CEO UPDATE

20 June 2022 | 20 Pipiri 2022





Happy National Volunteer Week

It's National Volunteer Week and I want to honour all the volunteers who give their time in our health system, and also acknowledge all the time given by our staff to other organisations in our community.

This week is Te Wiki Tūao ā-Motu - National Volunteer Week - that celebrates the collective contribution of all volunteers who enrich Aotearoa New Zealand. The 2022 National Volunteer Week coincides with Matariki (24 June), so the chosen theme is Time to Shine - He wā pīataata.

Our volunteers are the unpaid helping hand, the smile and support that makes someone's day - and we couldn't do without you. You add so much to people's experience of our health system. Every week the Bouquets refer to those who make a difference and it's a friendly face,



someone taking time to chat and your efforts to help people find their way around the place that are so appreciated.

There are a variety of events, activities, and awareness-raising campaigns to thank and recognise volunteers for their mahi aroha - doing work for love.

This week is our volunteers' time to shine and I encourage you all to acknowledge the volunteers who work in your service. We are so lucky to be the recipients of the gift of time from so many areas of our community: in addition to our own DHB volunteers we have Radio Lollipop run by volunteers, From One Mother to Another, The Cancer Society who provide transport and support to patients and so many more organisations and individuals who generously give their time to make it better for patients. Please enjoy your week and thank you for everything you do.

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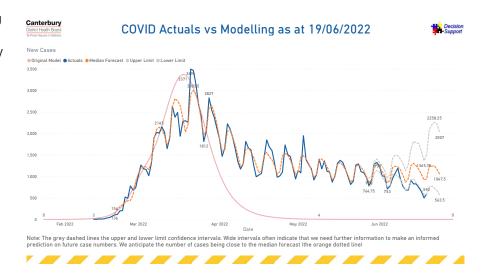
Acute demand on health services still high despite falling COVID-19 case numbers

COVID-19 numbers are finally tracking down, but we still have the highest number of new COVID-19 cases of any DHB in New Zealand with 594 today. The acuity and complexity of illness in people presenting to the Emergency Department is on the rise and we now have influenza and a range of other ailments making this winter particularly difficult, especially for those who are older and have other underlying health concerns.

Over the 24-hour period from midnight Friday to midnight Saturday 38 percent of the 306 people presenting to Christchurch Hospital

ED had to be admitted to hospital. On an average day the admission rate might be in the high 20s. Lately we've had quite a few days where we were admitting 33-36 percent of people coming to ED, with a 41 percent admission rate one day last week. Our General Medical team is caring for 206 people today - we believe that is an all-time high - and an indication of the acuity and seriousness of illnesses people are presenting with.

I want to reiterate the fact, that despite how busy we are, if you or someone you live with or care for is seriously ill, do not hesitate to come to hospital or call 111, especially if they are in extreme pain, have a life-threatening injury or are finding it difficult to breathe. If you're sitting in the ED waiting room and the person you are supporting gets worse, please let the triage nurse know.



All health services are busy, but we definitely want to see people who are seriously ill. If you have a mild illness, please check our website for more information on what to do or where to go if you are unsure. There's specific advice on caring for someone at home with a <u>respiratory illness</u> or tummy bug (<u>gastro infection</u>).

Remember that Healthline operates 24/7 on 0800 611 116 and they can provide free health advice.

<u>HealthInfo Canterbury</u> also provides localised up to date advice on a range of conditions.

Look for this banner (below) on our website and click through for more information.

I'm not well, where do I go? Health advice 24/7
Call your GP team to talk

Pilatriacy Diarrhoea, colds, hayfever, skin complaints specific care Mental health, injuries, flu Jental, child, pregnancy General practice

Non-urgent health issues

that aren't improving

Urgent care 24/7
Bad sprains, minor hea
injuries, stomach pain

Emergency Department Serious accidents, chest pains, stroke call 111

End of an era as final Canterbury District Health Board meeting held last Thursday

Last week we marked the end of an era with the last ever Canterbury DHB Board meeting taking place after 21 years of DHBs existing. Members reflected on changes and achievements that had occurred during their time on the Board and it was appropriate to acknowledge our governors and thank them for their work. Two current members, Andy Dickerson and Jo Kane have each clocked up 15 years serving as DHB Board members and have overseen vast changes in their time and been involved as the DHB faced a large number of challenges and disasters, particularly over the past 11 eventful years. The Chair, Sir John Hansen addressed the Board and acknowledged staff in his final address which can be read here.





It's the shortest day tomorrow, and a short week for many of us as this Friday is a public holiday to celebrate Matariki

I'm looking forward to a little more light in my life after tomorrow, as walking to and from work in the dark is a bit gloomy. If you'd like to learn more about Matariki, I encourage you to read the great piece from Hector Matthews on <u>page 8</u>. I encourage you take part in some of the activities happening around Canterbury to celebrate this weekend.

It's the final countdown...ten days until we all become employees of HNZ

From tomorrow it will only be ten days until Health New Zealand (HNZ) comes into being on Friday 1 July.

For most of you, day one will pretty much look like the day before. When you turn up for work, you'll come to the same place, swipe the same ID badge, sit at the same desk and log on with the same system, and have the same email address, phone number and colleagues.

You will work in your current role under the same terms and conditions. Most of you will report to the same person and that person will continue to your approve leave. You'll also be supported by the same ISG and HR teams, so very little changes. However, there will be a new name and visual identity (logo) for Health New Zealand and the Maori Health Authority – these will be announced on Friday 1 July.

There is no rush to get everything re-branded. As discussed in last week's Update, this transition to Health New Zealand will happen in a calm, phased manner, and while there will be some easy things we can all do on day one, such as changing our email signatures (instructions will be provided!) and saying the new name when you answer the phone, we will still work with Canterbury DHB forms, policies and processes.

Over time when things need to be replaced or reprinted we will use the new Health New Zealand branding. This includes uniforms and signage – it's fine to keep wearing your current Canterbury DHB-branded uniforms until they need to be replaced.

The communications team will have a new letterhead, PowerPoint and other templates on day one and these will be shared with administrators. We will also update some elements of our website, intranet and social media channels with the new brand on 1 July.

In the meantime, we'll continue to share all the latest transition newsletters and links on <u>Prism</u>. Please check back regularly to keep up to date.

It's important to remember why the health system is being transformed: to ensure everyone gets the care they need, where and when they need it. Together we can unify and simplify the health system to achieve a better future of our whānau and communities.

