

# Te Whatu Ora Waitaha Pānui Health New Zealand Canterbury News

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**Te Whatu Ora**  
Health New Zealand  
Waitaha Canterbury



## In this issue

### **Kupu Arataki – Introduction... pg 3-7**

- › Quiz – Australia... pg 7

### **Ā mātou korero – Our people**

- › Meet our nurses: You're learning something new every day...pg 8
- › Volunteers transform family area... pg 9
- › One minute with Ramesh Tiwari, Section Head, Haematology... pg 10
- › Akoranga reo Māori – lesson #14  
Te Pēhitanga o te reo Māori – The suppression of the Māori language... pg 11
- › International winter warmer recipes... pg 12

### **Whakamihi – Bouquets... pg 13-15**

### **Ā mātou korero – Our stories**

- › Creating training equipment with 3D printer ... pg 16
- › Pink Shirt Day dedicated to stopping bullying and spreading aroha... pg 17
- › Pre-election guidelines for staff... pg 19
- › International Day Against Homophobia, Biphobia and Transphobia... pg 20
- › World Smokefree May – We're Backing You... pg 21
- › Upcoming Youth Advisory Council Events celebrate Youth Week... pg 22

### **Pānui – Notices... pg 23-25**

Cover photo: Four and a half year old Jai Gale 'kid tests' furniture donated to the Tiaki Whānau Child and Family Safety Service

# Kupu Arataki – Introduction

## Thanks for work during system outages

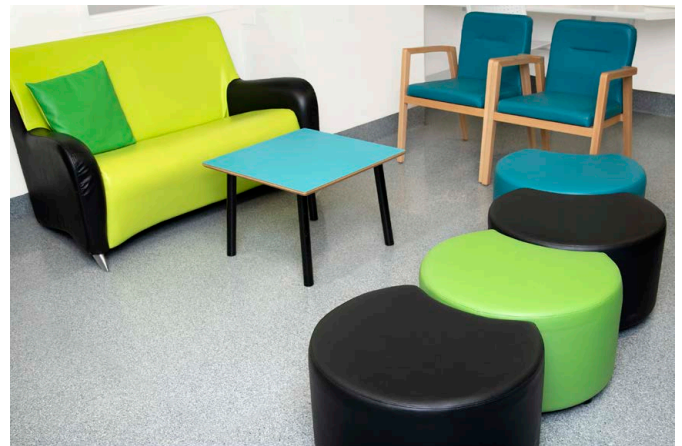
Thanks so much to everyone who stepped up during last week's intermittent system outages. As frustrating as it must have been for our clinical staff, you all managed to adapt your systems, processes and models of care to ensure the wellbeing and safety of our patients and consumers.

The ISG team and our external vendors also deserve recognition for their hard work getting everything back up and running, as well as the ECC and EOCs who coordinated the efforts.

## Furniture donation warmly welcomed

New furniture is brightening up the Tiaki Whānau Child and Family Safety Service located on the Christchurch campus. Generously donated by the Christchurch Hospital Volunteers, the furniture was custom built for the space and provides a warm and cherry place for tamariki and their whānau.

Read about this and see more photos including young Jai 'kid testing' the furniture on page 9.



Some of the furniture donated by the Christchurch Hospital Volunteers to the Tiaki Whānau Child and Family Safety Service

## Pink Shirt Day – Friday 19 May

This Friday is Pink Shirt Day, a day when we stand up to shine a light on bullying while celebrating diversity and promoting kindness and inclusiveness. Bullying is pervasive with this threatening, demeaning and harmful behaviour extending into all areas of society, including workplaces.

The theme of this year's Pink Shirt Day is 'Everyday Upstander, see someone being bullied? Be an upstander, not a bystander. Call it out. Stand with them. Get help'.

It's not always easy to stand up to bullying but it is important that we do what we can to call out this behaviour when we see it.

Everyone is encouraged to wear pink next Friday to mark the day.



Please send photos of you and/or your team in your pink finery to [ManaTaurite@cdhb.health.nz](mailto:ManaTaurite@cdhb.health.nz) or [communications@cdhb.health.nz](mailto:communications@cdhb.health.nz) for inclusion in the next pānui on 22 May.

# Winter preparedness plan unveiled

Earlier this month, Health Minister Dr Ayesha Verrall announced Te Whatu Ora's 24-point plan to alleviate pressure on our health system as we head into winter.

Collectively, we have been working hard to ensure the response is nationally planned, regionally delivered, and locally tailored.

The plan focuses on improving access to health services closer to home, as well as managing the demand for hospital-level care over the winter period.

These initiatives are about educating the community and reinforcing care at the right time and at the right place. Delivering health services to people closer to where they live, ultimately alleviating additional pressure on our hospitals.

## Overall, the plan is to:

- › Ensure people get their flu, COVID-19 and other vaccinations so they're less likely to get severely ill and can manage at home
- › If people do get ill, they can get advice from their general practice (GP) or through using telehealth, Healthline, pharmacists or other health care workers in the community  
In some key areas, free medication and free GP visits will be available for vulnerable groups
- › If people do need to go to hospital, there will be a range of measures in place to better manage demand, so they are not overwhelmed.

More information about specific initiatives in your regions and local areas will be available soon including a refreshed 'Choose well this winter' public health message – part of the 'Right care at the right time' campaign.

## Adult vaccinations

We often don't prioritise adult vaccinations in the same way we do those for infants, children and teens, but there are some important protections that adult New Zealanders may be missing out on. Do you need to catch up on your vaccinations?

These include the vaccinations listed below. Click on the links for more information.

- › [COVID-19](#) (including the new bivalent booster)
- › [Influenza](#)
- › [Whooping cough, tetanus, and diphtheria vaccine \(Boostrix\)](#)
- › [Shingles vaccine](#)
- › [Measles, mumps and rubella \(MMR\) vaccine](#)
- › [Meningococcal vaccines](#)
- › [HPV \(human papillomavirus\) vaccine](#)
- › [Extra vaccines for high risk adults](#)
- › [If you have recently moved to New Zealand from overseas](#)
- › [If you're travelling overseas](#)



Do you need to catch up on your adult vaccinations?

# Update to eligibility for the bivalent COVID-19 booster

Effective 1 May more New Zealanders became eligible for the bivalent COVID-19 booster.

