
**Information Desk**
Information is available at the front desk at the main entrance of Parkside. They are available for general information and directions.

**Parkside Pharmacy**
Is a retail pharmacy located on the ground floor of Parkside close to the main foyer.
Open Mon – Fri 8am-6pm, Sat 10am-4pm.

**Public Phones**
Located by the reception area of the hospital. Phone cards available from the Volunteers.

**Security**
Christchurch hospital has an active 24-hour security service. If you have any concern about security issues, notify the ward staff or security officers immediately. After hours, visitors must check in with security staff on the ground floor before being able to proceed to the ward.

**Taxis**
There is a free phone for taxis at the main entrance of the hospital.

**Travel Agent – Excluding corporate travel**
Contact Leesa Loffhagen on 03 339 3440
Office Hours: Mon – Fri 08.00am-6.00pm

**Vending Machines**
Located on the lower ground floor of Riverside, Level 1 of Riverside.

**Volunteer Shop**
Located on the ground floor of Parkside. Sells, gifts, flowers, cards, magazines etc and has a Post Shop facility.
Open Mon – Fri 9.00am-4.00pm. Sat – Sun 11.00am-3.00pm

The volunteers also run a lolly shop located at the Riverside entrance on the lower ground floor, operating with limited hours.
Services offered within the hospital

Anaesthesia  Chaplaincy Service  Dentist

Interpreter Services  Lactation Consultant

Maori Health Worker  Maori Chaplaincy Service

Nutrition Services  Occupational Therapy  Orthopaedics

Outreach Nursing Service  Palliative Care  Pharmacy  Physiotherapist

Social Work Services  Speech Language Therapy

For advice on any of these services please speak to your Doctor.
Your Rights

Right One
- You should be treated with respect, including respect for your personal privacy
- Services should take into account your cultural, religious, social and ethnic needs, values and beliefs

Right Two
- You should be free from discrimination on the grounds of age, gender, race, beliefs, marital or family / whanau status, employment, sexual orientation or disability
- Services should be delivered without coercion, harassment or any form of exploitation

Right Three
- Services should be provided in a way that respects your dignity and independence

Right Four
- Services should
  - be provided with reasonable care and skill
  - meet legal, ethical, professional and other relevant standards
  - be consistent with your needs
  - minimise potential harm
- Providers should cooperate with each other to ensure you have quality care

Right Five
- Information should be given in a form, language and manner which you can understand
- You should be listened to
- A competent interpreter should be available if you need one and if it is reasonably practicable
- Communication should take place in an environment that supports open, honest and effective discussion

Right Six
- You should always receive the following information:
  - an explanation of your condition
  - your options, including the expected risks, side effects, benefits and costs
  - an estimate of when you will receive a service
  - advice of any possible involvement in teaching or research
  - the results of tests or procedures
  - the information you need to make a decision
- You should be given honest answers to your questions relating to services. This includes questions about:
  - the identity or qualifications of a provider
  - your provider's recommendations
  - how to get another opinion
  - results of research which you were involved in
- You have a right to request and receive a written summary of information

Right Seven
- You should receive a service only when you have made an informed choice and given your informed consent
- You should be presumed to be competent to make choices and give consent unless there are reasonable grounds for a provider to conclude otherwise
- If you have diminished competence (for example, a child) you should be allowed to make choices and give consent to the level of your ability
- In circumstances where services have to be delivered without your consent, they should be in your best interests. Steps should be taken to discover whether services would be consistent with your wishes, including discussing the matter with available family / whanau and close friends
- You may make a decision in advance, in accordance with common law
- Your consent should be obtained in writing when you will be involved in research, an experimental procedure, a general anaesthetic or where there are possible significant adverse effects
- You may refuse services and withdraw your consent
- You may change to another provider where it is practicable to do so
- You may make decisions about body parts or bodily substances

Right Eight
- You may have a support person or persons of your choice with you, as long as it is safe and other consumers' rights are not unreasonably affected

Right Nine
- All of these rights apply when you are being asked about or taking part in teaching or research

Right Ten
- You may make a complaint in any form appropriate to you
- You should be advised of your provider's complaints and appeals procedure
- You should be kept informed about the progress and outcome of your complaint
- You should be advised of the availability of advocates and the Health and Disability Commissioner to assist with your complaint
- You should not be adversely affected by complaining

Do these rights always apply?
- Sometimes a provider may not be able to meet all of these rights. However, they must always do what they reasonably can under the circumstances.