We will do this by improving access, improving equitable health outcomes and working much more collaboratively, particularly across the South Island as we move into a regional delivery of health care.

HR Shared Services working through backlog of exceptions to ensure pay delays are rectified as soon as possible

Over the past six months we have been significantly increasing the number of staff working in HR Shared Services, including those teams responsible for paying our kaimahi/staff. A key ongoing focus is to address the issue of delays linked to exception sheets (changes to pay made outside of the standard pay process) and making sure our people are paid fully for all of the work they've done. I apologise to those affected, as some of you have been waiting far too long to be paid what is owed to you, or to have adjustments made to leave balances.

Nurses make up our largest workforce and have shown great flexibility and agility with the high volume of recent redeployments. This has been heartening to see but has unfortunately led to a backlog of requested exceptions, as not all changes have made it to the roster before it has closed.

At a time of high acute demand and critical nursing shortages, many of you have worked additional and longer shifts which we have been so grateful for and has been so appreciated by teams throughout our health system. I am so sorry that we have not been able to get on top of the increasing number of 'exceptions' to your usual pay and have them processed in a timely way.

The Board Chair received formal correspondence from the NZNO (New Zealand Nurses Organisation) about this issue last week and this was followed up by in-person discussions. A group including Canterbury DHB NZNO reps is to be set up to work with us to communicate the work underway and time-frames for payment to members.

NZNO was keen to ensure that it was made clear they appreciated the pressure the HR Shared Services teams have been under and did not in any way blame those involved in the complicated business of paying members for the delay.

As we have explained to the NZNO, the delays have come about due to a number of factors, including unprecedented volumes of incoming exceptions at a time when our payroll workforce resources have been impacted by COVID-19; increased pressure on managers and roster transactors meaning many changes haven't been rostered in the usual way and calculating and paying a large number of individualised MECA pay-outs. Like many areas in health currently, it's also been difficult to recruit to the HR Shared Services teams due to uncertainties about what impact upcoming Health New Zealand changes might mean for the team.

Working together to reduce the backlog, how you can help:

To help reduce the numbers of exceptions, I have two requests:

If you're a roster transactor, whenever you can, please record time and attendance information in real-time/daily so exceptions aren't needed and when they are, be very clear and specific about what is needed.

If you're a nurse working different or extra hours or changing leave, please make sure the person who enters your information into the rosters has all the detail they need before the weekly roster closes. Every exception raised after a roster has closed must be processed manually by a team with limited knowledge about the complexities of your service and rosters. It's not a straightforward data entry activity, so it takes time and this is particularly challenging when there are large numbers to get through.



Lincoln Maternity will live on in the memories of many Cantabrians

After 95 years Lincoln Maternity Hospital recently closed, and services have transitioned to Oromairaki in Toka Hāpai (Selwyn Health Hub). With such a long history in the community, it is no surprise that past and present staff, parents who have had their babies there, people born in the unit and their whānau were keen to share their memories. We've collated some of these, so please turn to page 12 to enjoy their wonderful stories and a little nostalgia.

Catching a break, let alone taking leave can be difficult when it's so busy

With the current pressure on the system I want to acknowledge how busy it is for staff and how difficult it can be to truly switch off and take a break.

Many of you have had COVID-19 and coming back to a busy role can be challenging. I want to remind you of all the support available and remind you of the specific resources for those who are feeling fatigued. There is no one solution to fit everyone's needs, but please take time to read the resources about managing fatigue on page 20 and please check out this information and advice as fatigue is real,

being kind to yourself isn't always easy, nor is reaching out for help - but it can make a world of difference, so please take some time to look at what might be useful for you.

A massive thank you to you all for everything you continue to do in these challenging times. Please reach out if there's more we can do to support you. Drop me a line at AskPeter@cdhb.health.nz.

Kia pai tō koutou rā

Peter Bramley, CEO

8 M Bome

Canterbury District Health Board



Click here to watch the This week with Peter video

Please email us at AskPeter@cdhb.health.nz you have any questions for Peter.

If you have a story idea or want to provide feedback on CEO Update we would love to hear from you! Please email us at communications@cdhb.health.nz. Please note the deadline for story submissions is midday Thursday.

If you're not a staff member and you want to subscribe to receive this newsletter every week please subscribe here.



Bouquets

Burwood Hospital

Excellent in every way, obliging friendly staff. Great food too! Tops!!

Ear Nose and Throat, Christchurch Hospital

I would like to say thank you for the excellent treatment interaction I had today. The doctor was on-time, friendly, polite, answered all my questions and put me at ease as I was very anxious.

Cardiology Day Unit

The staff in the Cardiology Day Unit were absolutely incredible. They were extremely friendly and made me feel so comfortable and knew how to settle any nerves I had throughout my procedure and time in recovery.

Ward 18, Christchurch Hospital

I would like to thank Nurse Robyn for her overwhelming kindness and warmth. She always treated me with respect and care, making me feel appreciated and validated. Thank you for turning my day around and for making me laugh and smile. Your kindness had a huge impact on me, my mother and my partner. Thank you.

Radiation Oncology, Christchurch Hospital

Thank you very much for your wonderful care and friendly manner throughout my treatment. You put me at ease.

Ward 11, Christchurch Hospital

My daughter, and I have been in and out of Ward 11 three times in the last five days. We have witnessed and experienced the most wonderful care. The nurses were all incredibly caring, warm and attentive. My daughter was anxious about her stay / condition and they supported her in every way they could. The WellFood staff member was very friendly and made sure my daughter always had what she needed. Her attention to all the patients was tireless and positive, leaving the ward feeling uplifted. The hospital aides were incredibly skilled, empathetic and supportive. There were a couple of dementia patients in our room during the night, both were very disorientated and unsettled. When Hospital Aide Carol came on to the ward in the early morning she calmed and soothed them. When Carol and the morning team came on I witnessed first-hand how powerful relationships, connection and empathy are. Thank you.

WellFood, Christchurch Hospital

The food is delicious, thank you.

Christchurch Hospital

The nursing staff are amazing, so friendly and go above and beyond. Very quick to respond.

Children's Intensive Care, Christchurch Hospital

Our son has been in hospital for over a month. We have all been so well looked after. All staff we have encountered (in three wards) have been kind, caring and respectful. We are very grateful and thankful that our boy (and ourselves) have been so well cared for. Ngā mihi nui ki a koutou. You are all amazing!