- › People aged 16 and over at risk of severe illness if they get COVID-19 and
  - › Young people aged 12 to 15 who have health conditions that put them at higher risk of severe illness from COVID-19, with a prescription.
- A full list of people eligible for the bivalent booster is available [here](#).
- › To get an additional COVID-19 booster:
    - » you must have had at least your first two COVID-19 vaccinations
    - » it's recommended you wait at least 6 months since your last COVID-19 vaccine
    - » it's recommended you wait at least 6 months if you have had a COVID-19 infection
  - › The bivalent vaccine has replaced the Pfizer COVID-19 vaccine for boosters
  - › The Pfizer COVID-19 booster causes the immune system to create antibodies against both the original variant of SARS-CoV-2 and Omicron subvariants
  - › The vaccine used for the primary vaccination course is the Pfizer COVID-19 original vaccine. The Novavax vaccine isn't recommended for pregnant people, please consult with a health professional
  - › We encourage everyone who is eligible, to get both their COVID-19 booster and flu vaccination to ensure that they are well protected ahead of winter.

## International Nurses Day

Last Friday 12 May was International Nurses Day and we hope that you were able to take the opportunity to mark the day and celebrate with your team.

We continue the International Nurses Day theme in this week's pānui with the profile of another Waitaha nurse, Crizia Soto on [page 8](#).

### **A message from Interim Clinical Lead Nursing, Dale Oliff and the executive team, Te Whatu Ora**

*All of us across the health system in Aotearoa extend a sincere thank you for what our nurses individually and collectively do for our people, whānau, and communities.*

*The international theme for 2023 is "Our Nurses Our Future" and in the context of the New Zealand Health Service reform, nurses in all settings of practice have been there making a difference and forging new ways of doing things.*

*Reflecting on the past year we have seen the outstanding responses of our nurse colleagues leading and delivering care through extreme weather events, pandemics, burdens of illness, and developing new strategies for growing our workforce, to name just a few.*

*Nurses through their collective expertise and their passion are our future, and integral to shaping the changes in our new health system.*

*Our nurses practice across the system in education, hospitals, primary health care, aged care, public health, community care, occupational health, nursing leadership, and child welfare.*

*Every day they bring their best selves to our organisations and have a long-lasting and significant impact on people's lives.*

*Again, a sincere thank you.*

# Hospice Awareness Week

Hospice New Zealand is launching a campaign today to help raise awareness about the value of hospice care during Hospice Awareness Week (15 – 21 May).

Dying is a difficult and confronting subject for many of us with most New Zealanders reporting feeling anxious and uncomfortable about discussing or even thinking about death.

Hospice NZ Chief Executive, Wayne Naylor, says death and dying is not easy to talk about and we often don't know what to say or we're afraid of saying the wrong thing.

"This campaign features hospice patients and whānau sharing their emotional experiences in the hope that others will be ok about opening up and reach out to Hospice for help.

"Everyone's story is unique, but feelings are universal and whatever you feel, is okay. If we can open up; if we can talk about dying and be okay with all the feelings we have; we can make the most of life right until the end. Hospice helps people get through."

The Hospice New Zealand campaign It's Ok features hospice patients and whānau sharing their emotional journeys of dying and hospice care. You can see video testimonials from patients and whānau.

In 2021/2022 Hospice across Aotearoa:

- › Provided care to 17,589 people, plus their whānau
- › Cared for 10,592 people who died
- › Provided 166,541 face to face visits
- › Made 290,741 phone calls to patients and whānau members
- › Provided nearly 28,000 nights of specialist care in hospice inpatient units
- › Provided 24,042 bereavement contacts
- › Raised over \$94m through their second-hand retail shops, fundraising, donations, and other sources, including from reserves, to keep afloat.



## Last chance to complete the travel survey and win one of many great prizes

Staff have until 17 May to tell us about your commute to/from work in a short travel survey.

Please only complete the survey if you live/work in the greater Christchurch area. The greater Christchurch area includes Christchurch and outer suburbs as well as Rangiora, Kaiapoi, Oxford, Darfield, Rolleston, Leeston, Lyttelton, and Banks Peninsula.

The survey will take about **5 minutes** to complete.

- › Please note: We are aware that only one ethnicity can be selected in the survey. Unfortunately, this cannot be rectified, and we apologise.

- › Click on this [link](https://www.surveymonkey.com/r/stafftravel) or copy and paste this URL into your browser:

[www.surveymonkey.com/r/stafftravel](https://www.surveymonkey.com/r/stafftravel)

- › You can also scan the QR code right and complete on your smartphone.

Complete the survey by the 17 May deadline and you will go in the draw to win a great prize (prizes were listed in the email sent directly to you on 26 April).



# Quiz – Australia

Sreuth! What do you know about our closest neighbour and sporting nemesis?

1. **Christchurch's sister city Adelaide is also known as the city of \_\_\_\_\_?**
  - a. Wine
  - b. Ghosts
  - c. Trees
  - d. Churches
2. **The Pilbara region is considered the hottest in Australia with daily temperatures reaching or exceeding 32°C every day between October and April. In the height of summer, it regularly goes higher than 40°C. What state or territory is the Pilbara in?**
  - a. The Northern Territory
  - b. South Australia
  - c. Western Australia
  - d. Queensland
3. **True or false. There is more of Uluru (Ayers Rock) beneath the surface than there is above ground.**
  - a. True
  - b. False
4. **Which of these famous Aussies was actually born in Australia?**
  - a. Mel Gibson
  - b. Hugh Jackman
  - c. Nicole Kidman
  - d. Keith Urban
5. **Where would you find the famous Big Banana?**
  - a. Gold Coast QLD
  - b. Coffs Harbour NSW
  - c. Noosa QLD
  - d. Bendigo VIC
6. **What was Australia's temporary capital before Canberra?**
  - a. Sydney
  - b. Adelaide
  - c. Perth
  - d. Melbourne
7. **What animal's name means 'no drink' or 'no water' in the Dharug Aboriginal language?**
  - a. Koala
  - b. Kangaroo
  - c. Dingo
  - d. Kookaburra
8. **Approximately how long is the Great Barrier Reef?**
  - a. 1500km
  - b. 1800km
  - c. 2300km
  - d. 2700km
9. **Where would you find the world-famous Whitehaven Beach?**
  - a. Sydney
  - b. Whitsunday Island
  - c. Perth
  - d. Cairns
10. **Who was Prime Minister of Australia when they won the America's Cup in 1983?**
  - a. Paul Keating
  - b. John Howard
  - c. Bob Hawke
  - d. Kevin Rudd

Check your answers on page 23.

