

8 August 2022



Tēnā koe 

Your Official Information Act request, reference: HN22248 - spiritual care policy

Thank you for your Official Information Act request received 22 July seeking information from Te Whatu Ora Health New Zealand Waitematā about our spiritual care policy.

Before responding to your specific questions, it may be useful to provide some context about our services.

Waitematā is the largest and one of the most rapidly growing health districts in the country, serving a population of around 650,000 across the North Shore, Waitakere and Rodney areas. We are the largest employer in the district, employing more than 8,900 people across more than 80 locations.

In addition to providing care to our own resident population, we are the Northern Region provider of forensic mental health services and child rehabilitation services, plus the metro Auckland provider of child community dental services and community alcohol and drug services.

In response to your request, we are able to provide the following information:

Please supply the following information under the Official Information Act (OIA): A copy of your organisation's current spiritual care policy. I am conducting research relating to healthcare chaplaincy and, as such, am requesting a copy of each (former) DHB's spiritual care policy.

Waitematā does not have a spiritual care policy. Spiritual care is primarily provided by the Interchurch Council for Hospital Chaplaincy (ICHC), which is contracted by the Ministry of Health in collaboration with Waitematā.

The ICHC provides five chaplains and six locum chaplains and engages 22 volunteer chaplain assistants (VCAs) in the provision of spiritual care for patients, their whānau and hospital staff. The ICHC also provides the chaplains with a part-time administrator.

The VCAs offer:

- a confidential listening ear
- safe and supportive help to look at issues
- spiritual support
- encouragement
- ward visits during the day.

Our volunteer recruitment runs bi-annually and new volunteers are trained for several months before they are able to meet patients. Upon completion of their training period, there is a commissioning ceremony to welcome them.

The purpose of the chaplaincy service, working as part of North Shore Hospital, Waitakere Hospital and the Mason Clinic's multidisciplinary teams, is to enable staff, patients, and families to deal with pastoral and spiritual issues that directly affect their wellbeing.

The chaplaincy service supports patients and staff of all faiths and spiritualities, as well as those with no particular beliefs. They are also able to provide a list of faith community contacts if spiritual needs cannot be met by our chaplaincy services.

Chaplains can provide spiritual care and assistance and are available Monday-to-Friday from 8.00am to 4.00pm. They are on-call at all other times. There are chapels at North Shore Hospital, Waitakere Hospital and the Wilson Centre and dedicated areas that can be used for prayer or quiet time for people of the Muslim faith.

The Group Manager of Organisational Learning, Development and Wellbeing at Waitematā maintains oversight of the chaplaincy service and meets regularly with the chaplains and the administrator to ensure a seamless connection with the organisation, to problem solve any issues and to ensure the chaplains' needs are met. The GM also meets regularly with the ICHC regional manager.

While we do not have a policy document, we are providing an overview our Chaplaincy Service - please refer **Attachment 1**.

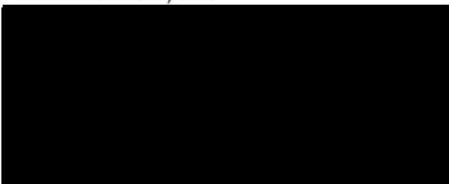
Also attached is information provided to staff and patients about our chaplaincy services - please refer **Attachments 2 and 3**.

I trust that this information is helpful.

Waitematā supports the open disclosure of information to assist community understanding of how we are delivering publicly funded healthcare. This includes the proactive publication of anonymised Official Information Act responses on our website from 10 working days after they have been released.

If you consider there are good reasons why this response should not be made publicly available, we will be happy to consider your views.

Nāku iti noa, nā



Director People and Culture
Te Whatu Ora Health New Zealand Waitematā

Chaplaincy Service

1. Overview

Purpose

The purpose of this document is to provide information for all staff regarding the chaplaincy service provided within Waitemata DHB.

Scope

The chaplaincy service is available to all patients; their relatives/whanau/support persons and staff on the basis of need irrespective of any religious affiliation or none.

2. Services Provided

The chaplaincy/pastoral care services provided at North Shore and Waitakere Hospitals, Wilson Centre and in the RFPS/CADS/Work Foundations, provide pastoral care, spiritual support, leadership and guidance to people (patients/clients, relatives/whanau and staff) on the basis of need rather than religious affiliation.

