

rongoā – mirimiri - wairuatanga

RONGOA MAORI

Standards of Practice Model

Taha Wairua

Taha Hinengaro

Taha Tinana

Taha Mātauranga

Taha Whānau

Taha Waiora

For:

Māori Traditional Health
Healing
and
Rongoā Practitioners

Indigenous Standards of Practice

Historical Background

Māori have had and continue to; practice administering wellness and wellbeing among its constituencies of Whanau, Hapū and Iwi.

Each tribal entity has had control over their particular practice through a Tribal Tohunga System. The Tohunga was given control over all aspects of practices as he or she was considered expert and versed in the art of assessment, application and dispensing of the chosen method of healing whatever ailment was brought forth.

Today's Practices

Through the New Zealand Government's Policy of banning Tohunga practices many aspects in the art of healing through Maori practice was left idle by the majority, but many carried the practices irregardless of prosecution by the then NZ Law.

This practice is becoming widely used by those who regard this service as more suitable and adaptable service for many reasons; from the costs of contemporary services to the non side effects of indigenous practice.

Standardization

There is the dire need for some standardization of the practices if funding through government and / or if the private sector is to be pursued.

Standards of practice within an operational Whare Oranga carry and convey a standard practice of tikanga māori and holistic indigenous diversities (cultural).

Focal Direction

All registered Whare Oranga have a foundational understanding in the implementation of the National Standards led by Māori and advocated by o te Iwi Māori

It is timely to re-emphasize that there has always been a place for the indigenous practices of Maori. However, systems and practices have been discussed and debated to design and compose the National Standards for Whare Oranga:

- Kāhui Tikanga Rongoā
- Iwi
- Hapū
- Whanau
- Whare Oranga
- Independant Practitioners

The National Standards are intended for use by developing existing Whare Oranga as a guide when establishing and further enhancing their service delivery, and ultimately the health gains and wellbeing for the turoro. The Standards focus on practical actions that Whare Oranga can implement to enhance service quality and delivery.

Objectives

- Planning
- Procedures
- Processes

These objectives will develop and establish the fundamental basis of aligning Whare Oranga to function and operate and to link to other services and agencies.

These ensure that the standards remain appropriate and applicable.

Whare Oranga Standards

Six Cornerstones

Whakawhanaungatanga Wairua Hinengaro Tinana Mātauranga Waiora

These six elements set and execute the main objectives of the Whare Oranga to coincide with the kaupapa and tikanga of the Practice.

Good Practices	Not So Good Practices
<p>Whānau <i>Whakawhanaungatanga</i></p> <p>“To build, empower, strengthen and enhance the family union” is inclusive but not exhaustive of:</p> <ul style="list-style-type: none"> • Hospitality • Advise of Whare Oranga Services • Create a safe environment • Support and encouragement • Code of Rights • Confidentiality 	<p>Whānau <i>Whakawhanaungatanga</i></p> <ul style="list-style-type: none"> • Getting too emotionally involved • Things advised that is non maori • Negative atmosphere • Unsafe practices • Being non responsive • Non disclosure
<p>Wairua <i>Oho Mauri</i></p> <p>“Awakening spiritual awareness of self” is inclusive but not exhaustive of:</p> <ul style="list-style-type: none"> • Karakia • Whakamoemiti 	<p>Wairua <i>Oho Mauri</i></p> <ul style="list-style-type: none"> • Not integrating
<p>Hinengaro <i>Whakatikatika te he ki te pono</i></p> <p>“Balancing the positive and negative energies” is inclusive but not exhaustive of:</p> <ul style="list-style-type: none"> • Karakia • Whakamoemiti • Counselling • Future Direction 	<p>Hinengaro <i>Whakatikatika te he ki te pono</i></p> <ul style="list-style-type: none"> • Not integrating and interacting • Non comprehensive • Not referring
<p>Tinana <i>Whakapikiora</i></p> <p>“Balancing the positive and negative energies” is inclusive but not exhaustive of:</p> <ul style="list-style-type: none"> • Hands on healing • Utilising natural healing elements 	<p>Tinana <i>Whakapikiora</i></p> <ul style="list-style-type: none"> • In appropriation • Non maori practices

Good Practices	Not So Good Practices
<p>Mātauranga <i>Kia tu whakapakari ai i roto i nga tikanga kia manaakitia te oranga</i> “Teach all that is positive and use it to enhance wellbeing” is inclusive but not exhaustive of:</p> <ul style="list-style-type: none"> • Wānanga • Waiata and drama • Tikanga • Education • Training • Promotion 	<p>Mātauranga <i>Kia tu whakapakari ai i roto i nga tikanga kia manaakitia te oranga</i></p> <ul style="list-style-type: none"> • Non attendance at wānanga • Not supporting the abilities of self • Non māori practices • No empowerment • Negative attitudes • Stagnation
<p>Waiora <i>Ko te wai o runga, ko te wai o raro, ka puta ki waho ko te wai ora</i> “To encompass a cluster of natural sources for wellbeing” is inclusive of but not exhaustive of:</p> <ul style="list-style-type: none"> • Cleansing • Positive lifestyle 	<p>Waiora <i>Ko te wai o runga, ko te wai o raro, ka puta ki waho ko te wai ora</i></p> <ul style="list-style-type: none"> • Unfinished • Inactive responses to self

(Please note that all information will be kept confidential and is used for statistical purposes only)

TURORO INFORMATION

ID / NHI _____

Date of First Visit: _____

First Name: _____

Surname: _____

Date of Birth: _____

Address: _____

Phone(HM) _____ Phone(Work) _____

Phone(Cell) _____ Religion: _____

Nationality *(Please tick one of the boxes)*

Maori Pacific Island Asian European Other

Please circle one of the following:

Female/Male

Smoker/Non Smoker

Why have you chosen to visit this Whare Oranga?

(Please state why you have visited this whare oranga. This information is very important.)

Who is your local G.P.?

What is your medical history? Do you take any medication? If YES, what medication?

(Very important that we know about your current medical history)

Disclaimer:

I understand that a Healer is in no way a Professional Doctor and I accept any type of treatment given to me by the healer and kaimahi / assistants for my condition. I have been briefed that other Whare Oranga has other methods of healing and may be different to the methods of this Whare Oranga. I also give my consent for the healer, kaimahi and assistants to use their methods of treatment for my well being and health.

Signed: _____

Date: _____

(FORM NO. 2)

Date: _____ ID / NHI _____

First Name: _____ Last Name: _____

Tinana: _____

BO	S	CA	E	L	U	F	M	HE	B	I	C	H	AB	BR

TH	CH	PI	R	RR	PT	CO	D	SS	PHS	HO	V			

Matauranga:

_____Waiora / Rongoa:

Eyedrop		Bath	
Ear/Nose drop		Bathe	
Hauwai Ref.		Panipani	
Rau Piri			

- Staff Use ONLY -							
Review Date:		Tohunga Puna Ora		Kaimahi		Kaituhi	

(FORM NO. 3)

INGOA _____

TE RA _____

ID / NHI _____

Matauranga:

Tinana:

Waiora / Rongoa:

Week Review:	2 Week Review:	Month Review:
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*DO NOT TAKE GP MEDICATION AND WAIORA/RONGOA TOGETHER
Please take GP Medication 20 minutes before or after Waiora/Rongoa*

INGOA _____

TE RA _____

ID / NHI _____

Matauranga:

Tinana:

Waiora / Rongoa:

Week Review:	2 Week Review:	Month Review:
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*DO NOT TAKE GP MEDICATION AND WAIORA/RONGOA TOGETHER
Please take GP Medication 20 minutes before or after Waiora/Rongoa*

Parental Consent Form

(if the turoro is a child minor)

Turoro (child) ID / NHI	
-------------------------	--

Child Information (there must be one form per child)

Full Name (Surname in CAPITALS)	
Gender	
Date of Birth	

Parent / Guardian Information

Parent / Guardian Name	
Address and Phone Contact	
Relationship to Child	

Please state any allergies of the child	
Does the child have any medical conditions?	<input type="checkbox"/> Yes <input type="checkbox"/> No (please fill out attached sheet)
Does the child take any medication?	<input type="checkbox"/> Yes <input type="checkbox"/> No (please fill out attached sheet)
Name of Family GP	

Declaration

I agree to my child / children being provided with care and or participating in programmes organised by _____ and authorise the kaimahi responsible to administer any applications or rongoa to my child as prescribed. In the event of an emergency I authorise those responsible to seek appropriate assistance from a registered health professional. I understand that every attempt will be made to contact myself at the first opportunity in the event of an emergency or incident.

.....
Name

.....
Signature

Medical Information for a Child

Turoro /Child ID or NHI	
Date	

Medical Conditions – Does the child have any of the following?