# Ā mātou tāngata – Our people

## Meet our nurses: You're learning something new every day

Becoming a nurse may not have been Crizia Soto's first career choice, but a passion for taking care of others and particularly being prepared to care for her parents as they aged, made her realise that nursing would be right for her.

Completing her nursing degree in November 2020, Crizia started as a Nursing Entry to Practice (NetP) Registered Nurse in April 2021 in Ashburton Hospital. Initially in the rehabilitation ward, Crizia requested to move to the acute general medical ward in October 2022 so she could upgrade her skills and clinical knowledge. She learns something new every day and was recently chosen as a MedChart champion.

During her placements as a student, Crizia was exposed to different environments, challenges and facilities.

"It took me some time to get used to working on the ward when I was starting as a NetP. Time management was my real struggle in my first month, in work, but with supportive colleagues at work it definitely made it easier to adjust to routines, tasks, and patient loads," Crizia says.

International Nurses Day has many in the profession contemplating their role in the health system.

Crizia says nurses are integral and the primary providers of care in the hospital.

"Nurses spend the most time with patients. We assess, monitor and escalate patient conditions or concerns. Nurses also act as patient advocates, educating them on their conditions and treatment. We help to coordinate the patient's care with other multi-disciplinary teams, guiding their journey through the health system."

The process of helping a person who enters hospital quite unwell, to when they are discharged and feeling much better, is what Crizia finds most fulfilling. Providing someone a better quality of life and the ability to experience things and spend time with friends and whānau is very rewarding.

The downside of her job is something felt by most nurses, staff shortages. She says that during periods when there isn't enough staff (usually due to illness) the additional pressure can be physically, mentally and emotionally draining.

"My dream for the future of nursing is that we have a larger workforce to alleviate nurse shortages and to prevent nurse burnout, so we can continue to provide the best and highest level of care for the patients."



Ashburton Hospital NetP Registered Nurse Crizia Soto

Crizia's personal aspirations include exploring more clinical areas to increase her skills and knowledge.

"I've always been very interested in cardiology or specialist areas like Paediatric Acute Care or Intensive Care, but at the moment I'm still enjoying my time growing and learning with the family that I have in Ashburton Hospital."

# Volunteers transform family area

With the incredible support of Christchurch Hospital volunteers, the Tiaki Whānau Child and Family Safety Service has been transformed from an old inpatient unit into a clinical space where children and families feel welcomed and supported, says Clinical Nurse Specialist Infant 2 Teen Service Joelle DeDanann.

"We are so very grateful for the donations over the years, they have really allowed us to provide the holistic care these children deserve. Most recently, the volunteers have been kind enough to fund furniture that is built for purpose for our department.

"Each item supplied needed to meet infection control standards and to be designed with the children in mind. We now have a large comfortable couch for for tamariki and caregivers attending any of our paediatric sexual abuse clinics, as well as a new small couch, tables and chairs for the larger waiting area.

"Children that come through have an abundance of toys to play with thanks to the volunteers, as well as comfortable furniture made with their needs in mind to relax on. We have also been the fortunate recipients of four electronic tablets and covers for the children to use while their parents and/or caregivers are discussing things with the paediatricians.

"Supplying these tablets allows us to create a safe way for children to play games and explore and allows their parents to relax knowing that their child will not be able to access anything they would consider unsafe. The families we see in our department deserve a therapeutic space, and we are so appreciative of the hospital volunteers for helping us to achieve that," Joelle says.

Volunteer Liaison Committee Chairperson Raelene Mountford says the furniture donated (to the value of \$10,000) was very much needed and is being put to good use.

Tiaki Whānau, is a multi-disciplinary team providing a specialist service providing trauma-informed care to children and families who have experienced adversity in their lives.

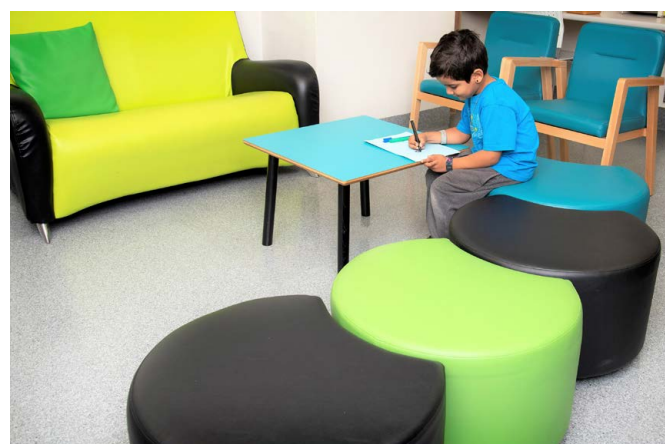
Based at the Christchurch Hospital campus the team is divided into a variety of workstreams including the Violence Intervention Programme, Sexual Abuse Team, Gateway and Infant to Teen assessments.



From left, Christchurch Hospital Volunteers Raelene, Andrew and Nette with Jai Gale, Clinical Nurse Specialist Infant2Teen Service Joelle DeDanann and Volunteer Danielle



Some of the furniture donated by the volunteers



Jai tries out some of the new furniture

# One minute with... **Ramesh Tiwari,** **Section Head, Haematology**

## **What does your job involve?**

I am a Medical Laboratory Scientist and I work in the Haematology Lab in Canterbury Health Laboratories.

Lab Scientists receive blood samples drawn from patients, process them for the requested tests, and release results to the ward or GP who requested the tests.

One of the interesting parts of my job is looking at thinly spread blood film on a glass slide down the microscope, looking for morphology of blood cells and identifying abnormal cells that aids in the diagnosis of blood cancer.

I also am responsible for the overall daily operation of the department. A big chunk of my day is filled with management related tasks such as ensuring routine lab operation, maintaining quality standards, building teamwork, budget planning, developing staff, and maintaining a safe workplace for everyone who works in my department.

## **What pathway got you to this job?**

I went to college to study a Bachelor of Science with a major in Clinical Laboratory Science. Upon graduation, I applied for a scientist registration with the Medical Sciences Council of New Zealand and started working in medical laboratories. In the lab, there are several positions such as assistants, technicians, scientists, technical specialists, section heads and lab manager.

After working in different positions for many years in laboratories around the world such as the USA, Nepal, and the West Coast of New Zealand, I was given the opportunity to be in this current role.

## **What advice would you give someone keen to enter your field?**

Study science. Lab work is amazing. There is so much to learn every day as science and medicine keep on evolving. The medical lab isn't just about test tubes anymore, it's more about high volume analysers and automation which is fascinating.