Above is a description of your rights when receiving a health or disability service. Brochures are on each Ward. Please go to www.hdc.org.nz for more information.
Tamariki/Children’s and Rangatahi/Young People’s rights in healthcare services

Every child and young person has a right to:

1. Consideration of their best interests as the primary concern of all involved in his or her care.
2. Express their views, and to be heard and taken seriously.
3. The highest attainable standard of healthcare.
4. Respect for themselves as a whole person, as well as respect for their family/whānau and the family’s/whānau individual characteristics, beliefs, tikanga, culture and contexts.
5. Be nurtured by their parents and family/whānau, and to have family/whānau relationships supported by the service in which the child or young person is receiving healthcare.
6. Information, in a form that is understandable to them.
7. Participate in decision-making and, as appropriate to their capabilities, to make decisions about their care.
8. Be kept safe from all forms of harm.
9. Have their privacy respected.
10. Participate in education, play, creative activities and recreation, even if this is difficult due to their illness or disability.
11. Continuity of healthcare, including well-planned care that takes them beyond the paediatric context

Please go to this website for further information
www.paediatrics.org.nz
Out of Town Visitors

Disclaimer
As changes are happening so rapidly with post quake repairs please use this information as a guide only and check with the service required.

Activities close to the Hospital are:

- Shopping Malls and Supermarkets
- Westfield Riccarton (Pak’n’Save) – cnr Riccarton Rd & Rotherham St (2.4km, 30min walk)
- South City Mall (New World) – cnr Durham St & Moorhouse Ave (1.4km, 17min walk)
- Pak’n’Save and Countdown supermarkets 347 Moorhouse Ave just past Colombo St (1.9km, 24min walk)
- Movie theatre – Hoyts at Westfield Riccarton, Riccarton Rd & Rotherham St (2.4km, 30min walk)
- Playground – Christchurch Botanic Gardens, follow the path opposite Lower Ground Riverside entrance (easy grade path 1km, 15min walk)
- Feeding ducks – by the river directly opposite Lower Ground Riverside entrance
- Boating – on the river, leave via Lower Ground Riverside, go over the bridge onto Cambridge Terrace and you will see the Boatsheds on your right.
- Antigua Boatshed Restaurant – 2 Cambridge Tce, Tel: 366 6768
- Restart (City Mall, Cashel St) - Container shops and Ballantynes.
**Christchurch activities and attractions**
The Christchurch earthquakes should not stop people visiting activities in Christchurch. Part of the central city is still cordoned off to the general public to ensure people’s safety while safety checks and the clearing of damaged areas takes place. This cordon is gradually receding as more of the city is deemed safe and open for business. It is likely however, that some isolated parts of the city will remain behind cordons for some time while rebuilding takes place.

**Christchurch Botanic Gardens**
Christchurch’s beautiful Botanic Gardens are open to the public. They have the closest playground to the hospital and are definitely worth a visit. They also have a golf course, tennis courts and outdoor bowling green.

Distance: 1km, 15min walk

**Willowbank Wildlife Reserve**
New Zealand wildlife, conservation and Maori culture joining in harmony for up close, hands on and personal experience for young and old. 100% Kiwi viewing guarantee.

Price: From $10
Hours: Daily 10am to 10pm
Where: Willowbank Wildlife Reserve, 60 Hussey Road, Harewood 8051, Christchurch (11km, 20min drive).
Tel +64 3 359 6226

**International Antarctic Centre**
The Antarctic Attraction is the modern day shop window for Antarctica. This is a fun, exciting and hands-on experience for all the family / whanau to enjoy. This includes the indoor Snow & Ice Experience, the Penguin Encounter which is New Zealand’s first combined indoor/outdoor penguin viewing area featuring Little Blue penguins and an exhilarating outdoor adventure ride in the Haglund, a genuine Antarctic all-terrain vehicle.