2.1 Spiritual Focus

The Chaplaincy services' focus is on the spiritual needs of the consumer rather than solely their religious needs. In doing so, we recognize the spirit of the Treaty of Waitangi and the Human Rights Commission's proposed National Statement for Religious Diversity, and continue to work closely with the Kaumatua Service of Te Wai Awhina.

The WDHB chaplaincy team is committed to cultural sensitivity by acknowledging each person's culture, and are willing to contact representatives of the person's own faith community on request.

2.2 Pastoral Care

- Pastoral care is concerned with the wellbeing of people and enabling a process of integration of the whole person.
- Healthcare chaplains address the spiritual, emotional and pastoral needs of people particularly where their illness has presented a major threat or trauma - spiritually and emotionally - and which may render individuals and/or their whanau/family vulnerable.
- Chaplains work with, and alongside other health professionals to provide a comprehensive and integrated service.
- A significant amount of time is spent, formally and informally, listening to and supporting staff.

3. Chaplaincy Service

3.1 Chaplain

- A chaplain is a theologically and clinically trained person in good standing with her/his own denomination.
- An ecumenical church authority (the Interchurch Council for Hospital Chaplaincy Trust [IHC]) endorses her/his appointment, and the chaplain is accepted by the health authority to minister to the spiritual needs of the people in the setting/s in which s/he works.
- A chaplain is required to be accredited by their professional body, the New Zealand Healthcare Chaplains' Association [NZHCA] within five years of her/his first appointment as a chaplain.

Chaplains are available to:

| | | | | | |
|----------------------|--------------------|----------------------|--------------|-----------------------|--------------|
| Issued by | Chaplains | Issued Date | November2019 | Classification | 01003-05-038 |
| Authorised by | GM Human Resources | Review Period | 6 mths | Page | Page 1 of 3 |

This information is correct at date of issue. Always check on Waitemata DHB Controlled Documents site that this is the most recent version.

Chaplaincy Service

- Listen
- Provide emotional and spiritual support
- Be present in times of stress and distress
- Offer fellowship and friendship, reflection, counsel and encouragement
- Help in looking at life's issues
- Offer sacraments/rituals and services as appropriate
- Celebrate new beginnings
- Contact a representative of a person's own faith community on request
- Bless work areas, wards, buildings, etc,
- Bless rooms/bed spaces following a death
- Return clinical tissue and body parts
- Provide education for staff and patients on pastoral care and spirituality

Note: Priority is given to crisis calls and referrals

3.2 Accountability

- Chaplains comply with Waitemata DHB policies in all their activities.
- Chaplains are accountable for their actions to Waitemata DHB, ICHC and their church authority. Any concerns or complaints regarding any chaplain, if not appropriate to be raised initially with the person concerned, should be made to the GM Human Resources who will advise the ICHC Executive Officer and the complaint will be investigated according to policy.
- Any complaint regarding a chaplaincy assistant should be made initially to the ward/unit chaplain. If of a sufficiently serious nature the above process should be used.

3.3 Chaplaincy Assistants

Chaplaincy Assistants are trained volunteers who work alongside the chaplains and generally visit on the same ward each week. These people have been through a pastoral care training program and are required to be in supervision with one of the chaplains.

4. Service Availability

4.1 Chapel/ Quiet Room/ Prayer Rooms

These are currently available at North Shore and Waitakere hospital sites and are open 24 hours a day and available for use by all.

4.2 Services of Worship

Details of public services of worship are notified by various means, and any patients/relatives/whanau/staff are welcome to attend the services.

- The chaplains can be contacted for details.
- Bedside services can be arranged for patients on request.

The fulltime (24 hour 7 day a week) chaplaincy service is an integral part of the life of the hospitals/units.

- During normal working hours a ward/unit chaplain is usually available.
- After hours, the on call chaplain is available for urgent matters unable to wait for normal working hours – irrespective of belief, creed or none. A Catholic priest is also available for emergencies. The telephone operators can locate the on call chaplain.

