

19 August 2022

Jacqueline Tuffnell
Jacqueline.tuffnell@postgrad.otago.ac.nz

Tēnā koe Jacqueline,

Your Official Information Act request, reference: Spiritual Care Policy

Thank you for your email of 22 July 2022, asking for the following which has been considered under the Official Information Act 1982 (the Act):

- A copy of your organisation's current Spiritual Care policy.

Whanganui District response:

Please see attached Spiritual Safety Policy and Ecumenical Chaplaincy

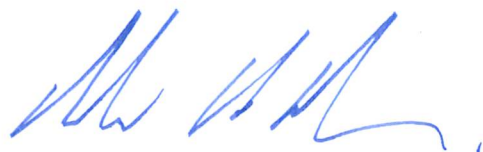
How to get in contact

If you have any questions, you can contact us at uia@wdhb.org.nz.

If you are not happy with this response, you have the right to make a complaint to the Ombudsman. Information about how to do this is available at www.ombudsman.parliament.nz or by phoning 0800 802 602.

As this information may be of interest to other members of the public, Health NZ has decided to proactively release a copy of this response on Health NZ's website. All requester data, including your name and contact details, will be removed prior to release. The released response will be made available here.

Nāku iti noa, nā



Andrew McKinnon
Kaihautū Hauora / Interim District Director
Whanganui / Central Region

POLICY

Spiritual Safety Policy	
Applicable To: Whanganui District Health Board	Authorised By: Business Manager: Medical, Public Health Community and Rural, and Allied Health
	Contact Person: Coordinating and Ecumenical Chaplain

1. PURPOSE

Whanganui District Health Board (WDHB) and its provider division, Whanganui Hospital, recognises "Spiritual care as a dimension of health and wellbeing which addresses the spiritual and cultural beliefs and values of the patient".

The purpose of this policy is to ensure that spiritual care is provided and addressed, according to the patient's and their families/whanau spiritual and cultural needs.

The Ecumenical Chaplaincy Procedures sit under this policy.

2. SCOPE

This policy applies to all WDHB employees (permanent, temporary, honorary and casual), visiting Medical Officers, and other partners in care, contractors, consultants and volunteers.

3. DEFINITIONS

Community spiritual caregiver	People not recognised under Section 3 of this policy.
Haumoana services	whānau/ family navigator/ support and cultural support services
Karakia	Prayer
Kaumātua	Māori elder (male)
Kuia	Māori elder (female)
Patient	any person who receives health services from Whanganui Hospital.
Whare Karakia	Chapel, church
Whānau	Family, extended family

4. ROLES AND RESPONSIBILITIES

Employee responsibility

WDHB employees are encouraged to recognise and offer requests for spiritual access. Employees will assist either directly, when the spiritual caregiver is nominated, or by contacting any of the services below.

Employees are encouraged to offer and facilitate means of access to spiritual care where practical and appropriate.

All requests for access to WDHB kaumatua, kuia are to go through the on-call haumoana service.

5. POLICY

Whanganui District Health Board recognises the rights of patients and their families/whanau to access spiritual support as determined by them to support their particular cultural or religious beliefs. It is the right of the individual and their families/whanau to access the spiritual caregiver of their choice. All reasonable efforts will be taken to accommodate patients' wishes.

Community spiritual caregivers are classed as visitors and may only act in their capacity as a spiritual caregiver when requested to do so by a patient.

Chapel/Whare Karakia

The chapel is open at all times, for reflection and quiet retreat. An Ecumenical service is held in the chapel each Sunday at 10.00am. All patients and their whanau/families, staff and visitors are welcome. As the chapel is available to all, Whanganui Hospital requests that the rights of others should always be respected.

The use of the chapel for a private or special service may be arranged by contacting the Coordinating Chaplain on extension 8318. WDHB employees will assist.

Avenues available for accessing Spiritual care

Chaplaincy Service

The Chaplains visit wards on a regular basis. They will also visit when requested to do so by employees, patients and their whanau/families. The Chaplain(s) will assist patients and their whanau/families in meeting their requested spiritual needs. The Co-ordinating and Ecumenical Chaplain can be contacted on extension 8318 or through the hospital telephonists outside of normal chaplaincy hours. The Catholic Chaplain can be contacted on extension 8323 or through the hospital telephonists.