Price: From $36.00
Where: 38 Orchard Road, Christchurch Airport, Harewood 8053, Christchurch (11km, 20min drive).
Tel 0508 736 4846

**Air Force Museum**
Come and marvel at our collection of classic aircraft, be inspired by the bravery of present and past servicemen, servicewomen and their families, fly a simulator, take a guided tour and step back in time in a replica 1940’s home. Your journey through the Air Force Museum of New Zealand will be something very special.

Price: Free admission, tour charge applies.
Hours: Daily 10am to 5pm.
Where: 45 Harvard Avenue, Wigram 8042, Christchurch (7.5km, 14min drive).
Tel +64 3 343 9532
Ferrymead Heritage Park
Stroll Ferrymead Heritage Park’s village - a snapshot of Christchurch life in the 1900s - and explore our specialty technology museums including rural history, printing, photography and film, radio and gramophones, post and telegraph and aeronautics. A steam train runs every Summer Sunday and the first Sunday of March to November. Trams run every weekend, school holidays and public holidays. Admission includes unlimited train and tram rides. See website for special event days.

Hours: 10am to 4.30pm every day except Christmas Day.
Where: 50 Ferrymead Park Drive, Heathcote 8022, Christchurch (10.4km, 20min drive).
Tel +64 3 384 1970

Canterbury Museum
Housed in an exquisite historic building, Canterbury Museum is world renowned for its natural and human history collections. A frequently changing programme of exhibitions and events complements the Museum’s permanent displays. Of particular interest are the outstanding Maori exhibits, the Victorian Christchurch Street and the Antarctic collection. There is also interactive fun for the children in the Discovery area. Browse the Museum Store or relax in the Café, with tree-top views of the beautiful Christchurch Botanic Gardens.

Hours: 9.00 am - 5.30pm (Oct - Mar) 9.00 am – 5.00 pm (Apr - Sep).
Where: Rolleston Avenue, City 8013, Christchurch (500m from Parkside Hospital Entrance, 5min walk).
Tel +64 3 366 5000

Christchurch Art Gallery
The spectacular Christchurch Art Gallery is located in the heart of the scenic Cultural Precinct, just a few minutes’ walk from Cathedral Square. Enjoy a range of local and international exhibitions, and browse through one of New Zealand’s largest art collections, including a superb selection of works by Canterbury artists. Free guided tours daily, an exciting programme of events and family / whanau activities, and iPod audio tours, make the Gallery a must-see place to visit.

Hours: Daily 1000 – 1700.
Where: Corner Worcester Boulevard & Montreal Street, 8140 Christchurch.
Phone: +64 3 941 7367

Information taken from Christchurch & Canterbury Tourism at www.christchurchnz.com as at October 2012.
**Transport**

Bus routes are available at www.metroinfo.co.nz or timetables can be found at the entrance of both Christchurch Women’s Hospital and the main entrance of Christchurch Hospital.

The Red Bus City Flyer is a low-cost, convenient and eco friendly link between the Central City and Christchurch International Airport. A City Flyer leaves from outside the international terminal every 15 minutes in peak times. Child $4.50, $7.50, $13.00 return.

The No. 3, 10 and 29 bus services depart the Bus terminus (Lichfield Street) for the airport at regular intervals.

Information taken from www.metroinfo.co.nz and www.redbus.co.nz As changes are happening constantly at present due to roading and rebuilding post quake please double check.

**Low cost Central City all-day parking**

The Christchurch City Council is offering low cost all-day metered parking in the Central City to encourage visitors to stay longer and to support the regeneration of the area.

The Central City Red Zone cordon is reduced, the position of the all-day parking will change. Signage will be available in locations where all-day parking is available.

The all-day parks will be available at existing designated ‘pay and display’ on-street parking spaces. You pay for your parking utilising the ‘pay and display’ boxes as usual. There is no change to how you pay only how much you pay (payment by text may not be available due to technical issues).

Generally there is a maximum fee of $4 which you need to pay when you park your vehicle, however the all day rate has changed at some street parks.
Accommodation in Christchurch

If your child has been referred to a specialist at Christchurch Hospital and you live outside of Christchurch, you may be entitled to funding from the Ministry of Health to assist with some of your travel and accommodation costs.

‘The National Travel Assistance Scheme’ brochure is available in every Ward and explains who may be eligible.

Please ask a staff member to assist you.