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Chaplaincy Service

5. Referrals

| Step | Action |
|------|--|
| 1 | <p>Referrals may be made by any member of staff in writing or verbally.</p> <ul style="list-style-type: none"> Most referrals during normal working hours can be made by staff paging the ward/unit/area chaplain. For non-urgent referrals a written referral may be made using the WDHB standard referral form. After hours, staff should call the Operator (dial 0) and ask for the on call chaplain. <p>Note: <i>Do not use power page other than to the chaplain on call without first checking that the chaplain you are calling is available</i> [listen to pager message]</p> <ul style="list-style-type: none"> Requests made by the patient or their family/whanau to see a chaplain are referred on in the same manner |
| 2 | <p>Chaplains (when able) will regularly attend multidisciplinary team meetings. Referrals may also be made at this time.</p> |
| 3 | <p>Urgent Referrals: Urgent referrals are made by paging the on call chaplain. The telephone operators have the on call list. Key in your extension number and *1 or use power page.</p> |

6. References & Associated documents

| | |
|-------------------------|---|
| Standards | NZ Health & Disability Sector Standards |
| Human Rights Commission | Proposed National Statement for Religious Diversity |
| WDHB Form | Referral Form (standard) |
| WDHB Policy | Out of Hours Service Availability – NSH & WTH |

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Ki ena o tatou e mauiuiana, kaua ra e noho pouri. Kei konei nga pou o te whakapona

- Hei tuku hapa
- Hei karakia
- Hei Awhina

Upholding

- Manakitanga: Commitment to wellbeing
- Arahitanga: Guidance
- Kaitiakitanga: Ministration
- Matauranga: knowledge
- Pou Wairuatanga: Spiritual Leadership

The Chaplains are committed to

- The spirit of the Treaty of Waitangi/Te Tiriti O Waitangi
- Cultural sensitivity acknowledging each person's culture

North Shore Hospital Chapel and Prayer Room

Open 24/7

3rd Floor Tower Block

**A worship service is held in The Chapel
Sunday at 11.00 am**

To contact us

Dial '0' ask the operator to call an individual chaplain or the chaplain 'on call'

Ask any staff member to call us

Stop us when you see us



Waitemata
District Health Board

Best Care for Everyone

Chaplaincy Service

**North Shore Hospital
spiritual care for
patients,
families/whānau
and staff**



Waitemata
District Health Board
Best Care for Everyone

*Promoting your spiritual wellbeing
24 hour service*

Our Purpose

To provide pastoral care, spiritual support and guidance to patients, families, staff, visitors and friends at North Shore Hospital.

The full-time Chaplaincy Service is an integral part of the health services of the Waitemata DHB.

The Chaplains are available at any time to all persons of all faiths and spiritualities, or none.



The Chaplains

- bring bi-cultural and multi-cultural sensitivity
- spend time with you
- listen
- respect confidentiality
- reflect and encourage you
- provide emotional and spiritual support
- offer fellowship and friendship
- help in looking at life's issues

- offer spiritual counselling
- offer prayer
- offer sacraments/rituals and services as appropriate
- Will contact your personal religious representative on request

The Chaplains are able to

- Rejoice with you, offer thanks and bless
- Celebrate new beginnings
- Be with you during times of stress and distress
- Support you during times of transition/and or farewells

Hospital Chaplains are trained professionals

- They bring their many skills to the total healing endeavour to the hospital
- They are appointed by The Interchurch Council of Hospital Chaplains (IHC) and their respective churches.
- For further information: www.ichc.org.nz



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**North Shore Hospital
Spiritual Centre
Chapel and Prayer Room
Open 24/7**

3rd Floor Tower Block
A worship service is held in
The Chapel
Sunday at 11.00 am

**Waitakere Hospital
Chapel**

Lower Ground Floor
A worship service is held
every Sunday 10.00 am

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Stop us when you see us

Classification: 010-06-03-001C
Issued By: Chaplaincy Services
Date Issued: November 2017
Review Date: November 2019



**Chaplaincy Service
North Shore Hospital
And Waitakere Hospital**
Spiritual Care for Patients
Families/Whanau
Staff



Promoting your spiritual wellbeing

Our Purpose

To provide pastoral care, spiritual support and guidance to patients, families, staff, visitors and friends, at North Shore and Waitakere Hospitals.

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