Birthing Suite, Christchurch Women's Hospital

I would like to thank one particular midwife for the care and support she gave me. She was professional but also genuinely cared and was empathetic and gentle in all her approaches when I was in pain and distressed and missing my family. Thank you for helping me through a difficult time and taking the time to understand and be human.

Youth Ward, Hillmorton Campus

We can sleep at night, because of the amazing support and care our child is receiving on your ward. We are happy she is here and know this is the best place. Everyone from your clinical manger to all staff we have come in contact with have been so kind.

Children's Acute Assessment Unit, Christchurch Hospital

We would love to thank the staff in the Children's Assessment Unit and Ward A7 for the care and support they provided to our 12-month old son and whānau. It was a very scary time as he became unwell very quickly. All the doctors, nurses and other staff were all so friendly, caring and sympathetic. We felt included and informed at all times. Thank you.

Kennedy Unit, Hillmorton Campus

I am very grateful for the exemplary care from the team at the Kennedy unit over the last ten days. I felt safe, nurtured and very spoilt. The food was incredible. I was highly impressed with the professionalism of the nurses, especially the combination of warmth and good boundaries. All of my needs were met, both physically and emotionally. The staff were always very quick to attend to any requests, however minor. This is a highly commendable service.



Matariki Te Whetū o te Tau

Matariki (Pleiades) is a star cluster containing hundreds of stars, in the constellation Taurus, nine of which are normally visible to the naked eye.

The annual rising of this star cluster occurs when it first becomes visible above the eastern horizon just before sunrise. It rises in midwinter and heralds the start of a new year.

Iwi across New Zealand celebrate Matariki in different ways and at different times. Some iwi refer to this period as Puanga rather than Matariki. In these parts of the country, Matariki is more difficult to see clearly, so the star Puanga (Rigel), a bright star close to Matariki, is easier to see in twilight. There are also regions where the setting of the star Rehua (Antares) or Whānui (Vega) denotes the change of seasons.

Matariki is a time to acknowledge the past year and reflect on those who have passed, be thankful for the harvest, to celebrate and to share with family and friends and to set goals for the coming year.

Tirohia ake ngā whetu Ko Matariki e ārau ana Tikina mai i ngā mahara e kohi nei Whakarea ake ngā roimata riringi nei He puna wai kei aku kamo

I gaze up to the stars
To the assembly of Matariki
Captured are my memories of you
who have left me behind
Tears rippling
like springs in my eyes.

The rising of Matariki has been celebrated in cultures for thousands of years throughout Asia and Europe. The celebration of the new year in our current calendar on 1 January, occurs 8-10 days after the winter solstice, which coincides with the rising of Matariki and Puanga in the northern hemisphere. So Matariki in Aotearoa is reconnecting with nature and the seasons in the southern hemisphere.

Iwi calculated the season of Matariki differently, according to variations in their local environment, geography and observations of the sun, stars and the moon.



The Māori year is a combination of the lunar phases (cycles of the moon) and the annual seasonal cycle of the earth's orbit around the sun. This is why the season of Matariki shifts each year, because both the phase of the moon and the rising of Matariki (or Puanga) herald the season of celebration.

Matariki sets in the western sky during the lunar month of Haratua (mid-May to early June). Matariki reappears in the sky in the lunar month Te Tahi o Pipiri (late June or early July).

The usual time for celebrations of the new year is determined by both the rising of stars and the phase of moon. Therefore, although the stars may be visible in the sky, Matariki celebrations would normally commence during the last quarter of the moon phase, following the rise of Matariki (or Puanga). In 2022 this occurs from 22-24 June.

This year marks the first time that Matariki will be a public holiday. When this was announced in 2021 the Prime Minister Jacinda Ardern noted, "Matariki will be a distinctly New Zealand holiday; a time for reflection and celebration, and our first public holiday that recognises Te Ao Māori"

Ka puta Matariki, ka rere Whānui, ko te tohu o te tau. (Matariki appears as Whānui flees; this is the sign of the New Year).

Business Intelligence gears up for the future

If you needed a standout example of how data used in the right way becomes intelligence, just take a look at our COVID-19 response.

Knowing what is going on across our system enabled some very accurate modelling, which in turn informed where and when we would need to deploy our resources.

Executive Director, Planning, Funding & Decision Support, Tracey Maisey, understands that Business Intelligence can't solve all our problems, but in this context it kept things just about manageable.

"Before I say any more about the value of good intel, I'd just like to acknowledge how tough things continue to be for staff who work in patient care - in our hospitals, in aged residential care, in the community and in primary care. You have been exceptional at no small cost to yourself, and I am sure lives have been saved because of your dedication - thank you!

"As Emergency Coordination Centre Controller during this outbreak, our Emergency Response team and teams on the frontline have found the modelling invaluable in helping us plan for what will happen next, rather than responding too late to issues that have already occurred.

"It's the need to plan for what happens next across the entire system, the feedback from Tangata Ora regarding data and analytics, and the fact that South Island DHBs cease to exist on July 1 that have led to a rethink of our intelligence function. Upgrading and upskilling our Business Intelligence teams will enable us to continue to use data intelligently in a regional context into the future," she says.

The team formerly known as Decision Support will evolve into the Business Intelligence – Data and Analytics Team which will have shared responsibility for the management of processes to source data across the breadth of the South Island health system, for the quality and governance of that data, and to ensure that it is fit for purpose for reporting, analytical and intelligence requirements.

The increasing importance of the quality and governance aspect of data management has led to the establishment of a new role, that of Data Steward, who will guide the creation, collection, management, and utilisation of data on behalf of all DHBs contributing to the Shared Data Warehouse.

A new Business Intelligence - Business Partnering Team has been formed, in recognition of the need to support and partner with DHB services and community partners to continuously improve service delivery, identify and mitigate clinical risks, enhance equity of outcomes and improve the efficiency and effectiveness of service delivery.

This team will develop strong local, regional and national networks and build active relationships with Mana Whenua and iwi to enable access to more comprehensive intelligence than has previously been available.

We appreciate this is a lot to take in and that being able to visualise the new teams' structure would make things easier, so over the coming weeks visit a refreshed Seeing our System - BI Portal for more information. Requests for Business Intelligence Support can be made via this email BIServiceDesk@cdhb.health.nz.

Volunteers' contribution recognised

Our volunteers are the unpaid helping hand, the smile and support that makes someone's day - and we couldn't do without them.