Accommodation may be available for out of town families at Ronald McDonald house, Te Whare Mahana or Ranui House. Please enquire with your nurse or social worker if you need information about accessing these facilities.
Directory of Supportive Services

@ Heart
Heart provides functional and emotional support for New Zealand kids, teens, adults and families affected by childhood heart conditions.
Tel: 09-377 9950  Web: www.heartnz.org.nz

Burwood Hospital
Tel: 03 (03) 383 6836  Web: www.cdhb.govt.nz/bur

Bus Links
Tel: 3 66 88 55  Web: www.metroinfo.co.nz

Cancer Society
Support and information for children and families affected by the disease.
Tel: 03 379 5835  Web: www.cancernz.org.nz

CCS
Provider of support and services to people with physical disabilities. Also an advocate for the rights of disabled people.
Tel: 0800 227 2255  Web: www.ccsdisabilityaction.org.nz

Champion Centre
The Champion Centre provides family / whanau-focused early intervention to children with multiple developmental delays in Christchurch New Zealand.
Tel: 03 383 6867  Web: www.championcentre.org.nz

Child Cancer Foundation
Support and information for children and families affected by the disease.
Tel: 0800 4 child (0800 4 24453)  Web: www.childcancer.org.nz

Child Development Service
In partnership with families/whanau, the Child Development Service provides assessment, therapy, management, information and support to children with developmental issues in their home and community to achieve optimum function and wellbeing.
Tel: 03 383 6820  Web: www.cdhb.govt.nz/cwh/burwood/beacon_house/beacon_house.htm

Conductive Education
To progress the development, provision and profile of Conductive Education in New Zealand for people with motor disorders
Tel: 03 372 1399  Web: www.cecanterbury.org
C.P. Society
Its mission is ‘To enhance the lives of people with cerebral palsy in New Zealand, by empowering them to make their own choices’.
Tel: 0800 503 603                  Web: www.cpsoc.org.nz

Cystic Fibrosis Society
Provide local support for CF families: experience and information sharing, social functions, fundraising and financial support
Tel: 03 341 8014                  Web: www.cfnz.org.nz

Diabetes Youth Canterbury
Providing ongoing support to children/youth and families who are living with Type 1 Diabetes.

Elmwood Low Vision Clinic
Tel: 03 355 6010                  Web: http://homepages.ihug.co.nz/~evrc/history.htm

Epilepsy NZ
Tel: 0800 202 122                  Web: www.epilepsy.org.nz

G.S.E
GSE (Group Special Education) is the abbreviated term used for the Ministry of Education, Special Education.
Tel: 04 463 8000
Web: www.minedu.govt.nz/NZEducation/EducationPolicies/SpecialEducation.aspx

Hillmorton Hospital (Mental Health)
Tel: 03 337 7969                  Web: www.cdhb.govt.nz/mentalhealth

Kidney Kids Christchurch
Organization devoted to supporting children with kidney diseases and illnesses as well as their families.
Tel: (09) 574 2380                  Web: www.kidneykids.org.nz

Parent to Parent
A national organisation working with families and children affected by disabilities, health impairments, rare syndromes and special needs.
Tel: 03 365 3239 or 0508 236 236                  Web: www.parent2parent.org.nz
Ranui House
*Accommodation facility.*
Tel: 03 377 2515        Web: http://www.bmct.org.nz/house-facilities

Ronald McDonald House
*Improves the health and well being of children. RMHC creates, finds and supports programmes that help children live happier, healthier lives.*
Tel: 03 377 3311        Web: http://rmhc.org.nz/

Southern Regional Health School
*A school for children who are sick.*
Tel: 03 366 6739        Web: www.srhs.school.nz

Special Needs Toy Library – Huxley Street
*Has a wide range of over 3,000 educational and therapeutic toys and equipment available for hire.*
Tel: (03) 332 0733        Web: www.specialneedslibrary.co.nz

Van Ash School (for deaf)
Tel: 03 326 6009        Web: www.vanasch.school.nz
Tena koutou Katoa,
To all who have stayed and shared your special time with us.
We hope your whanau/family have found this puka puka (booklet) useful in your time of need.

Kai kaha Kia Manawanui,
“To be strong and of big heart”

Farewell,
Haere Ra