<input type="checkbox"/> Diabetes	<input type="checkbox"/> Hypertension	<input type="checkbox"/> Other:
<input type="checkbox"/> High Cholesterol	<input type="checkbox"/> Asthma	
<input type="checkbox"/> Kidney Disease	<input type="checkbox"/> Injury / Pain / Discomfort	

Does the child take any medication? <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please provide details of medication and times / doses to be provided:
--	--

.....
Parent / Guardian Name

.....
Signature

TURORO CARE PLAN

Turoro ID / NHI	
Name	
Date	

Needs Assessment as identified	Intended Care Plan Mirimiri, Poultice, Korero, etc	How will care be provided? Where, how, how often, etc

Review Date	
-------------	--

.....
Kaiwhakahere / Kaimahi

EXTERNAL REFERRAL FORM

Turoro ID / NHI	
-----------------	--

External Referral:

TO: _____

Regarding _____ [Turoro Name]

We are referring the above turoro to you to provide services that we cannot or do not provide. In particular, the turoro needs help with the following:

--

Turoro Information

Name	
Address	
Phone Number	
Gender	
Date of Birth	

EXTERNAL REFERRAL FORM

Turoro ID / NHI	
-----------------	--

Problems Identified

<input type="checkbox"/> Experiences Mental Illness	<input type="checkbox"/> Relationship Difficulties
<input type="checkbox"/> Expressing suicidal thoughts	<input type="checkbox"/> Marital Strife (Communication)
<input type="checkbox"/> Substance Use – Alcohol / Drug	<input type="checkbox"/> Physical Violence
<input type="checkbox"/> Substance Use – Other	<input type="checkbox"/> Emotional Violence
<input type="checkbox"/> Neglect	<input type="checkbox"/> Sexual Violence
<input type="checkbox"/> Legal Issues Pending	<input type="checkbox"/> Behavioural
<input type="checkbox"/> Respite	<input type="checkbox"/> Housing
<input type="checkbox"/> Financial / Budgeting	<input type="checkbox"/> Support
<input type="checkbox"/> Known Medical Condition/s _____	<input type="checkbox"/> Other _____

Thank you for your assistance

Kaiwhakahaere

REFERRAL ACKNOWLEDGEMENT

Date: / /

TO: _____ [Hospital, GP, other provider]

TURORO NAME: _____

ID /NHI _____

Thank you for referring this turoro to our Maori Traditional Healing service for us to support them. Please accept this letter as confirmation that we have received your referral and that we will be working with this turoro and their whanau.

If you have any questions in the future about this turoro, please talk to:

Kia Ora

Kaiwhakahaere

TURORO EVALUATION FORM

Turoro ID / NHI	
-----------------	--

Rating Our Services / Care and Support

How did you rate our overall service and support	1 2 3 4 5 6 7 8 9 10 (1=poor, 5=good, 10=excellent)
Comments	

Intake and Enrolment

Were you properly explained your rights and that you could have support or an advocate?	1 2 3 4 5 6 7 8 9 10 (1=poor, 5=good, 10=excellent)
Comments	

Service Delivery (Actual Care we Provided)

Overall how satisfied were you with the services / support we provide?	1 2 3 4 5 6 7 8 9 10 (1=very unsatisfied, 5=satisfied, 10=extremely satisfied)
How likely are you to use our services again?	1 2 3 4 5 6 7 8 9 10 (1=definitely not, 5=probably, 10=definitely)
Would you recommend our services to others?	1 2 3 4 5 6 7 8 9 10 (1=definitely not, 5=probably, 10=definitely)
What recommendations would you offer for improving our services?	

TURORO EVALUATION FORM

Rating Our Staff

Overall, how would you rate our staff members	1 2 3 4 5 6 7 8 9 10 (1=unhelpful, 5=helpful, 10=very helpful)
Name	Rating
Name	Rating
Name	Rating

Comments

SERVICE INCIDENT FORM

This form is used to record minor and major incidents occurring during any form of service delivery

Turoro ID / NHI (if applicable)	
Turoro Name (if applicable) Kaimahi Name(s) – if applicable	
Date	
Date / Time of Incident	
Location of incident	
Minor or Major Incident?	<input type="checkbox"/> Minor <input type="checkbox"/> Major <i>If major, a team debrief must occur within 8 hours and a full investigation carried out by the Kaiwhakahaere (Page 2 of this form)</i>

Details of Incident / Problem

SERVICE INCIDENT FORM

What was done about the incident at the time?

MAJOR INCIDENTS	
<input type="checkbox"/>	Team debrief held: Signed by Kaiwhakahaere / /
<input type="checkbox"/>	Investigation conducted (report attached)
<input type="checkbox"/>	Copy of report to Chairperson

Kaiwhakahaere Name	
Date	

INVESTIGATION REPORT OF A MAJOR CRITICAL / SERIOUS INCIDENT

Satisfactorily Resolved - Turoro	<input type="checkbox"/> Yes <input type="checkbox"/> No
Satisfactorily Resolved - Kaiwhakahaere	<input type="checkbox"/> Yes <input type="checkbox"/> No

.....
Turoro / Kaimahi Name (if applicable)

.....
Turoro/ Kaimahi Signature (if applicable)

.....
Kaiwhakahaere Name

.....
Kaiwhakahaere Signature

TURORO COMPLAINT FORM

Turoro ID / NHI	
Turoro Name	
Date	
Date / Time of Incident	
Location	

Details of Incident / Problem

What would you like to see done

Is this the first communication you have had about this issue? (Give details)

Turoro Name

Turoro Signature

.....

.....

TURORO COMPLAINT FORM

To be Completed by the Kaiwhakahaere

Name	
Date	

Action Taken

Satisfactorily Resolved - Turoro	<input type="checkbox"/> Yes <input type="checkbox"/> No
Satisfactorily Resolved - Manager	<input type="checkbox"/> Yes <input type="checkbox"/> No

.....
Turoro Name

.....
Turoro Signature

.....
Kaiwhakahaere Name

.....
Kaiwhakahaere Signature

TURORO PROPERTY FORM

Turoro ID / NHI	
-----------------	--

Full Name	
Physical Address	

This confirms that _____ has received the following property / information belonging to the above turoro:

PROPERTY DESCRIPTION	Date Acquired / Signature of Staff Member	Date Returned to Turoro / Signature of Turoro

.....
Kaimahi Member Name

.....
Signature (when all items returned)

File this form on the turoro file

Turoro (Client) Rights and Responsibilities

Policy Objectives

Our services will be provided with a high degree of care and skill and will meet all relevant legal, professional and ethical standards. Turoro (clients) are entitled to receive services in a manner consistent with their needs, which optimizes their quality of life and minimise potential harm.

In cases where turoro are receiving services from other providers, we will co-operate with such providers to ensure the quality and continuity of care for the turoro. Turoro (client) interests shall be paramount.

We will:

- ✓ Involve turoro (client) at all times in the development, planning and ongoing management of their care and support, except where it is considered that the turoro is at risk;
- ✓ Ensure that all staff are properly trained to co-ordinate turoro support and / or care;
- ✓ Treat turoro their homes and property with respect;
- ✓ Advise turoro of any financial interest or association which it has with any other provider of services to which turoro are referred by us;
- ✓ Honour the principle of participation inherent in the Treaty of Waitangi

We ask turoro to:

- ✓ Treat staff with respect, courtesy and consideration;
- ✓ Provide accurate and complete information to us regarding their current condition/s and to inform us of any changes in their condition/s;
- ✓ Participate in planning, evaluation and revision of their support and/or care programme, to the best of their ability;
- ✓ Follow the support and/or care programme which they participated in developing to the best of their ability;
- ✓ Notify us prior to any scheduled visit if they are unable to be present, do not wish to receive the service or wish to discontinue with our services;

Receiving turoro (client) Referrals and Registration Process

Policy

Any person who considers the services or programmes that we provide as appropriate to their needs are eligible to utilise our services or programmes.

Procedures

1. Referrals may either be made directly to a Tohunga Puna Ora / Healer, kaimahi or through the Administrator of our service (if the turoro is aware of the services and kaimahi available).
2. Referrals may be in person, by telephone contact or faxed from other providers.
3. Referrals come from agencies, providers, whanau and turoro themselves.
4. In the event that a self-referral is made directly to the Administrator, the administrator shall provide the turoro with the name of the kaimahi most suited to their initial needs. Where appropriate, the administrator may contact the kaimahi on behalf of the turoro to arrange an appropriate appointment time
5. Appointments are to be held within 24 hours of our service receiving the referral, or within one hour if it is a crisis situation, or at a time both convenient to both the Tohunga Puna Ora / kaimahi and the turoro.
6. If the turoro chooses another provider, the turoro will be referred to that service with the relevant information within 48 hours, or within one hour if it is a crisis situation upon the written or verbal consent of the turoro.
7. Once a kaimahi has referred a turoro, contact must be made with the turoro within 24 hours to organize an appointment.
8. Where a referral is made by another service, the relevant form (Confirmation of Referral Form No. 1) will be completed within 3 days of receiving the referral, and sent back to the referring provider to confirm the referral has been received and acted upon by us. This will ensure that we confirm we have definitely taken on the care of the turoro, and let other providers know.
9. On visiting or meeting with the turoro for the first time, the Personal Details and Consent Form (Form No. 2) is completed with the turoro. ALL TURORO must have these forms completed with them - whether casual or long term. This ensures that we collect the right information about the turoro and that they give their consent to our care and treatment.
10. Long term turoro enrolled with all relevant forms are filed on a hardcopy file for the individual turoro and held in secure storage.
11. Casual one off turoro do not have their own file - we file these in a ring binder in alphabetical order.