## **Who inspires you and why?**

I have worked with a wide group of colleagues in my career but I always get inspired by the senior scientists in labs. They all have immense knowledge of blood cell morphology and do not hesitate to share it. Lab folks are great mentors and are keen on training young colleagues who will soon be the future of our industry. I have also been inspired by my past managers who've made me believe I can manage a workplace as well.

## **What do Waitaha Canterbury's values (Care and respect for others, Integrity in all we do and Responsibility for outcomes) mean to you in your role?**

Treat others the way you like to be treated. Your colleagues are your second family and treat them like a family.



## **If you could be anywhere in the world right now where would you be?**

I would be in Dallas, Texas with my sister and her family. I haven't met my younger niece and she's already four years old. I could do with a month with them.

## **Who would you want to play you if there was a movie made about your life?**

I don't know... I would give it a go myself if Bipin Karki says no.

## **What are your hobbies/interests outside of work?**

I love playing volleyball, swimming, snowboarding, and playing guitar. I don't mind sitting inside with friends and family for some board game fun. However, my latest favourite pastime is spending time with my one year old daughter.

If you would like to take part in this column or would like to nominate someone please contact [Naomi.Gilling@cdhb.health.nz](mailto:Naomi.Gilling@cdhb.health.nz).

# Akoranga reo Māori – lesson #14

## Te Pēhitanga o te reo Māori

### – The suppression of the Māori language

*E ngā tūi e koekoe ana, e ngā kākā e ketekete ana, e ngā kererū e kūkū ana, anei āku oha.*

*To the tūi that chatter, to the kākā that cackle and to the kereru that coo, greetings.*

This week we are going to briefly look at two acts which legislatively suppressed the use of te reo Māori within our education system, and which led to the near extinction of the indigenous language of Aotearoa New Zealand. These are the 1847 Education Ordinance Act and the 1867 Native Schools Act.

Prior to colonisation in the 1800s, te reo Māori was the dominant language spoken in Aotearoa New Zealand. Many of the European sealers, whalers, missionaries, and traders actively learned te reo Māori to ensure effective communication and trading. However, as more Pākehā arrived, so grew the numbers of English speakers and following the signing of Te Tiriti o Waitangi, the colonial government began to emphasise the use of the English language to a greater degree. The Education Ordinance Act of 1847 then introduced English as the primary language of instruction in all schools nationwide, including for Māori whose first language was te reo Māori.

The Native Schools Act which followed was passed in 1867 and established an education system intended to assimilate Māori into Pākehā society. Under this act, English was enforced as the only language to be written and spoken in schools. This act also authorised the “active discouragement” of Māori children from learning their native language and corporal punishment in schools was common place for children speaking their native tongue. Many of those who were subjected to these beatings are still alive today.

By the beginning of the twentieth century, many believed that speaking te reo Māori would not only prevent Māori from successfully learning English, but also from fully participating in Pākehā society.

Generations of punishment for speaking te reo Māori had left people discouraging its use, even in the home setting. This, along with multiple other features of the colonisation process resulted in the intergenerational suppression of the language.

[Te Petihana Reo Māori – The Māori Language Petition – New Zealand Parliament \(www.parliament.nz\)](#)

[Education Ordinance 1847 – Māori education – mātauranga – Te Ara Encyclopedia of New Zealand](#)

#### **He whakapātaritari – A challenge**

There is so much mamae (pain) and whakamā (shame) for Māori around language loss and reclamation in this country. It requires significant compassion and an understanding of the issues at play, particularly for non-Māori who are engaged in learning te reo Māori. The challenge this week, is for you to begin to explore the concept of language trauma and seek to understand what that might involve for some Māori attempting to reclaim the language that is theirs by right of birth.

Mei kore ake ngā toa i whawhai tonu ai kia ora anō ai tēnei reo puiaki.

We are so fortunate for the warriors who fought continuously to ensure that this treasured language thrives once again.

**If you have any questions or feedback, please make contact via the email below. [Hauora. Maori@cdhb.health.nz](mailto:Hauora.Maori@cdhb.health.nz)**

# International winter warmer recipes

## Thai curried pumpkin soup

**Country of origin:** Thailand

**Dish:** Soup (not vegetarian)

**Ingredients:**

- › 1 medium pumpkin (suggest Crown)
- › Potatoes (roughly half pumpkin quantity)
- › 2 – 3 large onions,
- › 6 – 8 cloves garlic
- › 1 cup frozen peas (no more than one cup....) or beans
- › 1 tsp thyme (dried) or 2 tsp fresh
- › Thai green curry paste – prefer Mae Ploy (I would use at least a heaped tbsp for this quantity of soup)
- › 2 cans light coconut cream (or coconut milk)
- › 1½ cups chicken or vegetable stock
- › Salt and pepper to taste (not too much salt if using dry stock.)
- › Spring onions cut into 3 cm lengths
- › Plain yoghurt
- › Freshly ground black pepper
- › 1 tbsp ghee or cooking oil

**Method**

Peel and chop the onions and garlic. In a large pot, add cooking oil or ghee and sauté the chopped onions and garlic until transparent. Add curry paste, and cook until fragrant, stirring constantly – don't let it burn! Take the pot off the heat.

Chop the pumpkin into small pieces, removing seeds and skin. Peel and chop potatoes also, add both to the pot and mix thoroughly with the onion, garlic and curry paste. Add the coconut cream and stock, stirring constantly. Return to the heat and add the peas (or beans) and thyme.



If there is not enough liquid in the pot, use water to bring the level up to just cover the contents.

Simmer until all is well cooked, then process through a blender until smooth. Should be quite a thick consistency.

For serving, place soup in a bowl, then add a 'swirl' of yoghurt. Arrange spring onions on the top of the soup and then sprinkle freshly ground black pepper on the top.

Looks and tastes fabulous. It will keep for several days in the fridge. Enjoy!

"This is a tasty and hearty soup ideal as a winter warmer.

I recommend using the Mae Ploy pastes as they're the best. There isn't really a vegetarian option even using vegetable stock as the paste contains shrimp. Eat with crusty bread."

**Keith Hawker, Regional Contract and Services Manager, ISG**

# Whakamihi – Bouquets



## **Child Health Services, Christchurch Hospital**

We have had several hospital stays over the last year with our child, and want to extend our gratitude to the amazing doctors and nurses who have looked after us during this time. We have found every single doctor and nurse that we have encountered through ED, Children's Emergency Care and Paediatric High care to be exceptional. Everyone has been so compassionate and knowledgeable, and we cannot fault the care and support we have been given. We are so grateful for your kindness and professionalism during some of our toughest moments. Thank you all so much!