This week is Te Wiki Tūao ā-Motu - National Volunteer Week - that celebrates the collective contribution of all volunteers who enrich Aotearoa New Zealand. The 2022 National Volunteer Week coincides with Matariki (24 June), so the chosen theme is Time to Shine - He wā pīataata.

There will be a variety of events, activities, and awarenessraising campaigns to thank and recognise volunteers for their mahi aroha - doing work for love.

This afternoon at Christchurch Hospital there is a special function for all our volunteers, and those who have come on during the pandemic to support the Canterbury Heath System will be recognised with an award from Volunteering Canterbury.

More on that in next week's edition.

Christchurch Hospital Volunteer Coordinator Louise Hoban-Watson says she is so thankful for our many volunteers who give up their time to come in and help.

"And an extra thankyou to those who came in during our COVID-19 response and took on many extra roles. This was also supported by external agencies and I give thanks for them too.

"Because of our amazing volunteers we are able to make the experience of a hospital visit or stay a little less stressful and more comfortable for many. We are excited for what the future holds and the opportunity to further assist, and give funding and support to our Christchurch Hospital Campus."

Burwood Hospital Volunteer Coordinator Rachael Walker says she is grateful to the amazing, dedicated volunteers at Burwood who give their time and energy every week to help others.

"In this way we can provide services that enhance the patient's experience while they are visiting and aid in their rehabilitation."

There are about 120 volunteers working at Burwood Hospital in all areas, including wayfinding, the gift shop, library trolley, pet therapy, music therapy, hydrotherapy, gardening, and patient support. Some have volunteered for more than 10 years.





Burwood Hospital Volunteers, from left, Jo and Jay (Gift Shop), Ivan (Day Clinic), Peter (Music Therapy - pianist), Rosemary (Outpatients), Peter (Wayfinding), and Shannon with Luci the dog (Pet Therapy)

Read about Wayfinding Team Leader at Christchurch Hospital Maria Flores in the 'One minute with' on page 17.

Christchurch Hospital's Wayfinding team have produced a video which is on their Facebook page – see it here.

Courier team at the wheel to support COVID-19 patients

The Canterbury Health Laboratories (CHL) Courier team led by Riki Glasson have been up hill and down dale, all over Christchurch and Canterbury doing extra COVID-19-related work.

The Courier team started helping out the Canterbury Hauora Coordination Hub from 7 March 2022. Before that, deliveries relied on NZ Post with after-hours and weekend support provided by the Hub team's staff.

In March the drivers delivered over 900 care packs from the Hub to people isolating with COVID-19, 490 packs in April and 400 in May, with NZ Post continuing to provide coverage to the rural areas. The packs contain items such as isolation gowns, masks, hand sanitiser, disinfectant wipes, an information booklet, pulse oximeter and thermometer.

Administration Team Leader at the Hub Ngahuia Murray says the assistance of the Courier team has been invaluable, especially over weekends and public holidays, and with their flexibility to travel outside the Christchurch area if necessary.

"It's also worked so well that they carry pulse oximeter packs in their vehicles that can be delivered on the day at short notice if the admin team receive an urgent request from a GP or from the Hub Nursing team. We are very grateful for their support."

CHL COVID-19 Courier Team Leader Riki Glasson says prior to the pandemic, the team's main work was picking up cytology specimens from medical centres.

"When COVID-19 hit, everything changed. Within a couple of weeks we had a team of drivers picking up COVID-19 samples. At the height of the pandemic our couriers were collecting a couple of thousand samples per day. I believe approximately 4000 was the most we did in a day.

"When the Ministry of Health moved to rapid antigen tests (RATs) as the primary testing method the PCR testing fell away considerably. Our current volumes are approximately 100-120 per day."

This gave the team the ability to be able to support the Hub with deliveries of RATs and care packs.

"It's all about helping out where we can and making sure clients are looked after," he says.

The team drive as far south as Ashburton and as far north as Amberley.

"Our drivers have had a few interesting deliveries, such as 30km off a main road and a location not picked up on GPS, but nothing fazes them, they always come through."

It has been rewarding for him and the team knowing they are helping people.

"We are very patient-focused. I'd like to thank the drivers for their commitment. All the work they have put in and the adaptability they have shown is really commendable," Riki says.



Parcels waiting to be delivered for the Hub



CHL COVID-19 Courier Team Leader Riki Glasson

Service Manager, Patient and Client Services Canterbury Health Laboratories Vanessa Buchan is a key person responsible for connecting the CHL courier drivers with the Hub.

She says there has been a true sense of collaboration across the system throughout the pandemic response, which has made the experience incredibly rewarding for all involved.

"Riki has always actively sought opportunities to make things easier for others and make visible the capability of all aspects of the lab service. The wider team has embraced everything that's been thrown at them over the last few years and we are so grateful for their 'can-do' attitude."

ERMS celebrates five million referrals

A Christchurch patient requiring prompt referral from their general practitioner for a knee x-ray was the five millionth ever referral via the Electronic Referral Management System (ERMS).

That request was a vital step in getting the right care promptly for the patient who represents the millions of New Zealanders who have benefited from the ERM system over more than 15 years.

ERMS was developed in the early 2000s in a partnership between Canterbury DHB and Pegasus Health to answer the clear clinical need for a more consistent, dependable, and faster referral system and provide a single point of referral to any part of the broader health system including community providers, and both public and private sectors.

In 2010 ERMS was confirmed as the primary eReferral system for all five South Island health boards and in late 2021 was adopted by the Whanganui DHB.



ERMS Programme and Product Manager Joanna Jordan says the team is thrilled to share news of the significant milestone of five million referrals.

"We feel this milestone is very much worth celebrating because it reflects the vast number of patients who have benefited from the ERM system."

Professionals across the spectrum of the health system have also benefited from having a system that is easier and more reliable. From its inception, the system has been developed in partnership with senior primary and tertiary care professionals to ensure its usability and relevance for them and their clients, says Joanna.

For more information go to the **ERMS** website here.

Memories of Lincoln Maternity

At 6am on 31 May 2022, a baby boy was born at Lincoln Maternity Hospital.

Soon after, he and his parents transferred to the new Oromairaki Maternity Unit in Toka Hāpai (Selwyn Health Hub) and the doors were permanently closed on Lincoln Maternity. After 95 years and the birth of thousands of babies, it was the end of an era.

Back in January, Canterbury DHB and Selwyn District Council made a call-out for memories of Lincoln Maternity Hospital. The response was tremendous with stories and comments from people born in the hospital, parents who had their babies there, and staff, past and present.