Standards Forms for this Procedure

Form No.1	Confirmation of Referral Form (sent back to any referring providers / services)
Form No.2	Registration – Personal Details and Consent Form (to be completed and signed by ALL TURORO).

Informed Consent Policy

Policy

Services may be provided to a Turoro (client) only if that Turoro makes an informed choice, and gives informed consent.

Every Turoro must be presumed competent to make an informed choice and give informed consent, unless there are reasonable grounds for believing that the Turoro is not competent.

Where a Turoro has diminished competence, the Turoro retains the right to make informed choices and give informed consent, to the extent appropriate to his / her level of competence.

Where the Turoro is not competent to make an informed choice or give informed consent, and no person entitled to consent on their behalf is available, the Kaiwhakahaere may provide services where:

- it is in the best interests of the Turoro
- reasonable steps have been taken to ascertain the view of the Turoro

Every Turoro has the right to refuse services and withdraw consent from receiving services at any time.

Every Turoro has the right to choose a worker that they prefer to work with and to have that preference met where ever practicable.

Procedures

1. Workers must ensure that when a new Turoro intends to enter the service, that:
 - They inform Turoro / Mauiui of their Rights and Responsibilities (give Form No. 2c)
 - They inform Turoro / Mauiui of the complaints process (on Form 2c)
 - They inform Turoro / Mauiui of the “service process” that the Turoro / Mauiui will experience (see the diagram on page 9)
2. Once the Turoro is fully informed, and has had an opportunity to ask questions, they will be asked to sign the consent form (part of the Turoro Registration and Consent Form) authorizing the Whare Oranga to provide services for them. All signed consent forms must be held on the Turoro file.

Standard Forms for this procedure

- Form No. 1 Confirmation of Referral Form (sent back to any referring agencies / providers / GPs)
- Form No. 2a Personal Details and Consent Form (completed for ALL Turoro)
- Form No. 2b Parent Consent (if the turoro is a minor child)
- Form No. 2c Turoro Rights Form (to give to the turoro to take away)

Assessing turoro (client) needs

Policy

We are committed to turoro receiving quality services for their individual needs.

The assessment process will be initiated at the first visit with the turoro although it may be completed over multiple visits.

Procedure

1. The turoro shall be given the opportunity to invite whoever they wish, to participate in the initial assessment such as partners, parents or children or other whanau or support people.
2. The initial assessment shall be scheduled at a time convenient to the turoro and the Tohunga Puna Ora / Healer and may be conducted in the home of the turoro. If the assessment is to take place at the turoro home, the kaimahi will carry with them a stock of blank needs assessment forms to complete on site .
3. The initial assessment will include:
 - Providing information of the service to the turoro
 - Completing a Registration Form (Form No.2)
 - Identifying and recognizing the areas to be worked with
 - Determining the degree to which whanau shall be involved in care, if the turoro wishes
 - Initiating the completion of the Turoro Needs Assessment Form (Form No.3)
 - Advising the turoro of the Assessment and Care Plan
4. In making assessments, there should be a focus maintained firstly on the safety of any child/ren or young person/s involved and the turoro. Where there are serious concerns about the well-being of a child or young person or the turoro and it is felt that their safety is at risk, the matter shall be referred to the Children, Young Persons & Their Families Service (CYFS), or an appropriate authority Le. NZ Police, Mental Health Crisis Team etc.
5. The involvement of the wider whanau/family in gathering information and making assessments will be encouraged but shall only be done with the written consent of the turoro. The consent form must be signed.
6. The turoro shall be advised of their rights and responsibilities and the kaimahi shall ensure that each turoro has a copy of the brochure "Code of Health and Disability Services Turoro (Client) Rights" (refer Section

7. The kaimahi should do this informally and conversationally, rather than asking questions one after the other. The turoro will provide more information if left to explain how they are feeling themselves. The onus is on the kaimahi to record turoro information from the explanations given in the relevant part of the form, and then to obtain gaps in information safely and calmly in a non-threatening way.
8. Once the needs assessment form is completed, the turoro and kaimahi should prioritise the needs identified (where there are multiple needs), to identify which areas are to prioritise for the turoro to ensure the well-being and health is maintained. Once the needs have been prioritised, the kaimahi can then discuss the preparation of a care plan (Form NoA) with the turoro.
9. The needs assessment form is then filed on the turoro hardcopy file; and filed in secure storage (locked filing cabinet) at the whare oranga.

Standard Forms for this Procedure

Form No. 3 Needs Assessment Form

Turoro Care Plan

Policy

All services for turoro shall be provided on the basis of a Turoro Care Plan (Form No. 4).

All plans will aim at strengthening and maintaining the turoro relationship with their whanau/family, hapu and iwi, or support person and empowering turoro to plan their own care and understand what is to happen. All communications with turoro, whether written or verbal, shall be provided in such a way that it is clear, concise and free from jargon.

Kaimahi must ensure that all instructions and communications are understood by the turoro.

All turoro plans are to be made available to the Tohunga Puna Ora / Healer on request and the Tohunga Puna Ora will conduct random ad hoc checks of turoro files to ensure kaimahi are completing required needs assessment and care plans and other documents required.

This will ensure that all services provided by us are in line with Government and legal requirements.

Procedure

1. After the initial assessment has been completed and the needs of the turoro have been identified and prioritised on Form No. 3, a Turoro Care Plan (Form NoA) is to be completed. This will document what the care plans are, who will do what, what is administered and what applications are required

<i>e.g.</i>	<i>Needs</i>	<i>Problem</i>	-	<i>feeling down, depressed, unhappy</i>
	<i>Objectives</i>		-	<i>get back into 'balance'</i>
			-	<i>strengthen whanau support</i>
	<i>Outcome</i>		-	<i>Turoro / Mauiui feels their wairua, tinana, hinengaro and whanau is in balance</i>

2. Each turoro plan will contain the following information:
 - Respective responsibilities of the turoro and for whanau / support person
 - A process for monitoring the plan
 - A review date
3. The planning process will involve the whanau / family of all turoro by:
 - Obtaining consent from the turoro to work alongside the whanau / family:
 - Obtaining consent from the whanau regarding who should be involved in the planning process and then actively work with turoro, their whanau / family and others;
 - Discussing with the turoro and their whanau / family their expectations of the service and to define their priorities in terms of service provision. For example, it may be more appropriate to

train a whanau / family member to work with the turoro in health or social work areas than a staff member;

- Expectations and priorities will be used as benchmarks:
 - Ensuring that information provided to turoro and whanau / family are fully discussed and presented in a culturally appropriate manner;
 - Supporting turoro and their whanau / family throughout their contact with service providers.
4. The involvement of the whanau / family in the delivery of services or participation of whanau in programmes for children and young people will be encouraged.
 5. Where the turoro "plans" is developed for a child or young person, the plan must be signed by their parent or guardian, unless completed at school or kohanga reo in which case the principal's or kaiako consent will have been obtained in the initial visit.

All plans developed for children or young persons will be consistent with Section 6 of the CYP&F Act 1989, which states that the welfare and interest of the child or young person shall be the first and paramount consideration.

6. Review plans shall be done on a regular basis and shall be in line with the review date or time documented on the initial and following turoro plans.
7. Turoro Plans are to be held on the turoro personal hardcopy file.

Every turoro shall have their own individual file which is kept in a locked cabinet, within which there is to be:

- Turoro Registration - Personal Details and Consent Form (signed)
- Turoro Needs Assessment Form
- Turoro Care Plan
- Reviewed Assessments and Care Plans
- A copy of any referrals

Consultation notes are also on the file after the care plan is done. All assessment held with turoro will be documented including any rongoa!waiora given (Coded).

Internal audits will be conducted at regular intervals by the administrator to ensure that turoro files are all consistently maintained with the above documentation. Turoro files are kept in locked fire proof cabinets.

Standard Forms for this Procedure

Form No. 4 Turoro Care Plans – including consultation notes

Turoro Transfers

Policy

Where it is deemed necessary or appropriate, turoro, with their full consent, may be referred to other services (external referral).