## **Maternity, Ashburton Hospital**

Ashburton Maternity was amazing! The care they had for me was more than I ever could have asked for. As a first-time mum they made me feel safe and cared for. They listened, answered questions and built up my knowledge. They continued to support me with expressing and taught me how to do this correctly. They all had a lovely manner about themselves and never made me feel silly for asking. They all sang from the same song sheet which made it much easier to get a plan together.

## **Intensive Care Unit (ICU), Christchurch Hospital**

A big thank you to all the ICU team, including Registered Nurses Gracie, Annie and Bayley who looked after me during my short stay. You turned a scary experience into a warm and welcoming environment and were always happy to talk and inform me of my progress. Thank you so much for help in getting me well again. I felt safe in your care.

## **Ward 18, Christchurch Hospital**

I would like to say a big thank you to all the caring and skilled staff – the plastic surgeon and the nurses. I particularly appreciated Nurse Donna. From her I received outstanding care with a personal touch. From pouring of a glass of water for me to when she checked in on me at the end of her shift to wish me well, small gestures mean a lot when one feels vulnerable.

## **ED and Ward 18, Christchurch Hospital**

Everyone provided excellent care, professional and reassuring. Keep up the good work.

## **Katie, Gastroenterology, Christchurch Hospital**

I had an appointment for a gastroenterology medical procedure which needed some prior communications with staff. Nurse Katie from that team contacted me after my initial email to the team and she was most efficient in attending to the matter and communicated in such a clear and pleasant manner during various phone calls. She is an asset to the hospital!

## **Ward 18, Christchurch Hospital**

I'm so happy with everyone in this ward, from the nurses and doctors to the social workers, WellFood staff and cleaners. You feel like family. I really appreciate all of you. I am praying for you all. Thank you so much for your kindness and hospitality. Never forgotten, always in my heart.

### **Claudia, Emergency Department (ED), Christchurch Hospital**

I was in the ED with my elderly mother. The nurse who was looking after us was called Claudia. She was very pleasant, and professional and made a stressful situation easier. Please pass on our many thanks.

### **Gynaecology Oncology, Christchurch Women's Hospital**

I felt privileged, honoured and blessed to have Bryony Simcock, Sarah Stevenson, Susie Morton and Oncology Nurse Sue Morrell walking this unknown journey with me. I really valued and appreciated the exceptional communication of the extraordinary surgical team. I cannot highly commend the surgical team enough. Going into the surgery I felt really relaxed. This is a huge reflection of the open communication before and after. Right from the pre-op appointments, admission and through to the anaesthetic I was constantly reassured, reminded of possible outcomes and asked if I had any questions or concerns. In terms of my recovery I cannot highly commend enough the doctors, registrars and nurses, especially Dr Sarah Stevenson and Nurse Sue Morell. What an honour and a privilege to be cared for by a team as dedicated and passionate about what they do, always empathetic, warm and encouraging. As far as I am concerned I owe Sarah my life. I cannot commend her enough. Sue is an incredibly amazing Oncology nurse. She went way above and beyond for me. Pre and post-surgery Sue was amazing and clear at all times with her care. Nothing was a problem for Sue she was amazing through this process. The nursing team were amazing, and the level of care was exceptional. Nothing was ever a problem. Every nurse demonstrated how passionate they are about what they do, in the love care an attention they provided. I can honestly say that I have had the most memorable journey with a team of people who do the most incredible job. My sincere thanks and appreciation.

### **Isaac, ED, Christchurch Hospital**

I am currently sitting in ED after having had the most wonderful interaction with a nurse named Isaac. He was kind, professional, calm and thorough. He explained everything he did in a way that my husband could understand, as well as me. This lovely nurse is an incredible asset to your team and is doing a great job!

### **ED, Christchurch Hospital**

I would like to express my thanks for the treatment I received and express my gratitude to the teamwork – from reception, to the ED doctors and nurses, the laboratory technicians and catering assistants.

### **Emir and Colin, Ward B8, Christchurch Hospital**

Emir Roberts and Colin Woodhouse on Ward B8 are both absolutely fantastic. They truly care about their patients and are funny, kind and supportive. Thank you both.

### **Acute Care/Bone Shop, Christchurch Hospital**

The treatment I received from the team in Acute Care and the Bone Shop was fantastic. I was treated with great care and compassion by all the staff. I was so impressed with the doctors and the time they spent with me explaining the injury and the recovery process. They were all lovely, very professional and caring. I am pretty much fully recovered and back to my normal activities so am a very happy camper. It wasn't fun breaking a bone and really painful, but I cannot fault the care provided at Christchurch Hospital and I do appreciate it very much.

### **Orthopaedics, Christchurch Hospital**

Karen did my cast and she made it blue. She was very nice and didn't touch my skin with the tickle machine.

[From a child patient].

### **Gastroenterology, Christchurch Hospital**

I was fully informed and felt valued and that everything was explained well. My info/prep pack was easy to understand. Thank you for making me feel at ease.

### **Cardiology, Christchurch Hospital**

Thank you so much to the senior registrar for the helpful explanation.

### **Ward 8 and 18, Christchurch Hospital**

I am extremely impressed with how this hospital has treated me. The food has been excellent, as have the staff. They were all friendly and courteous. Well done.

### **Christchurch Hospital**

Thank you to all the highly skilled, personable and capable staff in your team. So professional but also so caring and genuinely interested.

#### **X-ray, Christchurch Hospital**

The staff are lovely.

#### **Ward 18, Christchurch Hospital**

Thanks to everybody, such amazing people and truly magical treatment. Thanks again. I really am grateful.

#### **Ward 8A, Christchurch Hospital**

The nurses, occupational therapist and physiotherapists have been exceptional in their care of my friend. Thank you so much.

#### **Ward 24, Christchurch Hospital**

Thank you for the care you gave Mum at the end of life. We could not ask for better.

#### **Christchurch Hospital**

I have been fortunate to have successful operations at Christchurch Hospital. This was all due to excellent surgeons who had a good team of anaesthetists working well with them. One example was a surgery by my excellent surgeon Philippa Mercer. I have nothing but praise for the staff. If a patient has a problem they go out of their way to support them to find the answers.

(Excerpts from a letter to Minister of Health Dr Hon Ayesha Verrall)



# Stop the flu before it stops you

**Free staff flu vaccinations  
available now**

**Check PRISM for details**

# Ā mātou kōrero – Our stories

## Creating training equipment with 3D printer

A recently purchased 3D printer for the Simulation Centre at Manawa is expected to significantly reduce costs in staff training.