The recurring theme in the memories we received, was that Lincoln Maternity Hospital felt like a home away from home to all who ventured inside. A warm, comforting place with delicious food that provided invaluable support and advice to mums and whānau.

<u>Click here</u> to read the memories and photos shared. Thank you to everyone who contributed.



Proud dad Alex takes Maya-Rose on her first walk in the Lincoln Maternity Hospital garden



Suzie gave birth to Jessica at Lincoln Maternity Hospital in 2016

Kaikōura Health awarded fourth Baby Friendly Hospital Initiative accreditation

Te Hā o Te Ora I Kaikōura Health has been awarded with its fourth Baby Friendly Hospital Initiative accreditation.

Cara Hafner, from the New Zealand Breastfeeding Alliance, praised our Kaikōura team for continuing to provide excellent care to the whānau birthing and beginning their breastfeeding journeys, despite the challenges of the past few years with the earthquake and COVID-19 pandemic.

In recognition of this special moment, the facility was also gifted with a kohatu/Ōamaru stone carving which is sourced from the Ūkaipo, the bosom of Papatūānuku, or the Earth Mother. It is named Puna Wai ū and it represents whānau (mother and child).

For Andrea Churcher, Clinical Nurse Specialist at the health centre, the accreditation means that our team feel safe and confident that our māmā and pēpi in the Kaikōura community can learn the art and skill of breastfeeding in a safe and supportive place, a thought echoed by Angela Blunt, Service Manager for the health centre.

"Our whole team from administration staff to doctors to environmental services, along with our midwives and nurses, have put in a huge amount of effort to attain this goal. All staff across the facility need to understand what baby friendly means as well as have knowledge of Canterbury DHB policy and all staff need to support the Baby Friendly initiative," says Angela.

The presentation of the award was attended by local staff, Executive Director Midwifery and Maternity Services Norma Campbell and Te Tai O Marokura representative Lisa Kahu. It included speeches and acknowledgements, particularly of the work of nurse Rosemary Joyce in supporting the team to complete the requirements and to understand it all.

"I also want to congratulate Kaikōura Health on becoming a Breastfeeding Friendly Workplace through one of our partner organisations, the Canterbury Breastfeeding Advocacy Service," says Cara.



From left: Medical Director Andrea Judd, Baby Friendly Advisor (NZBA) Cara Hafner, former BFHI Coordinator Rosemary Joyce, BFHI Coordinator Andrea Churcher, Midwife Siobhan Connor and Executive Director Midwifery & Maternity Norma Campbell



The kohatu (Ōamaru stone carving) and certificates awarded to Kaikōura Health (Te Hā o Te Ora)

"This shows your deep commitment to support your staff who are breastfeeding, and it is a win-win situation that builds loyal employees, gives babies the best source of nourishment available and benefits society as a whole."

Some comments from our māmā that were received during the accreditation process include:

- I definitely felt my needs were met, in the maternity unit whenever and whatever time I needed. I was encouraged, felt supported and told I was doing a good job which made me feel good. When I got help, we had open conversations which made me feel supported and that I could be honest. I was not made to feel dumb. After help getting bubs to latch they sat with me to just chat and make sure it all went well.
- Although this was my second baby and I knew most of the information for breastfeeding - the nurses and staff asked if I needed any help and had answers if I asked questions. Overall they were very helpful.



Christchurch Pride kicked off last Friday and runs through until Wednesday 29 June. The event was scheduled for March but postponed due to the Omicron outbreak.

Pride is a time for our LGBTQIA+ community to celebrate their diversity and advocate for their human rights.

Since the late 1980s there have been many milestones - the Homosexual Law Reform Act in 1986, the World Health Organisation declassifying homosexuality as a mental illness in 1992, the Marriage Equality Act in 2013, the Births, Deaths, the Marriages and Relationships Registration Bill in 2021 and just this year we saw the ban of conversion therapy which is a significant win for LGBTQIA+ human rights.

These landmark law changes reinforce that everyone has the right to live a life free of harassment and discrimination and to be their authentic self. Here at Canterbury DHB, all our kaimahi and patients should be afforded that right as part of our 'Maintaining a Bullying, Harassment and Discrimination Free Workplace Policy' and 'Diversity and Inclusion Policy.'

Coinciding with Pride Week, Canterbury DHB is excited to launch the new Rainbow Diversity Workshop to be rolled out in July. The workshop has been developed by the Mana Taurite - Equity and Diversity Team with community and clinical consultation.

The workshop will be a half-day training provided in Christchurch twice a week with a required online module which is now available at www.helmleaders.org/rainbow.

During Pride Week the Mana Taurite team is also running a <u>'Show Your Pride' competition</u>.

Workplace Development Partner Akira Le Fevre says:

"As fun as Pride Weeks are, it's important that we don't wait just for these to show our support. Being an ally is something you can do every day."

Being an advocate and ally is as easy as practising our core Canterbury DHB value of 'Care and Respect for others'.

"Being positively curious, learning about LGBTQIA+ issues, standing up, and with, our diverse communities, and thinking about the language and words we use in daily conversations.

"A lot of the time it's not what we say that matters but what we don't say that can have a positive or negative impact.

"Visibility is also important. We all know someone from the rainbow community, whether it's a whānau member, work colleague or someone you interact with on a daily basis. The small act of simply seeing a rainbow or inclusive image can make them feel at ease in knowing that they are in a safe space, when we see ourselves, regardless of our gender, identity or ability we feel valued and part of the narrative", Akira says.

To learn more about the LGBTQIA+ community and to celebrate with visit www.chchpride.co.nz to see the online programme of over 40 events happening throughout Ōtautahi click here.

If you want to be positively curious or need more information around the Rainbow Workshop, support services and resources please feel free to contact akira.lefevre@cdhb.health.nz.



To celebrate Christchurch Pride Week we want to see you, your teams, your workspace all rainbowed up for pride. Show your support for our LGBTQIA+ community for a chance to to win a fabulous Pride Pack!

Send us your pics by 5pm Wednesday 29th June to: akira.lefevre@cdhb.health.nz





Workstation ergonomics - Sit well and reduce discomfort

Display screen technology such as computers, laptops, smartphones and tablet PCs are common in all aspects of our lives. Our exposure to these devices continues to increase, with reported levels of up to nine hours per day spent working and consuming media on a display screen device. While musculoskeletal risk from such devices is relatively low, the increased exposure does mean that the effects of preventable risks such as poor or fixed postures can accumulate and lead to problems.