Turoro transfers may occur at any time.

Procedure

1. When it is considered necessary or appropriate to transfer a turoro, either internally or externally, the following process must be adhered to.
2. The kaimahi advises the turoro of their assessment and recommends to the turoro that a transfer, either internal or external, may be appropriate.
3. If the turoro agrees to a transfer, the kaimahi, in consultation with the turoro, will discuss the appropriate avenues - another provider.
4. If the turoro does not agree to a transfer, the kaimahi must advise the turoro and will continue further assessments and care plans for the turoro.
5. The following reasons shall be deemed appropriate or necessary when deciding to transfer a turoro, either internally or externally;
 - a. The kaimahi is not equipped to provide some aspects of the turoro plan;
 - b. Other kaimahi may be better equipped to provide some aspects of the turoro plan;
 - c. Another provider is better equipped to provide some aspects of the turoro plan;
 - d. The turoro has numerous needs and a number of kaimahi are required - in these cases, the needs shall be determined when a turoro plan is completed and shall be catered for;
 - e. Any other reasons deemed appropriate or necessary by the Tohunga Puna Ora / Healer
6. External transfer procedures shall be discussed and agreed to in consultation with the other service provider and the above procedure may be altered.
7. In all cases, whether internal or external, a note shall be recorded on the turoro file to show that the client has been transferred by the Tohunga Puna Ora / Healer.

Standard Forms for this procedure

- | | |
|------------|---|
| Form No. 7 | Transfer Form - when the turoro is being referred to another provier |
| Form No 6A | Closure Form - when file closed due to death, or person moving away etc |

Monitoring and Evaluation of turoro progress

Policy

All kaimahi shall monitor ploans on a regular basis to ensure such plans are being met.

The kaiwhakahaere shall monitor the kaimahi caseload during kaimahi hui to see that;

- a) The kaimahi caseload is not unreasonable and that it is manageable;
- b) Turoro needs are being met in accordance with the turoro plan;
- c) Turoro transfers are actioned where appropriate.

Of primary importance is that all kaimahi are not carrying too many turoro and potentially losing quality of service through being tired, unwell or overloaded.

It is important that all kaimahi wellbeing is cared for as much as well as the turoro wellbeing.

Evaluations must be completed at the end of a service when a turoro has been transferred to another provider.

Procedure

Evaluations of each turoro discussed during kaimahi hui will be recorded on individual turoro file.

Tohunga Puna Ora / Healer and kaimahi wellbeing are evaluated and if need be an assessment is made and a care plan is put in place.

Re-organisation of caseload will be prioritized in order for turoro quality of service is maintained.

When transferring a turoro, the kaimahi is to discuss with the turoro their views of the service provider, and to record the evaluation feedback.

Turoro Records and Privacy

Policy

The Privacy Act 1993, Section 4 reads;

Actions of, and disclosure of information to, staff of agency, etc `For the purpose of this Act, an action done by, or information disclosed to, a person employed, or in the service of, an agency in the performance of the duties of the person's employment shall be treated as having been done by, or disclosed to, the agency.

Having regard to the above, all information received or obtained by employees is legally deemed to have been received or obtained by the organisation, and as such, shall remain the property of the agency, and not the individual employee.

Procedure

We shall ensure that all turoro has an individual file. Turoro records, both manual and computerized, are accurate, correct and secure in a locked cabinet or for information on any computers, we use passwords so that other people cannot access the personal information.

It is the responsibility of the administrator and all kaimahi to establish and maintain a personal file for each turoro and to ensure it is kept in the lockable cabinets. The kaimahi shall be responsible for ensuring their turoro file cabinet is locked each night. Turoro personal files shall not be removed from any premises occupied, without approval from the administrator.

The administrator must ensure that our Turoro Database is maintained, having regard to the accurate and timely recording of all home visits completed and the purpose of such visits. The accurate recording of interactions between a kaimahi and their turoro will ensure that, if the occasion arose, any misinterpretation by the turoro, will be substantiated by a true and accurate case note.

Turoro / Mauiui notes can be used as Court evidence and are therefore required to be accurate and detailed.

Turoro notes can be used as Court evidence and are therefore required to be accurate and detailed.

In line with Principle 9 of the Privacy Act 1993, an agency that holds personal information shall not keep that information for longer than is required for the purposes for which the information may lawfully be used.

Turoro records shall be returned to the turoro after 10 years if they have not seen the service for a 10 year period - or if we cannot find the turoro, we will store them in archives.

Files will be burned if the service ever ceases after the 10 year period. If the service closes sooner, client files will be taken to the local hospital for storage with their turoro records until destruction.

Kaimahi should be reminded that turoro have the right to view information held about them and in view of this, case notes are to be free from personal judgments.

All information is to be treated in the strictest of confidence

Professional Development for all kaimahi

Policy

We recognise the importance of professional development for all kaimahi to ensure that professional safety of the individual Tohunga Puna Ora / Kaimahi and the turoro they work with.

We will therefore ensure that all kaimahi receive the equivalent of at least one hour of professional development per fortnight (2 hours per month) from an appropriate person Tohunga Puna Ora or Kaumatua or other where appropriate.

We will provide a koha to those who provide professional development for our kaimahi. A record of professional development wananga shall be held on the kaimahi file for each kaimahi.

Professional “Supervision” for Tohunga Puna Ora and Kaimahi

Policy

We recognise the importance of cultural and professional supervision to ensure the professional safety of the individual Tohunga Puna Ora and kaimahi and the Turoro they work with. We will therefore ensure that all healers and kaimahi receive the equivalent at least one hour of cultural or professional supervision per month from an appropriate person - Kaumatua or other Tohunga Puna Ora.

Procedure

1. The Tohunga Puna ora or Kaiwhakahaere will be asked to identify a Kaumatua or Tohunga Puna Ora or Kaimahi that they wish to have regular supervision sessions within each month
2. The Administrator will write to the appropriate person and formally ask them to confirm they will be the supervise Tohunga Puna Ora or kaimahi. The person MUST consent by signing the letter and returning it to the Administrator.
3. A koha will be provided to appropriate person who provide the supervision – the amount will be agreed by the Administrator in conjunction with the Board’s advice.
4. A record of supervision sessions shall be held on the staff file for each Tohunga Puna Ora or Kaimahi. This should be on a report which looks like this:

SUPERVISION RECORD		
Date of Supervision & Hours	Key Areas Discussed	Signatures Kaimahi and Supervisor
<i>2 April 2015 – 2 hours</i>	<ul style="list-style-type: none"> ▪ <i>Whanaungatanga</i> ▪ <i>Types of needs being addressed with Turoro</i> ▪ <i>Taking rests – keeping safe</i> 	

Safe Practice / Dangerous Situations

Policy

We have a commitment to the personal safety of all staff whilst carrying out the duties of their employment or time with us.

It is acknowledged that some turoro of the services or programmes may be considered dangerous, unsafe, or unpredictable and in dealing with such turoro, the personal safety of the Tohunga Puna Ora / Healer and kaimahi may be compromised.

Procedure

1. The Tohunga Puna Ora / and/or kaimahi advises both the Kaiwhakahaere and Administrator of their concerns for their personal safety prior to a home visit, interview, or whatever the case may be.
2. The Kaiwhakahaere offers guidance and support to the kaimahi and where it is agreed that the situation compromises the personal safety of the kaimahi, the person shall decide to either;
 - a) To accompany the kaimahi; or
 - b) Seek assistance from the operations manager or another kaimahi
 - c) Seek assistance from the New Zealand Police or any such agency where applicable
 - d) Cancel visitation

Under no circumstances shall any kaimahi be expected to provide services to turoro where personal safety is compromised.

Serious Incidents Policy

Policy

We have a commitment to the professional safety of all kaimahi and turoro.

We shall maintain records of all incidents relating to the services, programmes, employees or turoro of the organisation.

Procedure

1. Within 12 hours of a serious incident occurring, the kaimahi member concerned shall inform the kaiwhakahaere with a full written report (Form No.6)
2. The kaiwhakahaere and Administrator are to then review the incident, having regard to the written report and action any areas or aspects that contributed to the incident.
It may be decided that the incident was avoidable and in this case, all steps must be taken to ensure that a repeat of the incident does not occur.
3. The Administrator shall keep a file called "Incident Register" and record all incidents in date order and note action taken to address the incident.
4. The Administrator is to advise the Trustees (Board) of all serious incidents Le. those that have affected the health and/or safety of any kaimahi or turoro.

Standard Form for this procedure

Form No. 6 Incident Report Form

Reporting Requirements

Policy

All employees / kaimahi are expected to complete all necessary reporting requirements.

All kaimahi shall therefore complete the reporting requirements in accordance with the following instructions.