Manawa Simulation Centre Coordinator Christine Beasley says she is excited about the potential of the 3D printer.

"We have seen 3D printing being used in Bio-Medical Engineering and a couple of our techs were keen to explore how it might benefit our area, so we decided to brainstorm a few projects we could use it for, such as creating training equipment for staff."

"We are currently using the printer for making bones – used to practice placing a needle in, to obtain blood or give fluids. We have also printed tracheas for training in emergency intubation," she says.

These 3D models work out much cheaper than buying expensive training pieces and are easily and quickly replaced, meaning there is no downtime in training due to not having the necessary equipment.

"However, this 3D printing is different from that in the Medical Physics and Bioengineering department. Theirs is a superior setup with much more precise machines that are required to produce items of the quality needed by healthcare professionals in the treatment of patients.

"We are doing basic printing, and the items will be used for training purposes only. This allowed us to buy a pretty cheap printer and be able to produce our products in-house".

The savings that could be made from using 3D printing are significant, Christine says

"For example, an airway management trainer can cost up to \$4,500. To make a simple trachea stick to a plastic box and cover it in foam costs \$1. The clinical training performed on both pieces of equipment is the same."

The purchase of the 3D printer is a joint one with Ara Institute Te Pukenga, which means that the costs of purchase and consumables are divided between the two organisations. The team will be guided by the feedback they receive and will be exploring new and innovative ways to use the 3D printer.



From left, Simulation Technician Dylan Hill, (Te Whatu Ora) and Simulation Technician (Ara Te Pukenga) Richie Shaw



The new 3D printer

# Pink Shirt Day dedicated to stopping bullying and spreading aroha

On Pink Shirt Day, on Friday 19 May, people, places and profiles will be turning pink all around Aotearoa to spread aroha and kindness, celebrate diversity and promote stamping out bullying.

Pink Shirt Day is about working together to stop bullying by celebrating diversity and promoting kindness and inclusiveness. It's about creating a community where all people feel safe, valued and respected, regardless of gender identity, sexual orientation, age, ability, religion or cultural background.

Bullying is pervasive and entrenched in many areas of our society – we see it in our workplaces, homes, schools, personal lives, communities, and online. Pink Shirt Day was the response to a boy being bullied in Canada in 2007. In this incident, two students took a stand against homophobic bullying after the Year 10 student was harassed and threatened for wearing pink.

Since then Pink Shirt Day has grown globally and here in Aotearoa has become one of the biggest social campaigns. This year's theme is: 'Everyday Upstander, see someone being bullied? Be an upstander, not a bystander. Call it out. Stand with them. Get help'.

We know that bullying is prolific and can affect anyone. Here at Te Whatu Ora Waitaha Canterbury me Te Tai o Poutini West Coast, the People and Capability Team are responding to the priorities of our interim Health Strategy, Te Pae Tata, through the 'Active Bystander' workshop implemented and delivered by the Organisational Development Team.

*Speak UP*  
**STAND TOGETHER  
STOP BULLYING**



**FRIDAY 19 MAY 2023**

**KŌRERO MAI, KŌRERO ATU,  
MAURI TŪ, MAURI ORA**

## SOME IDEAS TO CELEBRATE PINK SHIRT DAY



### PINK MORNING TEA

We encourage you and your teams to have a shared 'Pink Morning Tea' to take some time out and connect. You could download the [Diversitea Kōrero Starter](#) and send in a team pic for a chance to win a fun prize pack!



### PINK UP YOUR SPACE

Decorate your office and spaces in pink and send us your pics for a chance to win a fun prize pack or organise a department wide Pink Shirt Day group photo to share on your social media with #PinkShirtDayNZ #TeWhatuOra and make it go viral!



## RESOURCES & WORKSHOPS

Download some of the amazing resources from [www.pinkshirtday.org.nz](http://www.pinkshirtday.org.nz) or book a space on one of our Te Whatu Ora Workshops on HealthLearn: 'Active Bystander' | 'Te Ao Marama' | 'Kahukura - Rainbow Diversity'

✉ Send your pink photos to: [ManaTaurite@cdhb.health.nz](mailto:ManaTaurite@cdhb.health.nz)

**Te Whatu Ora**  
Health New Zealand

[WWW.PINKSHIRTDAY.ORG.NZ](http://WWW.PINKSHIRTDAY.ORG.NZ)  
#PINKSHIRTDAYNZ

This in-demand workshop supports kaimahi to ensure each of us is aware of the role we can all play in creating a safe and healthy workplace.

Specifically, it is designed to start a conversation to support each of us to overcome any resistance to checking in and being an active participant in addressing behaviours in a variety of situations.

Bystander intervention seeks to understand and learn the ways we can support and nurture a culture that is free from harmful behaviour. The aim is to give each of us concrete tools to address problematic behaviour and the confidence to use them. This workshop has been delivered with an overwhelmingly positive reception.

Since September 2022, there have been over 50 Active Bystander workshops facilitated across Canterbury and West Coast with nearly 900 kaimahi taking part.

There are some great ideas to encourage you and your teams to celebrate Pink Shirt Day including a Pink Morning Tea, a 'Pink Up Your Space' competition as well as some amazing official Pink Shirt Day resources.

[Learn more here](#) and show us how you are celebrating Pink Shirt Day by sending your pics to [ManaTaurite@cdhb.health.nz](mailto:ManaTaurite@cdhb.health.nz)

In August 2021 an innovative new People and Capability team, Mana Taurite | Equity, Diversity and Inclusion, was created to help close the equity gap and create a more inclusive and diverse workforce.

Since its implementation one of the Mana Taurite team's initiatives has been developing a 'Whakakotahi | Unify Programme' a series of public and in-service educational sessions.

'Te Ao Marama' is a mana-enhancing cultural and te Tiriti education programme, to improve our organisation's equity awareness, responsiveness, and cultural safety for kaimahi and the communities we serve, so far these series of workshops have been delivered to over 3500 kaimahi.

If you are interested in attending one of these workshops or would like some in-service delivery for your teams you can find them on HealthLearn by clicking these links: [Active Bystander](#), [Te Ao Marama](#), [Kahukura – Rainbow Diversity](#)

Be protected  
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disease**

**Te Whatu Ora**  
Health New Zealand



# Pre-election guidelines for staff

On 14 July it will be three months until the General Election on Saturday 14 October and we will officially enter a pre-election period that affects those of us working in the public sector.