The Safe Moving and Handling Programme 'Move Well Stay Well', is delivering 2-hour workshops for all staff whose roles require them to spend prolonged periods sitting at a workstation. The workshop covers the key elements for workstation risk assessment and management and provides information and techniques to enable anyone to assess their own workstation set up. We also touch on hotdesking and dual screens, including guidance on how to set up your workstation for home activity.

Ergonomics and Body Mechanics Workshop

We invite you to register yourselves and your teams for Ergonomics and Body Mechanics on one of the available dates listed on HealthLearn (see here).

Workshops will be delivered in Manawa and at BWD Ward GG.

The course involves

- **1. Pre-work**: Complete the 30-minute online module <u>Safe Moving and Handling</u> (approx. 30 mins)
- 2. Workshop: Attend the 2-hour practical workshop, focusing on workstation ergonomics and basic body mechanics.
- **3. Workstation self-assessment**: Use the assessment to evaluate your workstation.

Top Tips for Staying Well at Work

Ngā tīwhiri mo te oranga i te mahi

Move More

Break out of static postures. Get up, walk around and try stretching.

Your neck is an extension of your spine

Keep it lengthened. The further forward the head hangs, the greater the pressure on the spine.

Avoid overreaching

Keep what you use most often close at hand.

Hold it!

Avoid cradling your phone between your ear and shoulder.

Disconnect when you can

Laptops, smart phones and tablet PCs should only be used for a small amount of time. Adjust the settings on your device to reduce blue light after a certain time.

Workstation set up

If sitting at a desk or using a computer in any part of your day, make sure your chair is set at the correct height, so that your shoulders are relaxed when typing and the top of the monitor is at eye level.

The Art of Sitting Well

- > Balanced head, not tilting forward
- > The top of the monitor is at eye level (unless you're wearing progressive lenses)
- > The monitor is roughly an arm's length from you
- > Your arms are relaxed by your sides
- Your forearms sit parallel to the desk position your mouse and keyboard close enough to allow your elbows to stay relaxed by your sides
- Sit back in the chair and adjust the backrest to support the lumbar curve
- > You have space behind your knees
- > Your feet are flat on the floor or on a footrest



Desk set-up

Tautuhia te tēpu

Primary working zone

This is the area on your desk that you can comfortably reach when sitting fully back in your chair with your elbows relaxed by your sides.

Secondary working zone

This zone is the area on your desk that you can reach with your back still in contact with the backrest and your arms extended.

Non-working zone

Anything positioned on your desk outside of the primary and secondary zones causes you to lean and reach. This leads to awkward, repetitive movement, causing discomfort.

If you have any questions, please contact Meredith Rookes, Team Lead Injury Prevention (Meredith.rookes@cdhb. health.nz)



Safer Families Programme launched in Ashburton

The Family Help Trust has launched its Safer Families Programme in Ashburton.

The Safer Families Programme is a home-based social work service which helps parents and caregivers provide a safe home and create long-term changes that build wellbeing for the future for their tamariki from birth to five years.

Executive Director of the Family Help Trust Ross Haggart believes the programme will complement the range of existing services in Mid Canterbury and is looking forward to working with partner agencies to help (the programme has operated in Christchurch for many years.).

"Our focus is on whānau who require intensive support to provide safety and wellbeing for their tamariki," he says.

"Those we work with face a host of challenges including lack of education, poverty and unemployment, criminal offending, mental health issues as well as drug and alcohol abuse and a history of violence. Our social workers help the whānau develop the skills they need to provide a safe and stable home."

The service will provide a full-time social worker based at He Waka Tapu in Ashburton and will work with up to 15 families at a time. The three-year pilot in Ashburton is being funded by Wilson Charitable Trust, Advance Ashburton Community Foundation and Mackenzie Charitable Foundation.

"Advance Ashburton has been aware for some years of the need for parenting support in the District and we have worked over several years to better understand the exact need and what support was needed," says Mary Ross, chair of the Community Foundation.

"We were told that young children potentially at risk were often identified via maternal contact during the antenatal period. We were also very mindful of the World Health Organization mantra that the first 1000 days of child life are so important. We spoke with many agencies who



The launch of the Safer Homes Programme in Ashburton

confirmed what we were hearing, and all three funders hope that this service will make a very real difference to the young children who are at greatest risk in our community."

Executive Director Midwifery and Maternity Services Norma Campbell attended Friday's event and says she is thankful to see this programme launch so that there are more opportunities to support our vulnerable little ones and create long-term change in the lives of their families.

"Canterbury DHB staff will be able to refer families to the programme along with our lead maternity carers, Oranga Tamariki and others. By starting this programme at birth, our families that we have identified as needing extra support during pregnancy can start receiving it straight away. I would like to thank Ashburton Charge Midwifery Manager Julie Dockrill for her work to help get this initiative off the ground."

Referrals to the service can be made from July 1, 2022. People can make referrals by going to the Family Help Trust Website on www.familyhelptrust.org.nz or by contacting Bill Pringle, Practice Manager, on 021 606 729. The programme continues supporting the whānau until enrolled tamariki start school.

One minute with... Maria Flores - Wayfinding Team Leader

What does your job involve?

I work with the Wayfinder volunteers at Christchurch Hospital. My job involves organising the team to cover the busiest places of the hospital to help visitors and patients get to their destination.

Why did you choose to work/volunteer in this field?

I had a similar background in my country. Nevertheless, I have never worked in a hospital before. I started as a volunteer, and I have no words to describe how welcomed and included everyone made me feel. I want to help others to feel the same way I did and to have a wonderful and fulfilling experience through volunteering.

What do you like about it?

I love to work with people, especially volunteers. And I like to know what motivates them to volunteer, there is always so much to learn. I'm fortunate to have people from different nationalities and ages with the same goal in my team, who can bring ideas and share experiences to enhance our service.

What are the challenging bits?

Occasionally we have to deal with people who are distraught. We have the ability to put ourselves in other people's shoes despite how challenging it could be. That is something you learn and build while doing this job. We know for sure, to never underestimate the power of a smile: it can make a huge difference in someone's life.

Who inspires you and why?

My team inspires me. Volunteers who (despite their difficulties, because we all go through things in life) choose to donate one of the most precious things in life, which is time, to help others.

Something you won't find in my LinkedIn profile is...

My age!



What do Canterbury DHB's values (care and respect for others, integrity in all we do and Responsibility for outcomes) mean to you in your role?