Procedure

Daily Reporting

All kaimahi shall maintain notes of daily visits / assessments or consultations on each of the relevant turoro files. Files shall be given to the Administrator at the end of the day to update the database of turoro interactions.

Monthly Reporting

The administrator shall prepare for the Trustees (Board) at the end of each month a report showing the following:

- Number of turoro seen during the month
- Number of visits / assessments or consultations held during the month Rongoa / waiora schedule (coded) as per litre dispensed
- The Administrator shall collate their monthly statistics into a quarterly statistics report and provide this to the Trustees (Board) as a quarterly summary.

Quarterly and Annual Reporting

- The Administrator shall add up all quarterly reports into an annual report for the Trustees (Board) and for use at the Annual General Meeting of the Whare Oranga.
- The Administrator shall add up all quarterly reports into an annual report for the Trustees (Board) and for use at the Annual General Meeting of the whare oranga
- A copy of the Annual Statistics Report shall be sent to Nga Ringa Whakahaere O Te Iwi Maori office to collate with other Whare Oranga data to develop a national picture of delivery of Maori Traditional Healing and Waiora / Rongoa Services.
- The national summary will be circulated to ALL WHARE ORANGA. This will assist with advocacy and policy development and demonstrating to the Government and any other funders, the level of services being provided in Aotearoa (New Zealand).

Standard Form for this procedure

Form No. 9 Reporting Statistics

Turoro Complaints

Policy

We will ensure that the following policy is made known to, and is available for, turoro to deal with complaints regarding kaimahi and volunteers of this organisation.

The provision of quality turoro service co-ordination is paramount. As an organisation, we encourage turoro complaints as a direct and valuable source of information on the quality of our service delivery.

A "complaint" includes turoro dissatisfaction with any aspect of service delivery. Every turoro has the right to have a complaint addressed and acted upon fairly and promptly.

Procedure

A complaint may be made by a turoro, whanau / family member, health professional, or organisation and can relate to any aspect of the service (administrative, management, operational).

A complaint may come in the form of a fax, letter, personal meeting, or a visit.

Within 24 hours of receiving a complaint, the administrator will log this into the Complaints File.

The Administrator shall be responsible for investigating the complaint and reporting it on to the kaiwhakahaere. Action will be taken within 3 days to address the complaint and a meeting will be held with the complainant (or at least a phone discussion if a meeting is not practical) to discuss a resolution to the complaint.

If the complaint is SERIOUS, the person involved shall be personally interviewed by the Administrator who will prepare a complaint report including all information, evidence or other documented evidence.

The kaiwhakahaere shall act upon the complaint within 7 days after receiving the facts from the Administrator.

If the complaint is still not resolved, the turoro or complainant will be referred automatically to the Health & Disability Commissioner.

In the case of a child or young person where there is an allegation of abuse or where there is concern for the safety of the child or young person, the matter can be referred to the Children, Young Persons & Their Families Service or the New Zealand Police for investigation under Section 15 of the Children, Young Persons & Their Families Act, 1989.

Reporting Requirements

Policy

Turoro File Summary

The service will provide the following information for reports - turoro on the database (this should equal the total number of turoro files held in locked cabinet) stored in alphabetical order.

For each turoro a spreadsheet is kept to show all documentation has been completed.

SURNAME	FORM No. 2 Registration Personal Consent Details	FORM No. 3 Turoro Needs Assessment	FORM No. 4 Turoro Care Plan	OTHER FORMS RELEVANT

Other Forms Relevant

- Form No. 1 Confirmation of Referral Form (sent back to any referring agencies / providers)
- Form No. 5 Research – Information gathering
- Form No. 6 Incidents Report
- Form No. 7 Transfer

Data Entry of ALL RONGOA assessments and / or consultations

Policy

The service will provide the following data entry collated for reporting

The National Codes for rongoa assessments and for consultations are held within the National Office of Nga Ringa Whakahaere o te Iwi Maori.

Types of consultations

Healing	karakia, wairua, counselling, assessment
Applications	poultice, hot pack, rongoa bathe etc
Hands on	mirimiri
Waiora	rongoa provided (coded)
Other	hauwai
Referrals	other practitioner, nurse, doctor etc

Each affiliated Whare Oranga will have a copy of the codes in order for data entry collated for reporting to their organisation - Trustees (Board).

A template of all coding should be held in the Office and be made available to affiliated O Te iwi Maori.

Security Policy

Policy

The business of the Whare Oranga must always remain confidential. Any information regarding employees and Turoro / Mauiui is not to be released without their consent – under the Privacy Act 1993. Staff must take all precautions to ensure confidentiality is maintained (see also confidentiality and privacy policy) and this involves ensuring the facilities and equipment are secure to protect information held on the premises.

Procedures

Workstations / Computers / Desks

- As most kaimahi are at open workstations, special attention is to be given to the treatment of manuhiri / Turoro, when they are sitting at work-desks. Manuhiri may for instance have a visual view of Turoro or employee information sitting on desks or appearing on computer screens. Manuhiri should therefore be met within meeting rooms or public areas rather than at work-desks. If they must sit at a work-desk, then papers should be removed from the desk and computer screens closed for the duration of the meeting
- Kaimahi activities may affect confidentiality. Telephone conversations about Turoro or employees should not be overheard by other staff or manuhiri. Such conversations should be held by phone in quiet meeting rooms
- Files about Turoro or employees should be left open on desks when employees are absent – they should be placed in drawers
- Passwords on computers are not to be shared amongst employees or with any manuhiri or non-employees
- Kaimahi are required to provide their passwords (and any changes) to the Administrator and kaiwhakahaere who are the only other persons authorised to know computer passwords in case they need to access Turoro files in the absence of staff
- Information held by the Whare Oranga is owned by the organisation – not the employees. Employees may not restrict access to paper or electronic information from the Kaiwhakahaere.

Filing Areas

- Filing cabinets which contain employee or Turoro information should be locked each night on departure. NO FILES ARE TO BE REMOVED FROM THE PREMISES OR LEFT ON DESKS
- Filing storage rooms and cabinets should be locked each night and during the day. These rooms should not be accessible by manuhiri who may obtain files or information without kaimahi knowing.

Key Security

- Only authorized employees of the Whare Oranga will be given keys to the building for after hours access
- Keys are not to be cut or copied without the consent of management

- Key holders will be required to sign an authorization form and for accepting responsibility for keys for the facility while under their control
- No staff are to pass keys on to any other person without authorization
- If the key is lost or stolen, management should be notified immediately
- Any abuse of facilities by a key holder is considered misconduct and will be dealt with accordingly
- The last employee leaving the offices (where it is empty) shall be responsible for locking the facility and setting any security system.

Whare Policies (where Turoro / Mauiui stay overnight)

Policy

Sometimes it is necessary for a Turoro (and sometimes their whanau) to stay overnight at the Whare Oranga, to be monitored and supported over a longer period of time than just one consultation. Some Turoro may stay for several nights.

Because of this, the Whare Oranga is effectively providing a form of *residential care* (as described in the health system), so there are 'Whare Policies' to cover the rules that operate when Turoro / Mauiui / whanau stay overnight (or multiple nights) at the Whare.

1. Turoro / Mauiui Personal Possessions

Purpose

To ensure Turoro / Mauiui personal property and possessions are kept safe at all times.

Principle

Turoro and kaimahi safety is paramount.

Procedure

Upon arrival into the residential service the Turoro baggage may be searched. Any items as identified as contraband will be removed by kaimahi and stored in a named envelope and held in a locked filing cabinet in the kaiwhakahaere office. Kaimahi must ensure that Turoro sign the appropriate form, for safety of Turoro and kaimahi - two members must be present for inspection, signing and locking of items. Upon discharge the Turoro will receive their items back and sign the appropriate form.

- The Turoro are responsible for any possessions that they bring into the facility. These items will be stored in their bedroom.
- Any items the Turoro wish to have locked away may be given to a Staff member and locked in the Tumuaki office for safe keeping
- The organisation will not be held responsible for stolen or lost items while the Turoro is at the facility if the items are not held in a designated secure locked area

Standard Form for this procedure

Form No. 11 Turoro Property

2 TURORO ARE NOT TO BRING TO THE WHARE

- Any substances, drugs, alcohol or solvents
- Animals/pets please ensure they are cared for before arrival
- Skateboard, roller blades etc
- Any perfume, glue or alcohol based toiletries
- Clothing advertising or portraying alcohol, drugs or gang affiliation
- "Sugar fixes" eg sweets, lollies, fizzy drinks etc.

3 Intentional Damage to Property by a Turoro or whanau staying at the Whare

Purpose

This policy is to clarify the process should a Turoro or whanau intentionally damage the property of the Whare Oranga (either the Whare, office or any equipment) and / or any property belonging to kaimahi or other Turoro. The damage should be intentional and serious enough to warrant such action.