As public servants, generally the following is considered appropriate and acceptable conduct during an election period:

- › Chatting about politics or policy as part of a private conversation, in non-public facing areas, with interested colleagues
- › Being a member of a political party
- › Attending political party meetings or delivering pamphlets outside of work
- › Sensible personal use of media and social media (make sure you're familiar with our workplace's [social media policy](#))
- › Standing for Parliament as a candidate, with the caveat that you won't be able to work in your public sector role from the point of nomination until the day after the Election – [more information is available here](#).

The following is not considered appropriate or acceptable conduct during an election period:

- › Campaigning for a political party or a candidate in the workplace
- › Using your personal social media to make political comments about Te Whatu Ora, political parties or policies, Ministers or our work
- › Providing your work contact details to political parties
- › Engaging with political parties while at work, including responding to or forwarding emails from them – if you receive an email from a political party asking to visit your workplace, please refer the request to our [communications team](#)
- › Using publicly funded resources for political purposes (e.g. using a work printer to print political materials).

## Political neutrality in advertising

It is important that all public sector advertising remains politically neutral, and [new government advertising guidance](#) from the Public Service Commission outlines what you should be aware of in the lead up to the pre-election period.

- › **Purpose of the advertising** – government advertising must have a sound business purpose and relate to the agency's functions.
- › **Timing** – agencies should pause to consider the context when deciding when to publish government advertising, as this can impact how the public may perceive it.
- › **Public understanding** – the public must be able to easily understand both what they are expected to take away from the advertising, and why they are being told.
- › **Who is involved?** – Chief Executives should be across all significant decisions relating to government advertising in their agency.
- › **Presentation** – government advertising should always be accurate, factual and truthful; fair, honest and impartial; and lawful and proper.

## Some questions your team should be focused on if your work involves government advertising:

- › Does the advertising clearly relate to my agency's functions? Does the public need to know this, and at this point in time?
- › Is the spending of public funds justified?
- › Will the public be able to understand what they need to know?
- › Will it be clear to the public that the advertising is from government?
- › Is the advertising politically neutral?

Further guidance on the pre-election period

- › [General election guidance – Te Kawa Mataaho Public Service Commission](#)
- › [Guidance for public servants' official use of social media – Te Kawa Mataaho Public Service Commission](#)
- › [Standards of Integrity and Conduct – Te Kawa Mataaho Public Service Commission](#)
- › [Te Kawa Mataaho \(Public Service Commission\) He Ārahitanga Pōtitanga Whānui General Election Guidance 2023.](#)

# International Day Against Homophobia, Biphobia and Transphobia

*By Workforce Development Partner | Equity, Diversity and Inclusion, Akira Le Fevre*

17 May commemorates International Day Against Homophobia, Biphobia and Transphobia, a day aimed to raise awareness of LGBTQIA+ discrimination and encourage people to be allies and advocates.

Homophobia, biphobia and transphobia are defined as an irrational 'fear' of someone who identifies as one of a diverse range of sexes and genders or expresses their orientation or gender identity differently to the 'norm'.

As a country we've come a long way and are leaps ahead of many other countries where being part of the rainbow community is still illegal and in some countries punishable by death. Fortunately here in Aotearoa New Zealand we have removed many laws that criminalise, discriminate and limit the rights and freedoms of the rainbow community.

There are still barriers however that result in poorer health outcomes and higher rates of homelessness and unemployment. Events like the International Day Against Homophobia, Biphobia and Transphobia are important to help bring awareness and address the fears that still exist in society and institutions.

We live in a digital world where many diverse views and beliefs, no matter how harmful, can be posted and shared without any accountability for the repercussions. These views may, especially for many at-risk young rainbow people, attribute to the high statistics of poor mental health.

International Day Against Homophobia, Biphobia and Transphobia encourages people to be allies. Our rainbow community would not have as many human rights today if not for our amazing supporters and advocates. You don't have to know a rainbow person to be an ally because simply living our Te Whatu Ora Waitaha value of 'care and respect for others' makes you an ally.



There are many ways you can show support, including creating a safe workplace for both your rainbow work colleagues and patients. Being visible and ensuring our diverse communities see themselves represented will make a huge difference. Displaying rainbow posters in your workspace for example is one thing you can do to make people feel seen and supported, but it's not just about being visible. It's also what someone hears and feels within a space, so making sure our conversations are inclusive, and that when we see harmful behaviours we have the tools and skills to call them out.

If you would like to learn more about the rainbow community and how to be an ally you can attend a Te Whatu Ora Rainbow Diversity Workshop which are delivered on campus and locally to departments and rural areas.

For more information you can find the workshop here on [HealthLearn](#) or you can contact [Akira Le Fevre](#) (he/him) who has a Rainbow Lived Experience Advisory Role within the Equity, Diversity and Inclusion team.

# World Smokefree May – We’re Backing You

World Smokefree May leads up to the celebration of World Smokefree Day on 31 May.

Internationally, World Smokefree Day is known as World No Tobacco Day, and is celebrated annually. The day aims to highlight the importance of quitting smoking, the crucial role of having smokefree environments, and how essential smokefree legislation and regulations can support whānau to have smokefree lives where they live, work and play.

This year’s theme “We’re Backing You – Taituara, Taiwhare, Taieke” emphasises the importance of team effort to achieve this goal. The focus is on whānaungatanga and wrap-around support, which will be provided by whānau, community, and government to make the journey towards a smokefree future.

Here in Waitaha, [Te Hā – Waitaha Smokefree Support](#) is [available free](#) for anyone who is ready to go smokefree. The team work with whānau to find ways that can make quitting easier. You can [meet our team of specialist quit coaches here](#).

[Recent changes to Smokefree legislation](#) will see tobacco much less available and much less addictive by limiting the places where tobacco can be purchased and limiting the nicotine content allowed in smoked tobacco products.

See [here](#) for Smokefree Environments and Regulated Products Act Key Timeline.

This World Smokefree May, [Hāpai Te Hauora](#) is backing our whānau who choose May to quit by inviting them to [register for Quit to Win](#).



There are spot prizes including a final prize worth \$5000 to help inspire them to quit during the month.

Get involved with World Smokefree May and the Smokefree kaupapa by checking out the World Smokefree May website for Aotearoa here: [We're Backing You | World Smokefree May](#).

# Upcoming Youth Advisory Council events celebrate Youth Week

The Te Whatu Ora Waitaha Canterbury Youth Advisory Council (YAC) has two great events to celebrate Youth Week. You're welcome to join the YAC team with a week of giving back to our community and improving wellbeing.