Interpreters

Where language difficulties are experienced and an interpreter is deemed necessary, employees should contact the telephonist or customer relations for a list of interpreters.

Māori Cultural and Spiritual Support

Kaumatua/Kuia

All requests for access to WDHB kaumatua, kuia are to go through the on-call haumoana services.

Haumoana services

Haumoana services are provided seven days a week and on-call after hours - contact through the Hospital switchboard.

6. REFERENCES

Health and Disability Code of Rights and Responsibilities
Tiriti o Waitangi

7. RELATED WDHB DOCUMENTS

Access to WDHB Kaumātua/Kuia Policy – WDHB-6006
Ecumenical Chaplaincy Procedures – WDHB-603
Māori Tikanga/Cultural Practice Guidelines – WDHB-305
Māori Tikanga/Cultural Practice Policy – WDHB-2625
Māori Translation Policy – WDHB-1349

8. KEYWORDS

Spiritual belief, chaplain, karakia, kaumatua, kuia, Maori, Māori, chapel, whare karakia, prayer,

PROCEDURES

ECUMENICAL CHAPLAINCY PROCEDURES	
Applicable To: Whanganui District Health Board	Authorised By: Director Māori Health
	Contact Person: Coordinating and Ecumenical Chaplain

1. Purpose

The purpose of these procedures is to ensure that spiritual care is provided and addressed, according to the patient's and their families/whanau spiritual and cultural needs.

The Ecumenical Chaplaincy Procedures sit under the Spiritual Safety policy.

2 Scope

This policy applies to all WDHB employees (permanent, temporary, honorary and casual), visiting Medical Officers, and other partners in care, contractors, consultants and volunteers.

3. Procedure

These procedures are divided into three sections as follows:

A General Procedures

These procedures are relevant to all inpatient and outpatient wards, units and departments.

B When to call the Chaplains

This Section applies to all inpatient wards and units and indicates which situations are appropriate for calling the Chaplains.

C Chaplaincy procedures relating to specific events, services, departments

- C 1.** Chapel Services – Whare Karakia
- C 2.** Procedure relating to still births
- C 3.** Care of the deceased
- C 4.** Personal Health Services/Departments
- C 5.** Mental Health Services
- C 6.** Karakia/worship service – Stanford House
- C 7.** Chaplaincy for staff
- C 8.** Weddings, funerals, memorial services

Section A General Procedures

The Chaplains provide pastoral and spiritual/guidance and emotional support or a listening ear for patients/clients/tangata whaiora/family/whanau and staff when requested.

The Chaplains, by means including routine pastoral visitation of wards and units, seek to promote and affirm the worth and dignity of each person and represent the love of God. Such care can be an important resource in times of crisis or need.

The Chaplains are committed to providing ministry that respects:

- a) Treaty of Waitangi/Te Tiriti Waitangi and the provisions of the Privacy Act 1993, and the Code of Health and Disability Services Consumers' Rights.
- b) Chaplains are bound by:

The service specification for Healthcare Chaplaincy Services and the professional competencies in the contract between the Ministry of Health and the Inter-church Council for Hospital Chaplaincy Aotearoa New Zealand.

- The Statement of Ethics and Vocational Intent of the New Zealand Healthcare Chaplains Association – if the Chaplains are members.
- The Chaplaincy Standards of the Personnel Policies of the Inter-church Council for Hospital Chaplaincy Aotearoa New Zealand.
- The Codes of Ethics of their own Church authorities.
- Sudden Death Protocol.
- The Protocol pertaining to a deceased Māori client in the Mental Health Services Policy Manual.
- The Sudden Death Agreement with specific emphasis on Tangata Whenua and Manuhiri between Wanganui Police, Whanganui District Health Board, and Whanganui Iwi.
- Whanganui District Health Board policy Death in Hospital.
- Whanganui District Health Board Guidelines for the Care of Families who have had a late miscarriage, stillbirth, or neonatal death.