Procedures

- If it is considered serious, an incident report (form No 8) is to be prepared (with witnesses noted) and where VERY serious (e.g. destruction of property, windows, walls, smashing of furniture), this report may be referred to Police. Again, the damage must be intentional with the Turoro being fully aware of their actions and not subject to an assessed mental illness at the time
- After the act of damage, immediate concerns are to ensure the safety of all persons at the Whare or office. If necessary, screen or isolate the damaged area from access, so that no-one is hurt by the damaged equipment, area or items (e.g. glass or protruding structures)
- Immediately the incident occurs, the kaimahi member is to take necessary steps (with other staff members if necessary) to isolate the Turoro where it is considered they may be a danger to others and to isolate the damaged property, equipment or structure
- If the Turoro is not considered an immediate danger, the staff member and Turoro are to set aside for an immediate counseling / reconciliation process
- if any staff member or Turoro is hurt by the damage to the property, then they must depart immediately for a Doctor's assessment and any follow up action required (e.g. emergency room). In such cases management or another staff member are to counsel and calm the Turoro, and if necessary isolate them from others
- A discussion should be held to determine the seriousness of the incident and a decision made as to whether to take the matter further
- Once able, the staff member concerned is to complete an incident report. If the matter is considered to be of such seriousness that the service no longer wishes to have the Turoro in the service, then the Turoro is to be discharged back to their principal caregiver / whanau or referrer. Additionally a serious damage attack may be reported to Police to take steps to address the assault
- The Whare Oranga will take all necessary steps to support the kaimahi members affected by the incident to recover fully – both physically and emotionally – from the incident. The Organisation will also take steps to repair the damage through its insurance agent
- Management will review the incident form, interview all witnesses to the incident and decide on any further steps
- If the damage is serious and occurs after hours, the On-Call staff member / Kaiwhakahaere is to be contacted to attend a briefing session on the incident.

Considerations in making a complaint to the Police

- It is not acceptable for a Turoro to intentionally damage property or equipment
- Key considerations:

- Does the Turoro have a history of this behaviour?
 - Was the incident related to anger, rather than mental illness (i.e. can they be held accountable for their actions?)
 - What were the circumstances surrounding the incident?
 - What is the extent of the damage?
 - Did the damage pose a risk or harm others?
- If, after discussions and investigations, it is thought that the Turoro was aware of their actions and it was not related to any mental illness, then a complaint can be made to the Police. However the organisation has a right NOT to lay a complaint if they so wish. This decision is to be documented either way
 - If the damage is serious, and the management chooses not to lay a complaint, they must inform the Kaiwhakahaere who will decide whether the Whare Oranga will lay a complaint to the Police
 - A complaint does not have to be laid immediately, and if after considering the events over time, the Kaiwhakahaere decides to lay a complaint, they may. However a case is considered weaker over the passage of time from occurrence to complaint.

4 Whanau Visits

Purpose

To ensure that whanau visits occur without problems or risks. Turoro safety is paramount.

Procedures

- All visits are to be prior arranged between whanau and the Kaiwhakahaere or Administrator
- Ensure whanau understand that they must maintain safe boundaries and agree not to expose the Turoro to environments where they may feel vulnerable and unsafe
- If the Turoro shares a bedroom, they may not bring into the said bedroom unless prior arrangements have been made with the staff and the other person sharing the room
- During the visit, whanau may use the lounge or dining room facilities to spend time with the Turoro if they choose not to go on an outing
- Any goods given to Turoro during the visit need to be inspected by staff member to ensure they are not contraband items.

5 Visiting Access

Procedures

- Support, care and treatment for Turoro will be provided in a way that ensures there is a balance between the Turoro rights or privacy
- Visiting access by people other than support staff will always be subject to the agreement of the Turoro

- Visiting access by whanau will be pre-arranged with management, and will be subject to agreement of the Turoro
- Turoro are required to give permission to visitors for access to the Turoro private bedroom
- Access by visitors to other areas of the Whare shall be at the discretion of management
- A suitable and designated area shall be provided for whanau visiting which accords the whanau privacy and does not interfere with the privacy of other Turoro and / or their whanau
- Under no circumstances may Turoro have personal overnight visitors
- Kaimahi are not to have personal visitors while on duty, except in exceptional circumstances and any such visits must be kept brief as the presence of personal visitors affects the ability of staff to supervise Turoro and the Whare. In other cases, the presence of personal visitors may contribute to social interactions with Turoro that are not productive or conducive to the healing process
- Where whanau wish to visit they must pre-negotiate a time with management that does not interfere with the care and treatment programme of the facility, nor with other Turoro
- The caregiver / supervisor must record all visitors in a Visitors Book as well as on the Turoro record
- Any visitors who are disruptive, violent, intoxicated or otherwise, may be refused entry by management or asked by management to leave the Whare at their sole discretion.

6 Animals on the Property

Purpose

- To ensure Turoro and kaimahi safety
- To ensure hygiene is kept to the highest possible standard at all times
- To prevent accidents to kaimahi and Turoro

Procedures

- No animals are to be kept in the Whare or offices of the Whare Oranga
- Staff are to ascertain whether Turoro have any allergies to animals and to put procedures in place to reduce the effect.

7 Telephone, Cell-phones and tolls

Purpose

The telephones in the Whare are provided for the purposes of conducting business of the organisation.

Procedures

- As all calls are paid for by the organisation, personal calls (local) for Turoro must be kept to a minimum
- Appropriate telephone etiquette must always be followed with no swearing or abusive language may be used on the phones or on the premises
- Kaimahi are reminded that cell-phones are tools of trade and are provided by the organisation for business purposes only

- Users are expected to reimburse the organisation for all personal toll calls
- No overseas calls are to be made either on office phones or cell-phones without the Kaiwhakahaere authority
- No cell-phones may be lent to any person who is not an employee
- Private calls to external parties on mobile calls should be made in the kaimahi own time on their own phone / cell-phone without charging costs to the service
- Toll calls may be made but talking time is to be kept below 15 minutes at a maximum. Any longer conversations should be conducted by email which is a cheaper option and more cost-effective
- Personal toll calls are to be reimbursed by employees.

8 Infection Control Policy

Policy:

To provide effective infection control practices to minimise the risk of infection to Turoro / Mauiui, staff and visitors.

8.1 Hand Washing

Hand Washing is the most important and effective way to control infection.

- Before and after Turoro contact
- Before and after handling food
- Before and after performing any personal body functions – eating, blowing / wiping nose, toilet
- When hands are soiled.

8.2 Social / Hygienic Hand Washing

- Wet hands well front and back with running water. Avoid splashing.
- Apply approximately 1ml soap.
- Use the five-finger technique to wash hands. Include the wrists. Use adequate friction.
- Wash for a minimum of 10-13 seconds to cover all areas of the hands. Hold hands down for a normal handwash so that soap and water containing soil and organisms can drain downwards.
- Rinse thoroughly with running water.
- Pat dry well with paper or fresh roller towel as available.
- Turn off taps with elbow or paper towel.

8.3 Antiseptic Handrubs

- Dispense sufficient handrub and using the five-finger technique
- cover all parts of hands and fingernails for 10-13 seconds.

8.4 Gloves

- Be worn for procedures, which involve contact with mucus membrane and non-intact skin, blood or body fluids or excrement.
- Must be worn by any service worker with non-intact skin i.e: cuts, dermatitis eczema. Must be changed between Turoro .
- Discard gloves into rubbish bags. Immediately wash hands after discarding gloves.

8.5 Equipment Cleaning

Equipment

- Clean at the end of each Turoro session with a disinfectant wipe and air-dry
- Any storage jars or bottles must be hygienically cleaned with hot water (ideally sterilised if possible) and dried before re-use.
- Any article that comes into contact with body fluids of infected skin, shall be cleaned with approved bleach, then wiped with disinfectant.

Cleaning & Disinfecting Toys (e.g. in tamariki play areas)

- Hard toys shall be washed every week. Toys contaminated by body fluids wiped Janola, then wash in hot soapy water.

Car Seat & Covers (for vehicles used for transport)

- Plastic shells will be washed following manufacturers guide. All fabric covers from capsules that are returned will be laundered.

8.6 Home Visiting

- Kaimahi shall not carry out home visits when sick
- Kaimahi to use hexifoam at all times, in place of hand washing
- All open cuts and abrasions to be covered with waterproof dressing, gloves shall be worn during Turoro care, when required.
- Rubbish disposed of into plastic paper bag then disposed of when returned to base.

