

2 August 2022

Via Email: [REDACTED]

Kia ora [REDACTED]

### Response to a request for official information

Thank you for your request for official information received 22 July 2022 by Nelson Marlborough District Health New Zealand (HNZ) where you seek the following information.

1. "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."

#### **Nelson Marlborough District HNZ Response:**

Please see attached *Nelson Marlborough Health Spiritual Care – Chaplaincy Service Policy*.

This response has been provided under the Official Information Act 1982. You have the right to seek an investigation by the Ombudsman of this decision. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or free phone 0800 802 602. If you have any questions about this decision please feel free to email our OIA Coordinator [OIArequest@nmdhb.govt.nz](mailto:OIArequest@nmdhb.govt.nz)

Nelson Marlborough District HNZ like other agencies across the state sector, supports the open disclosure of information to assist the public's 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 feel that there are good reasons why your response should not be made publicly available, we will be happy to consider.

Ngā mihi



**Lexie O'Shea**  
Interim District Director  
Nelson Marlborough

Encl: *Nelson Marlborough Health Spiritual Care – Chaplaincy Service Policy* Issue Number 9 (4 pages)

## Spiritual Care – Chaplaincy Service

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### Purpose

Nelson Marlborough Health (NMH) provides access to the spiritual, emotional and pastoral needs of health service users, their relatives, whanau and staff. It is recognised as a vital component of hospital and health services that is supported by the Nelson Marlborough District Health Board (NMDHB), in accordance with the Interchurch Council for Hospital Chaplaincy (ICHC) contract with the Ministry of Health.

### Scope

This policy applies to all staff employed or contracted by the Inter-church Council for Hospital Chaplaincy (ICHC) to Nelson Marlborough District Health Board.

### Chaplaincy

Chaplains and Voluntary Chaplaincy Assistants (VCA's) are trained and qualified to provide appropriate pastoral and Spiritual Care when requested and visit the wards regularly. Chaplains are part of the multi-disciplinary health care team and are available to patients, their whanau/family and staff facing challenging life issues.

### Staff Status

All Hospital Chaplains and VCAs have honorary staff status and comply with the requirements of NMH.

### Chaplaincy/Spiritual Care Services

**Includes:**

- a commitment to appropriate confidentiality
- comforting people in crisis
- supporting people in their helplessness, grief and loss
- assisting people to find hope
- time to actively listen
- friendship, encouragement and guidance
- assisting people as they process treatment choices / other life choices
- blessing of work areas, equipment etc.
- locating spiritual advisors as requested
- prayer; bedside communions; anointing for healing and support prior to the time of death
- baptisms, weddings, celebrations, funerals and memorial services
- providing the rites of the Church and conducting services of worship

Chaplaincy/Spiritual Care promotes the dignity and value of each person irrespective of their faith or personal beliefs. The hospital chapels at Nelson and Wairau and whanau rooms (including Motueka) are available for rest, peace, quiet, and worship. The chapel offers an inclusive religious and cultural space that welcomes everyone.

## Access to Chaplaincy/Spiritual Care

The NMH will provide the Chaplaincy/Spiritual Care Service with a daily list of inpatient names, ward location and other relevant information of all patients who have given their consent.

All NMH staff are expected to recognise and respect a patient's spirituality. All patients and their relatives are to be advised by nursing staff of the spiritual services available to them. When requested, staff are to assist access to the Chaplaincy/Spiritual Care Service or to the spiritual support person of the patient's choice.

The Service may also receive written or verbal referrals from:

- NMH hospital or community staff
- General Practitioners
- Community and church groups
- Health service users / patients
- Nelson / Tasman / Marlborough Hospice staff
- Health service users' immediate and extended family or whanau
- Hapu, Marae and Maori organisations

## Treaty of Waitangi

The Hospital Chaplaincy/Spiritual Care Service is committed to the principles of partnership expressed in the Treaty of Waitangi. All chaplains are to have due recognition and respect for the spiritual and cultural needs of tikanga Maori.

## Confidentiality

All Hospital Chaplains and VCAs must observe the code of confidentiality required under the Privacy Act 1994 and the Health Information Privacy Code 1994 and amendments.

## Chaplaincy Hours

Contact the Chaplain directly through the hospital switchboard 5461800 Nelson and 5209999 Blenheim.

### **Nelson**

0.9 FTE Chaplain is available Monday – Friday

### **Wairau**

0.3 FTE Chaplain is available Monday – Wednesday

### **Maori Chaplaincy Service**

A Hauora Chaplain is available at Nelson, Wairau and Motueka as required.

### **Catholic Chaplaincy**

A Catholic Chaplain is available at Nelson, Wairau and Motueka as required.

## Worship Services

Weekly Services are held for patients, their whanau/family and staff, at Nelson and Wairau. Contact the Chaplain for details.

## After Hours Support

In an emergency Chaplains may be available after hours. For access please contact the switchboard. The duty nurse manager is to arrange for room blessings after a death.

## How to Contact the Chaplaincy/Spiritual Care Service

All contact details below include the Maori and Catholic chaplaincies.

### **Nelson**

(03) 546 1818 (direct line)

(03) 546 1800 (Switchboard)

### **Wairau**

(03) 520 6479 (direct line)

(03) 520 9999 (Switchboard)

## Definitions

### **Hospital Chaplain/Locum Chaplain**

A trained and qualified person who has been endorsed by the governing body of their denomination, appointed by the Inter-church Council for Hospital Chaplaincy (ICHC), and accepted by the management of the hospital to provide chaplaincy services.

### **Voluntary Chaplaincy Assistant (VCA)**

VCAs are trained volunteers, who are supported by their own church, authorised by ICHC, and accepted by the management of the hospital to provide pastoral support. They are part of the chaplaincy team under the direction and supervision of the hospital chaplains. They are contracted as volunteers and must comply with the requirements of the NMDHB Volunteer Policy.

### **Church Visitors and Interfaith Visitors**

Local church and / Interfaith members visiting patients at the request of a health service user or their whanau do so as members of the public. No one visiting the hospital can claim to be a chaplain unless authorised and appointed by the ICHC. All other visitors visit under the DHB Visitors policy and are not permitted to have access to the Chaplaincy patient lists.

## Legislative Requirements

- Health and Safety in Employment Act 1992
- Human Rights Act 1993
- Privacy Act 1993
- Employees Relations Act 2000
- Treaty of Waitangi Act 1992

## Associated Documents

- Care of the Deceased Adult
- Cultural and Religious Beliefs
- Blessing of Bed Spaces
- Blessing of a Deceased Baby in Maternity
- Death of a Member of Staff
- Healthcare Code of Rights
- DHB Volunteer Policy (still in draft)
- VCA Orientation procedure
- Emergency Planning and Protocols
- Transport of a Deceased Baby – Nelson only
- Health Information & Privacy Act 1994
- Healthcare Chaplaincy Services 2003 Service Specification

## References

- He Oranga Maori Best Practice policy and guidelines.
- See <http://www.ichc.org.nz> for chaplaincy training and quality assurance information.