The Chaplains will respond to calls for their help, and seek those who may need their help, but will never persuade, convince or insist that any person within their pastoral ambit has to receive any particular pastoral or religious counselling or sacrament they do not wish to receive. They will seek to protect a client's wishes regarding Spiritual or Pastoral intervention regardless of demands that may be made by any family member or another person.

Service Provision

The Chaplains provide a 24 hour service, seven days per week.

Contacts

The Ecumenical Chaplain full-time, extension 8318, pager (32) 034 (when not in the Hospital, contact via the Hospital switchboard)
The Catholic Chaplain, extension 8323, pager (32) 132 (when not in the Hospital, contact via the Hospital switchboard)
Māori Minister – contact the Ecumenical Chaplain at Wanganui Hospital

Emergency/Critical Situations

Ecumenical	If the Ecumenical Chaplain is not available, the Hospital switchboard has details of the names of local clergy who have been approved by the Wanganui Hospital Ecumenical Chaplaincy Committee (WHECC) and by Wanganui Hospital as Locum Ecumenical Chaplains. Contact with Locum Ecumenical Chaplains is to be made only by the Telephonists.
Catholic	If the Catholic Chaplain is not available the Hospital switchboard has details of St Mary's and Holy Family Catholic Priests who provide spiritual care for

Voluntary Ecumenical Chaplaincy Assistants

Provision has been made for the appointment of voluntary Ecumenical Chaplaincy Assistants (VECAs). The selection of voluntary Ecumenical Chaplaincy Assistants is by written denominational support, discussion with the person's minister/pastor of this recommendation, interview with the Ecumenical Chaplain, a member of the Wanganui Hospital Ecumenical Chaplaincy Committee and a representative of Wanganui Hospital Senior Management.

Voluntary Ecumenical Chaplaincy Assistants may be asked by the Ecumenical Chaplain to:

- Participate and share leadership in services of worship in the Hospital distributing the sacrament within the description of their denominational authority and/or as directed by the Ecumenical Chaplain.
- Visit wards/units as directed.
- Make referral to the Chaplain(s) for ongoing Chaplaincy ministry.

The Chaplaincy Services associated with Wanganui Hospital are offered through the Inter-Church Council for Hospital Chaplaincy Aotearoa New Zealand.

Sunday Chapel Services

Chapel Services – Whare Karakia, Sundays 10.00 – 11.00am.

Patients in all wards including Mental Health will be invited as appropriate by the Chaplain to attend the Chapel Service:

The duty Chaplain will notify the Orderlies of the names of patients/clients/tangata whaiora wishing to attend the Chapel on their beds and the number of wheelchairs needed by 9am.

Before any patient is taken from the ward the patient's nurse will be consulted.

Section B

Contacting Chaplains

At the request of a patient/tangata whaiora, family member/whanau

When a patient/client/tangata whaiora:

- Has been put on the seriously ill list and a Chaplain would be of spiritual/emotional support and comfort to patient/client and relatives/whanau.
- Has died and the Chaplain would give support and comfort to a spouse or relatives/whanau (see Section C – "The Chaplain and Care of the Deceased").

When a family member/whanau or/and friend:

- Is awaiting news of the friend or loved one who is in a resuscitation room
- Is to see a spouse, relative or friend who has died.

When requested by staff the Chaplain will bless or "cleanse" in a spiritual sense the room in which a patient/client has died.

Information Chaplains need to have when called:

- Person's name
- General description of the situation
- Where death has occurred.

Section C Specific Service Detail

C 1. Chapel Services

Chapel Services – Whare Karakia, Sundays 10.00 – 11.00am

Timetable

10am	Worship
10.30am	Morning Tea
10.45 – 11am	Holy Communion

C 2. Still Birth

Procedure in situation of still birth

At the request of the patient/client/tangata whaiora or parents of a still-born baby, the Chaplains are available to:

- Provide spiritual comfort to the parent and family/whanau.
- Discuss the options with respect to the baby's committal.
- Assist the parents with referral to a funeral director (without favouring any).
- Follow-up care with pastoral calls to the mother of the baby, whilst she remains in hospital.
- If the patients/clients/tangata whaiora are associated with a Christian Community, with their permission to acquaint their Minister/Parish Priest/Pastor.
- When appropriate to conduct a service of committal for the deceased baby.