8.7 Disposal of Sharps

- No syringes or needles are used with Maori Traditional Healing services. However sometimes scissors or blades may be used to cut bandages for instance.
- Immediately after use blades must be placed into the yellow sharp container
- Do not force sharps into an already full container
- Yellow sharp containers shall only be used for sharps disposal
- Disposing of full sharps containers,
 - Ensure lid is secure
 - Double bag in yellow bio hazard bag
 - Secure with plastic tie
 - Write on bag name of organisation and contents
 - Transport to local hospital for disposal

8.8 Control of Airborne Infections

Influenza

- Kaimahi off work until resolution of symptoms
- Local Maori providers / GPs offers Flu vaccines yearly.

Upper Respiratory Tract Infection

- Staff removal from Turoro contact should be considered.
- Staff should adhere to precautions (masks, hand washing) to reduce chances of transmission.

Morbilli / Measles

- Staff with measles are likely to be fit for work.
- Should stay off work until non-infectious
- Seven days after the rash appears.

Mumps

- Staff with mumps should stay off work until non-infectious, i.e. nine days after to onset of parotitis until gland swelling subsides and patient clinically recovers.

Streptococcal group A Throat Infection

- Staff off work until 48 hours after antibiotic treatment commenced.

Tuberculosis

- Staff off work until a clearance to work is obtained from medical practitioner (requires minimum of 2 weeks anti-tuberculous therapy)
- Special consideration given to nature of clinical duties on return.

Varicella – (Chicken Pox)

- Cases pose on infectious risk to susceptibles, and should remain off work until non-infectious, i.e. until lesions dry and crusted.

Pertussis

- Confirmed cases should stay off work until non-infectious, i.e. five days after starting erythromycin or three weeks from onset of paroxysms.

Rubella

- Clinical diagnosis of Rubella is very unreliable.
- Infectious cases remaining at work pose a risk to susceptibles who may be pregnant
- Should stay off work until non-infectious, i.e. until five days after the rash appears.

Diphtheria

- Seek advice from physician
- Infectious until throat swabs are clear.

8.9 Control of Blood Borne Infections

HIV/Aids

- May work while fit

- Particular restrictions may apply to certain opportunistic infections (e.g. TB, Herpes, simplex) Seek advice from managing physician.

Hepatitis B – (Acute case)

- Acute cases unlikely to be fit for work
- Personal should be counselled and precautions to minimize risk of infecting others
- Wear gloves for procedures, which involve contact with mucous membrane or broken skin
- Kaimahi with exudates lesions, no Turoro contact
- Duration of infectivity 3-4 months
- Duties may be restricted on a case-by-case basis.

Hepatitis B – (Chronic)

- Same procedure as Acute Hep B
- Duration of infectivity 3-4 months
- No Turoro contact.

Hepatitis C Non A – Non B

- Same procedure as Acute Hep B
- Duration of infectivity 3-4 months
- No Turoro contact.

Laundry Policy

Introduction

Improperly handled and laundered linen, clothes and uniforms are capable of transmitting infectious agents. Dirty linen can contain large numbers of micro-organisms, including Gram negative bacilli and *Bacillus sp.* Organisms such as enterococci and staphylococci are able to survive for long periods on materials commonly worn by Turoro and health care workers, and on various other fabrics in the hospital environment. This policy aims to reduce infection risk to Turoro and kaimahi resulting from contaminated linen.

Purpose

The purpose of this policy is:

- To provide a properly designed laundry system which ensures the supply of clean and hygienic linen and which minimise the risk of cross-infection (particularly in rongoa and mirimiri services)
- To minimise the infectious risks to kaimahi handling linen

This policy applies to all kaimahi who handle contaminated or clean linen or uniforms within the whare oranga or mobile vehicles.

Procedures

General statements

Turoro personal laundry may be washed in washing machines provided that they are compliant with the standards listed in attached Appendix. However, infected or contaminated clothes (e.g. from Turoro in isolation precautions), must be sent home for laundering.

Kaimahi Safety

Staff handling clean or contaminated linen must be properly trained and familiar with the purpose of their task.

Kaimahi are educated about hazards, as required by the Health and Safety in Employment Act 1992.

- Kaimahi sorting contaminated laundry must wear protective clothing (overalls and apron) and use occlusive gloves
- Kaimahi with exfoliative skin conditions, unhealed lesions and rashes should not handle linen
- Kaimahi handling blood-contaminated linen should be encouraged to be immunised against Hepatitis B
- All personal injuries are to be reported as soon as possible via the incident system. Injuries involving exposure to blood and body fluids must also be reported to infection control (see blood-related accident policy).
- Hands and forearms are to be washed on completion of laundry tasks and/or before handling clean clothing. An antiseptic hand-wash must be available

Clean linen

Linen has been implicated in several infectious outbreaks. It is imperative that clean and soiled linen is handled appropriately and stored separately.

- Clean linen is transported on a dedicated "clean" trolley, or cabinet or basket which is cleaned regularly with a germicidal agent
- Clean linen is stored in a clean, dry, dust free area in a manner that is
 - a) distinctly separated from soiled linen
 - b) Prevents contamination (e.g. by aerosols, dust, moisture and vermin)
- Suitable areas for storing clean linen include a closet or room used solely for the purpose of storing clean linen. Shelves must be cleaned regularly with a germicidal solution.
- Clean linen stock is rotated (first in first out)

Soiled linen

Soiled linen must be transported, processed and stored to prevent the contamination of clean areas and clean linen.

To achieve this, it is expected that:

- Soiled linen is transported in a dedicated "soiled linen" bag, which is cleaned regularly with a germicidal agent.
- Soiled linen should be stored in a separate designated area (eg dirty utility rooms), and must be stored securely (ie not in public areas) until collected. Soiled linen must not be stored in carpeted areas.
- Laundry bags should be made from appropriate impermeable material, be free from defects and have an effective means of closing
- Soiled linen should be free from foreign matter - i.e. sharp objects, cutlery and Turoro equipment etc.
- Faeces and vomit (including bowls) should be removed from linen before it is placed in laundry bags
- Suitable containers must be available for the transportation of soiled linen.
- Soiled linen should not pass through food preparation or food storage areas
- Containers, trolleys, chutes and storage areas are cleaned regularly. Staff must wear suitable protective clothing during cleaning

Forms To Use

Form No. 1	Confirmation of Referral from another provider
Form No. 2a	Personal Details and Consent Form
Form No. 2b	Parent Consent (if turoro is a minor child)
Form No. 2c	Turoro Rights Form (give to turoro to take away)
Form No. 3	Turoro / Mauiui Needs Assessment Form
Form No. 4	Turoro / Mauiui Care Plan form

Form No. 5	Turoro / Mauiui Consultation Notes Form
Form No. 6A	Exit, Discharge or Closure Form
Form No. 6B	External Referral Form
Form No. 7	Turoro / Mauiui Evaluation Form
Form No. 8	Incident Report Form
Form No. 9	Activity Sheet
Form No. 10	Turoro / Mauiui Complaint Form
Form No. 11	Turoro Property Form

There are example forms in the appendices that you may choose to use or you may have your own. You should adapt these to suit your own Whare Oranga (your logo, name, colours etc) but keep the main information items as they are a necessity.

TURORO RIGHTS AND INFORMATION FORM

As a turoro of the Whare Oranga, you have certain rights and responsibilities. We aim to provide a quality service to ALL people who use our services, and this form ensures you know your rights and what you can expect from our service(s).

TURORO RIGHTS & RESPONSIBILITIES

Turoros are **given** and had explained this “*Turoro Rights and Information Form*”, and staff endorse the following statements about your rights:

As a turoro using our service you have the **right** to:

- **Respect** – for your culture, values, beliefs and personal privacy.
- **Fair Treatment** – be free of pressure, harassment and discrimination from all our staff
- **Dignity and Independence** – support from us to help you live a dignified and independent life
- **Proper Standards** – you will receive caring, skilled and personalized treatment specific to needs. We will train our staff to provide the best care and support possible
- **Communication** – you will be listened to carefully and will be communicated in a language that is understood.
- **Information** – you have the right to have conditions explained and be informed of choices of services, benefits and risks.
- **Questions** – you have the right to ask questions to help you be fully informed.
- **It’s Your Decision** – when receiving a service, you can decline at any time.
- **Support** – have the right to have someone with you in most circumstances. If you wish to have whanau with you, please sign the consent form to allow this to happen so we have your authority to share information with them. You may also have an advocate with you (see the Health & Disability Commissioner brochure for this service)
- **Teaching and Research** – these rights apply when you are taking part in teaching and research.
- **Complaints** – have the right to complain about our service. Your complaints will help improve services. It will not have an adverse effect on the way you are treated. See process on this form.

As a turoro you have the **responsibility** to:

- Give information to our workers that may influence your care and treatment.
- Ask for further explanation of anything that is not understood.
- Inform appropriate people at our offices if you are unable to keep appointments or if you are leaving the services
- Respect the privacy, dignity and safety of other turoro and kaimahi.
- To respect other peoples religious, cultural and ethnic practices.