Everything. Our volunteers have an essential role in the hospital. Everyone is committed to delivering excellent service and improving the patient/visitor experience. Without values like kindness, respect, integrity and unity, working together for the benefit of all would not be possible.

If you could be anywhere in the world right now, it would be...

Argentina, it's been three years without visiting my family.

What do you do on a typical Sunday?

Depending on the weather, it could be hiking or watching a good movie.

What is your favourite food?

Pasta and barbecue.

And your favourite music?

I love music from the 80s and 90s.

If you would like to take part in the column or would like to nominate someone please contact Naomi.Gilling@cdhb.health.nz

Managing fatigue due to COVID-19

Fatigue is one of a broad range of symptoms that people can experience as part of a COVID-19 infection, including altered taste and smell, breathlessness, cough and headaches.

For a comprehensive 'one stop shop' resource on recovering from COVID-19, check out the following link to a resource developed by the NHS, which we have drawn on: www.yourcovidrecovery.nhs.uk/

Anecdotally, we are finding that as people recover from COVID-19, they are telling us that fatigue in particular is bothering them. For this reason, we have pulled together information from a range of sources on this topic.

Fatigue after a COVID-19 infection

Fatigue is common after viral infections, such as COVID-19 and normally it improves in a few weeks. However, in some people it can linger. Recovery is likely to be progressive.

You may have physical fatigue

Feeling low in energy, your body may feel heavy and you may feel like you have lost a lot of strength. Even small tasks, like walking to the letterbox, might take a lot of energy.

You may have mental/cognitive fatigue

Your brain might feel foggy or cloudy, with even simple tasks proving exhausting or difficult. You might find it hard to concentrate and focus on work tasks.

There may be a range of reasons why fatigue is common following COVID-19, and why some people seem to be more affected than others. Ongoing research nationally and internationally aims to understand this better.

Key principles for managing fatigue after COVID-19

Recognise that fatigue is real

Remind yourself, and others if necessary, that this fatigue is (unfortunately) common and you are not imagining it.

Be kind to yourself

Try and treat yourself with the same understanding, patience and compassion you would likely treat someone else who was struggling with fatigue. Avoid comparing your progress to others. This is not helpful.

Reach out for help

Remember that it's ok to ask for help and accept offers of practical help. Social support will also help you manage your recovery, so stay connected to your colleagues, whānau and friends.

Tips for managing fatigue

There is no one solution to fit everyone's needs, so use your own judgement about which of the following suggestions may help you:

- Listen to your body. If you feel you need a rest, then take it. If you feel too tired to exercise, then don't. Consider your energy levels. Think about when you tend to feel more/less fatigued (e.g. morning/afternoon/evening) and plan accordingly. Use your less fatigued times for doing either essential tasks or enjoyable activities. Being aware of your own warning signs of significant fatigue (e.g. low mood, breathlessness, difficulty concentrating) can help you decide how much to take on.
- > Prioritise what is really important. Think about what

you can stop or delay doing if needed. Are there are any easier options you could choose, such as online shopping?

- Plan each day in advance (considering your priorities as above), so that you can do what you need to and ask for any help that you may need. Make sure you have a flexible and realistic daily routine.
- > Take small steps. As you recover, set modest, realistic and progressively challenging goals for yourself. This can help reinforce for you that you are getting better. Avoid "all or none" behaviours, where you are very active on one day, and then feel exhausted the next day.
- Ask for help and accept what is offered. Talk to family and friends about what would be helpful. Be specific, so people know what they can do to help you (e.g., ask them to hang some washing out or do some grocery shopping for you, provide a meal, or pick children up from school).
- > Keep active, as you are able to. Gentle exercise such as walking may be all you can do at first. Consider an activity diary for a week or two, where you record what you have done and how you have felt. This may help you identify patterns and see progress.
- > Try and get a good night's sleep. Fatigue feels much worse if your sleep pattern is also disturbed. Sleep is so important to our mental and physical hauora (health) and it helps us function at our best. See our <u>Sleep Factsheet</u> for sleep hygiene strategies.
- > Continue to try and eat a healthy diet. Remember

- simple meals and snacks such as soup or a tuna sandwich can still be nutritious. Try to eat a well-balanced diet (fruit and vegetables are rich in antioxidants), and limit your intake of alcohol, sugar, fatty and processed foods. Stay hydrated. Water is the best thing you can drink, and it's free!
- Continue to do things which are enjoyable. Choose activities that are less taxing and that you feel up to. You could consider introducing some gentle and relaxing activities into your day such as meditation, listening to music, reading or colouring.
- > Avoid Googling 'worst case scenario' health information. Also, if you are finding that social media or watching conflicts on the news is starting to preoccupy or distress you, consider limiting your exposure. Stress, anxiety and anger can be exhausting.
- Stay connected to people you care about. Seek out people who you find make you feel better after you have spent time with them. If you need time to rest then don't be afraid to say no to catching up, or catching up for a shorter time. Consider minimising your contact with any people in your life who you find draining, upsetting or irritating.
- > Changing your self-talk can be helpful. Sometimes we say things to ourselves that are harsh, untrue or unhelpful. We may do this without being fully aware that we are doing this. It can be helpful to identify these thoughts, challenge them and replace them with something more helpful.

Here are some examples...

Unhelpful self-talk I am letting my colleagues and my team down My colleagues were all back after 7 days. Why am I different? I'm doing really badly at getting better.



Talking to your doctor (recommendations from NHS)

Your General Practitioner is your key health provider, and they can support you with any difficulties or concerns you may have as you recover from COVID-19. You should see them if you have the following problems with fatigue:

- > Your fatigue is getting worse rather than better;
- > After four weeks your fatigue is unchanged;
- > You are worried or you have a new problem.

More Information Online

- Your COVID-19 Recovery (NHS) A great site with information on how you can manage the wide-ranging effects of Covid-19 (on your mind and body) that you may still be feeling and managing your road to recovery.
- Health Navigator New Zealand Managing Tiredness if you are COVID-19 Positive Knowing how to manage tiredness can help in your Covid-19 recovery. On this page you can find information on Covid-19 and fatigue and helpful tips to manage your tiredness.
- Health Navigator New Zealand COVID-19 Care Package Here you can check out a range of resources to help look after yourself, your children and each other during this time. Includes mindfulness and exercise, immunity & healthy eating, Resilience and Stress information and Sleep tips.
- Fatigue-fighting Tips Better Heath Channel This Australian site has great fatigue-fighting tips listed under dietary, sleep, lifestyle, psychological and mid-afternoon energy slump headings.