It is helpful if you can tell the Chaplain:

- The name of the patient/client/tangata whaiora and spouse/partner.
- Has the patient/client/tangata whaiora/parent(s) requested a Chaplain?
- A general description of the situation or issue.

When requested by staff the Chaplain will "cleanse" in a spiritual sense the room and/or equipment where a baby has died.

C 3. Care of the Deceased

At all times the Chaplain(s) will observe the Whanganui District Health Board Policy and Procedures with relation to the deceased – See Section A 3. (b)

When present at the death or subsequently if called by staff, the Chaplain will enable:

- Facilitation of grieving and expression of emotions.
- Respond to cultural needs and customs in the presence of the deceased.
- Act as a link between staff and whanau (family) where needed.
- Gather the family/whanau for prayers/Karakia of thanksgiving and commendation.
- Encourage family/whanau to contact their relevant religious/spiritual person.
- Undertake where appropriate, the conduct of a funeral service and be available to attend a funeral where appropriate.
- "Cleanse" – in a spiritual sense – the area where the deceased died when requested.

C 4. Personal Health Services/Departments

Pastoral and spiritual care is offered to patients/families/whanau through being available/on-call, listening and offering prayer.

Staff should call/page the Ecumenical Chaplain(s) or the Catholic Chaplain.

C 5. Mental Health Services

Acute and Intensive Inpatient Care - Te Awhina:

- A staff member will remain with the chaplain at all times and provide an escort for the Chaplain whilst in the intensive inpatient care area.
- Three staff members to remain with the Chaplain at all times when the Chaplain is with a patient in seclusion.

Extended Secure Forensic Service – Stanford House:

- A staff member will remain with or in the vicinity of the Chaplain at all times and escort the Chaplain whilst in the building.
- Staff to arrange for patients who are required to sign a consent to Disclosure of Information.

C 6. Extended Secure Forensic Service (Stanford House) Karakia/Worship Service

Subject to the expressed needs of the patients/clients/tangata whaiora the worship service/Karakia will be held at 2pm on Sunday or at such other time or day as shall be mutually agreed between the Clinical Nurse Manager of Stanford House and the Ecumenical Chaplain.

The worship service/Karakia will be held in a room or area of Stanford House as directed by the Clinical Nurse Manager. The venue may change from week to week according to the other programme requirements of the Extended Secure Forensic Service.

The Nurse in Charge on that duty will arrange for the Ecumenical Chaplain to be met at the reception desk and escorted to the area where the service/karakia will be held.

The service will be held in an alarmed room.

Following the service/Karakia the Ecumenical Chaplain will be available to meet the pastoral care needs of the clients. The Nurse in Charge will designate an appropriate place for this to happen and will arrange for a staff member to remain in the proximity of the meeting between the Ecumenical Chaplain and the client.

C 7. Staff

The Chaplaincy Wanganui Hospital offers the following to staff:

- Pastoral Counselling
- Orientation/Education

We are available to help Hospital staff understand the role of the Hospital Chaplain. Chaplains are willing to speak to staff orientation meetings.

C 8. Weddings, Funeral/Memorial Services

The Chaplaincy Service can provide the following for patients or staff:

- Marriages can be conducted in the Chapel given the Chaplain is listed with the Registrar General as a marriage celebrant.
- Funerals or memorial services.

4. Related WDHB Documents

Spiritual Safety Policy – WDHB-602
Tikanga/Cultural Practice Policy – WDHB-2526
Tikanga/Cultural Practice Guidelines – WDHB-305
Access to WDHB Kaumātua/Kuia Policy – WDHB-6006

5. Key Words

Spiritual, chaplain, chapel, catholic, ecumenical, whare karakia,