Our staff will **commit** to:

- Involve you at all times in the development, planning and ongoing management of your care and support, except where it is considered that the turoro is at risk
- Ensure that we are properly qualified to co-ordinate turoro support and / or care
- Treat you, your home and property with respect
- Honour the principle of “participation” and “protection” of your health and wellbeing, inherent in the Treaty of Waitangi.

Kaimahi ask **YOU** to:

- Treat kaimahi with respect, courtesy and consideration
- Provide accurate and complete information regarding your current condition/s and to inform us of any changes in your condition
- Participate in planning, evaluation and revision of your support and / or care programme, to the best of your ability
- Follow the support and / or care programme which you participate in developing
- Notify us prior to any scheduled visit if you are unable to attend, do not wish to receive the service or wish to discontinue with the services.

INFORMED CONSENT

Services may be provided to you only if you make an informed choice, and give informed consent. Every turoro has the right to refuse services and withdraw consent from receiving services at any time.

Workers will ensure that when you enter the service, that:

- You are informed of your Rights and Responsibilities (this brochure)
- You know how to complain if you wish to, without any detrimental affect on your care (this brochure)

Once you are fully informed, and have had an opportunity to ask questions, you will be asked to sign the consent form authorizing staff to provide services for you. All signed consent forms are held on your confidential turoro file.

COMPLAINTS

We encourage turoro to make a complaint if they are unhappy with any aspect of our services. This helps us to monitor quality and it helps us to ensure staff are fully trained and that you as the turoro are safe and satisfied at all times.

To make a complaint, please request the Complaint Form from any kaimahi, complete the form, and send it or deliver it to:

Kaiwhakahaere

If posted or delivered, mark your envelope "Important and Confidential". All complaints about our services are taken seriously by the Kaiwhakahaere. Your complaint will be:

- a) acknowledged in writing within 5 days of receiving the complaint, by the Kaiwhakahaere
- b) investigated fully by the kaiwhakahaere, and if necessary we may contact you for more information
- c) make a decision about the complaint which may be investigated and any action taken advised

Furthermore all complaints are reviewed 6 monthly by our Board of Trustees to ensure action is taken, and that they are aware of concerns arising from turoro. If your complaint is very serious or sensitive, you may post or deliver the complaint directly to the Chairperson who is: _____.

ADVOCACY & SUPPORT

All turoro have the right to have whanau support or an advocate with them at any time. All turoro are given a brochure from the HSS Advocacy / Independent Advocate which provides details of the nearest consumer advocacy service that may be contacted. All turoro have a choice to have whanau participate in their care so please identify them on your Consent form. If you have enquiries about our services or processes at any time, please feel free to contact our us during the office hours 8am to 5pm Monday to Friday.

Kaiwhakahaere and Kaimahi

THE CODE HEALTH & DISABILITY SERVICES CLIENT (TURORO) RIGHTS, PROVIDES OUR TURORO WITH THE FOLLOWING STATUTORY RIGHTS.

We will print these in a brochure and ensure every new turoro is given this list of their rights.

Right 1 Rights to be treated with respect

- Every turoro (client) has the right to be treated with respect.
- Every turoro has the right to have his or her privacy respected.
- Every turoro has the right to be provided with services that take into account the needs, values and beliefs of different cultural, religious, social and ethnic groups, including the needs, values and beliefs of Maori.

Right 2 Right to freedom from Discrimination, Coercion, Harrasment and Exploitation

Every turoro (client) has the right to be free from discrimination, coercion, harassment, and sexual, financial or other exploitation.

Right 3 Right to dignity and independence

Every turoro (client) has the right to have services provided in a manner that respects the dignity and independence of the individual.

Right 4 Right to services of an appropriate standard

- Every turoro has the right to have services provided with reasonable care and skills
- Every turoro has the right to have services provided that complies with legal, professional, ethical and other relevant standards.
- Every turoro has the right to have services provided in a manner consistent with his or her needs.
- Every turoro has the right to have services provided in a manner that minimise the potential harm to, and optimizes the quality of life of, that turoro.
- Every turoro has the right to co-operation among providers to ensure quality and continuity of services.

Right 5 Right to effective communication

- Every turoro (client) has the right to effective communication in a form, language, and manner that enables the turoro to understand the information provided. Where necessary and reasonably practicable, this includes the right to a competent interpreter.
- Where necessary and reasonably practicable, this includes the right to a competent interpreter.
- Every turoro has the right to an environment that enables both turoro and kaimahi to communicate openly, honestly and effectively.

Right 6 Right to be fully informed

- Every turoro has the right to the information that a reasonable turoro, in that turoro circumstances, would expect to receive, including -
 - An explanation of his or her condition; and
 - An explanation of the options available, including an assessment of the expected risks, side effects, benefits and costs of each option; and
 - Advice of the estimated time within which the services will be provided; and
 - Notification of any proposed participation in teaching or research, including whether the research requires and has received ethical approval; and
 - Any other information required by legal, professional, ethical, and other relevant standards; and
 - The results of tests; and
 - The results of procedure
- Before making a choice or giving consent, every turoro has the right to the information that a reasonable turoro, in that turoro circumstances, needs to make an informed choice or give informed consent.
- Every turoro has the right to honest and accurate answers to questions relating to services, including questions about -
 - The identity and qualifications of the provider; and
 - The recommendation of the provider; and
 - How an opinion from another provider may be; and
 - The results of research conducted.
- Every turoro has the right to receive, on request, a written summary of information provided.

Right 7 Right to make an informed choice and give informed consent

- Services may be provided to a turoro only if the turoro makes an informed choice and gives informed consent, except where any enactment, or the common law, or any other provision of this Code provides otherwise.
- Every turoro must be presumed competent to make an informed choice and give informed consent, unless there are reasonable grounds for believing that the turoro is not competent.
- Where a turoro has diminished competence, that turoro retains the right to make informed choices and give informed consent, to the extent appropriate to his or her level of competence.
- Where a turoro is not competent to make an informed choice and give informed consent, and no person entitled to consent on behalf of the turoro is available, the provider may provide services where -
 - It is in the best interests of the turoro; and
 - Reasonable steps have been taken to ascertain the views of the turoro; and
 - Either,-

- If the turoro views have been ascertained, and having regard to those views, the provider believes, on reasonable grounds, that the provision of the services is consistent with the informed choice the turoro would make if he or she were competent; or
- If the turoro views have not been ascertained, the provider takes into account the views of other suitable persons who are interested in the welfare of the turoro and available to advise the provider.
- Every turoro may use an advance directive in accordance with the common law.
- Where informed consent to a health care procedure is required. At must be in writing if:
 - The turoro is to participate in any research; or
 - The procedure is experimental; or
 - There is a significant risk of adverse effects on the turoro.
- Every turoro has the right to refuse services and to withdraw consent to services
- Every turoro has the right to express a preference as to who will provide services and have the preference met where practicable.

Right 8 Right of support

Every turoro has the right to have one or more support persons of his or her choice present, except where safety may be compromised or nother turoro rights may be unreasonably infringed.

Right 9 Right to respect of teachings or research

The rights in this Code extend to those occasions when a turoro is participating or it is proposed that a turoro participate in, teaching or research.

Right 10 Right to complain

- Every turoro has the right to complain about a provider in any form appropriate to the turoro.
- Every turoro may make a complaint to:
 - The individual or individual who provided the service complained of; and
 - Any person authorised to receive complaints about that provider; and
 - Any other appropriate person, including –
 - An independent advocate provided under the Health & Disability Commissioner Act 1994; and
 - The Health and Disability Commissioner
- Every provider must facilitate the fair, simple, speedy and efficient resolution of complaints.
- Every provider must inform a turoro about progress on the turoro complaint at intervals of not more than one month.

- Every provider must comply with all the other relevant rights in this Code when dealing with complaints.
- Every provider, unless an employee of a provider, must have a complaints procedure that ensures that -
 - Independent advocates provided under the Health and Disability Commissioner Act 1994; and
 - The Health and Disability Commissioner; and
 - The turoro complaint and the actions of the provider regarding that complaints are documented; and
 - The turoro receives all information held by the provider that is or may be relevant to the complaint.
- Within 10 working days of giving written acknowledgement of a complaint, the provider must decide whether the kaimahi:-
 - Accepts that the complaint is justified; or
 - Does not accept that the complaint is justified; orIf it decides that more time is needed to investigate the complaint:
 - Determine how much additional time is needed; and
 - If that additional time is more than 20 working days, inform the turoro of the determination and of the reasons for it.
- As soon as practicable a provider decides whether or not it accepts that a complaint is justified, the provider must inform the turoro of-
 - The reasons for the decision; and
 - Any actions the provider proposes to take; and
 - Any appeal procedure the provider has in place.