- COVID-19: Five tips on how to deal with Covid fatigue In this brief Stuff article the author shares what she knows about post-Covid fatigue and what can help.
- Managing Fatigue for Healthcare Workers (Blog) From 2020 but it includes some practical fatigue management tips – and there are tips for managers there too.
- Mental Health Foundation COVID-19 Wellbeing Tips This site provides support, tips and advice to help you look after your mental health as New Zealand experiences more positive Covid cases, home isolation and working from home.
- Unite against COVID-19 Looking after your mental wellbeing It is normal to feel anxious or stressed in times of difficulty. Learn how to stay mentally healthy and where to get help.
- Just a Thought has free online therapy courses that can give you the skills to manage your thoughts and feelings.

Talking support options

Talking therapy (counselling) may be useful if you: are worried or anxious or are feeling low or depressed.

- > 1737 Need to talk? Phoning or texting is OK. Free and available 24/7
- > EAP (phone 0800 327 669). Confidential counselling and other support are available for DHB staff and their close family.
- > Workplace support (phone 0800 443 445). Access to independent support staff who can help employees navigate personal or work difficulties. This support is available for DHB staff and their close family.
- Medical Protection Society (0800 2255677 Press Option 3 and ask for the counselling service). In conjunction with the Medical Assurance Society, Medical Protection offers access to a counselling service to help support members suffering from stress.

Free apps that can help manage your wellbeing

- > Groov (formerly Mentemia): Practical tips and tools for your wellbeing. It includes a breath-training tool to control stress; and a mood tracker to recognise patterns/ triggers (and identify opportunities for change). www./ www.groovnow.com/app.
- > Woebot: Al-powered chatbot that uses cognitivebehavioural therapy (CBT) principles to help people manage their mental health. www.woebothealth.com
- Insight Timer: A free app for sleep, anxiety and stress including guided meditations, live yoga and music to help you sleep. <u>www.insighttimer.com</u>

Need More Help?

- > Wellbeing Support: List of Providers and Contacts
- > Sleep Health (Knowledge Base Article)

Be aware of burnout – learn how it develops and how to prevent it

New interactive learning content specifically about burnout is now available for all DHB staff to access. Once you've completed the module, you'll understand burnout and know what to look out for in yourself or others you work with, and how to cope.

It is part of the HELM Wellbeing category; you can find it here: www.healthlearn.ac.nz/course/view.php?id=1340 This module features real experiences of burnout and a video interview with Suzi McAlpine, author of Beyond Burnout which is based on research in Aotearoa New Zealand.

Everyone can benefit from understanding how burnout develops and how to prevent it. We encourage all our kaimahi [staff] to complete this learning. Managers and clinical leads will benefit from learning more about burnout so they can support their team members.







Something For You

Something *for You* is the Canterbury DHB employee benefits programme. The deals offered are from the New Zealand business community to say thank you for all that you do.





Evo Cycles - 2/40 Carmen Road, Hornby

Get special discounts on a wide range of bikes and accessories with Evo Cycles, see more information on their <u>winter sale promotion here</u>. Offers are valid until October 31 2022.

Evo Cycles is our provider as part of the Government E-bike scheme, you can order your bike from the website here.



Öpuke Thermal pools and spa - 47 Mount Hutt Station Road, Methven

Get 20 percent off of all experiences (Tranquillity pools, Discovery pools and Spa). All bookings can be made <u>online here</u>. See the information brochure <u>here for promo codes</u>.



Porters Ski Field - Springfield

Porters Ski Field would like to offer Canterbury and West Coast DHB staff season passes at the special rate of \$499 (This is usually \$659). This is available until **1 July 2022**. The season pass can be extended to immediate family members. There will be no blackout dates on the season passes i.e they can b e used during holidays and weekends.

This compliments the current offer of 50 percent off lift passes midweek (outside of school holidays).

Contact office@skiporters.co.nz for more information and to purchase.

See the flyer here.

Canterbury COVID-19 Community Stakeholder Update



Information update for our Canterbury community

In this edition, read some good news stories from some of our equity partners, and top tips for keeping your home healthy this winter, along with some information about the Warehouse Heater Swap initiative and updated Ministry of Social Development assistance criteria.

Read more here.

If you would like to receive the update you can subscribe here.



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People Pānui

Health system reform news and updates for the health workforce.

The latest People Pānui – news for health staff about the health system reforms is out now. It includes:

- > The Pae Ora Bill was passed in Parliament last week following its third reading
- > Health leaders recognised in the recent Queen's Birthday Honours
- > Reporting line changes from 1 July

Read more here.



News from the Health Quality & Safety Commission

The latest news from the Health Quality & Safety Commission is out now.

Read about a report on family violence, Jessica Buddendijk, a member of the Commission's aged residential care leadership group, receiving a Queen's Service Medal, an International Forum on Quality and Safety in Healthcare in Sydney, and <u>much more here</u>.



Winter Research Series – brought to you by Te Papa Hauora and its partners

Te Papa Hauora's partners are coming together to co-host a series of research seminars.

Researchers from across the partnership will be presenting their research in five seminars, taking place every 3 weeks on Wednesdays 4-5pm in Manawa.

The first seminar 'Evaluating Innovations in Health' is taking place Wednesday 6 July in Room HP108 Manawa.

The seminars are open to those interested in research and meeting our local researchers.

For more information, please visit www.healthprecinct.org.nz.

To register attendance, please email admin@healthprecinct.org.nz.



You are invited to an online Waka Toa Ora seminar:

Impacts from Reducing Transport Emissions

Clare Pattison, Senior Strategy Advisor, Environment Canterbury

The transport system will be changing rapidly in the next five years and everyone's daily lives will be affected - for some the changes may feel too fast. Join us to learn more about and discuss: -

- Social and environmental costs of emissions
- 2022 Update of the NZ Health and Air Pollution Study
- Impacts on communities looking at:
 - well-being
 - equity
 - differences between urban and rural
- What you can do to help reduce emissions and support people through the transition
- What can Waka Toa Ora do to support signatories?

Wednesday, 6 July 2022 12:30 pm to 1:30 pm Online via Zoom Webinar

Register here

An Outlook invitation will be sent after registration and the recording link will be circulated after the live session. If you have any questions please email healthychristchurch@cdhb.health.nz