## Crafternoon

Spend the afternoon making some arts and crafts to uplift and bring some kindness to our young people currently staying in hospital.

**When:** Friday 19 May, 3.30 – 7pm

**Where:** Ranui House, 1 Cambridge Terrace

**What:** Pop in and make some crafts with your friends and whānau

**Plus:** All arts and crafts materials will be provided. Light snacks and drinks will be available

**RSVP:** There is room capacity so please RSVP to attend through the [Facebook event page](#)

**Donate:** There is also a canned food drive for the pantry at Ranui House to give back to the whānau and individuals staying there and to thank them for hosting this event. If you could bring a can of food or non-perishable item along with you, it would be greatly appreciated.

Some of the people staying at Ranui House are vulnerable to illness and infection. Do not attend if you are unwell, have a cough or any cold or flu symptoms.



## Bark in the park

Bark in the park is back for Youth Week 2023! Bring your furry friends and join us on a walk around North Hagley Park.

**When:** Saturday 20 May. Meet at 11am for an 11.20am start

**Where:** North Hagley Park tennis courts

**Plus:** Enjoy a free sausage sizzle after the walk

**RSVP:** To stay up to date with details of the event and ensure there is enough food, please RSVP to the [Facebook event page](#).

It doesn't matter if you don't have a dog. Come along and meet some new people and their gorgeous pups. Everyone is welcome!

If you have any questions about these events or any other YAC activities, please get in touch through the YAC Facebook account or via email at [cdhbyouth@gmail.com](mailto:cdhbyouth@gmail.com)

# Pānui – Notices

## Something For You

Something for You is the Te Whatu Ora – Waitaha Canterbury employee benefits programme. The deals offered are from the New Zealand business community to say thank you for all that you do.

Please see below offers for you.



### KOHA Fitness – 48 Hereford Street

KOHA Fitness would like to offer all Te Whatu Ora – Waitaha staff an exclusive promotion for the months of May and June on top of the corporate rate already offered. Pay for Basic, and we'll shout you Premium! Join up on our Platinum Membership and only pay for our Basic! Platinum Memberships our most popular membership. It includes all classes, 24/7 access, two personal trainer consultations when you join up to work on your specific goals, all biometric body scans and discounted massages. There are no joining fees.



### Spartan Greek Café and Restaurant – 2/574 Colombo street

Get 10 percent off food and beverage for dine-in or takeaways. Show your staff ID to redeem



### Heritage Hotel –Queenstown

Book directly through the hotel – [www.heritagehotels.co.nz/](http://www.heritagehotels.co.nz/) to access discounted accommodation rates. [See more information and discount code here.](#)

## CavellLeitch >

### Cavell Leitch – Level 3, BNZ Centre, III Cashel Mall

Cavell Leitch is happy to provide a 10 percent discount for legal fees (limit of up to \$5,000 of fees) across all of their service areas which include: Property, business, relationship property, immigration, resource management, employment, trusts and estates, and dispute resolution. The discount will not apply to disbursements such as government/council fees. Please show a copy of your staff ID to redeem.

## QUIZ ANSWERS – Australia

1. d. Churches
2. c. Western Australia
3. a. True. Uluru is about 348m tall at its highest point and extends around 2.5km below ground.
4. b. Hugh Jackman was born in Sydney. Mel Gibson was born in the US, Nicole Kidman in Hawaii and Keith Urban in Whangārei, NZ.
5. b. Coffs Harbour NSW
6. d. Melbourne – the capital city transferred to Canberra in 1927
7. a. Koala – probably because in the wild, Koalas don't drink much water.
8. c. 2300km
9. b. Whitsunday Island
10. c. Bob Hawke

# Employment hui

Whakamana Whānau is a programme for Māori and Pasifika to gain employment within Te Whatu Ora Waitaha Canterbury to kick start their career in health. This is a mana-enhancing programme that looks at wrapping a korowai around our whānau during the recruitment process, onboarding and ongoing tautoko (support).

[Learn more about our award-winning programme here](#)

**When:** Wednesday 24 May, 9am-3pm

**Where:** Aranui Community Centre - 31 Hampshire Street, Aranui

**What to expect at the hui:** Join us for a fun day where you can kōrero with some of our awesome kaimahi (staff).

You will also:

- › Take part in a mana-enhancing strength finder exercise
- › Learn more about the vacancies that we have on offer
- › Enjoy some free kai

We are very excited to be recruiting across multiple career path opportunities within our organisation. Our opportunities include 20+ vacancies;

[You can register here.](#)

*Are you*  
**MĀORI or PASIFIKA**  
*and wanting to start a career in health?*



**Te Whatu Ora Waitaha Canterbury (Health NZ) have many career path opportunities to kick start your career in health.**  
**For the majority of roles you do not need to have prior work experience, we provide you with training on the job.**

**Over 20 roles available:**

- Kaiāwhina - Maternity
- Pharmacy Assistant
- Radiographic Assistant
- Cafe Assistant
- Sterile Services Technician
- Healthcare Assistant
- Administration
- And more to come...



**Registrations open now**



<https://cdhb.careercentre.net.nz/job/WW23/Christchurch/26167>

**Information Day**  
**Date:** Wednesday 24th May  
**Time:** 09.00am - 3.00pm  
**Free lunch provided**

**Come along for kai and learn more about the roles from our hiring managers and Kaimahi staff that have been appointed into this programme**

**Te Whatu Ora**  
**Health New Zealand**  
Waitaha Canterbury

**Website:**  
<https://manataurite.org>  
**Email:** [ManaTaurite@cdhb.health.nz](mailto:ManaTaurite@cdhb.health.nz)



# CCN leadership messages

Please use [this link to read the key messages](#) from the CCN Leadership Team meeting held Tuesday 21 March 2023.

You can view previous key messages via the document library on the [CCN website here](#).

## Our voices: The journey to healthy futures | Ō mātou reo: Te huarahi ki pae ora

The Health Quality & Safety Commission's He Hoa Tiaki | Partners in Care team is hosting a one-day forum at Te Pae, Christchurch convention centre.

It will focus on te huarahi ki pae ora | the journey to healthy futures.

**Date:** 25 May 2023

**Time:** 9.30 am to 4.30 pm

**Location:** Te Pae, Christchurch convention centre

The event will run from 9.30 am – 4.30 pm. A networking function will follow this from 4.30–6.30pm.

To read the full programme or register visit: [www.hqsc.govt.nz/OurVoices](http://www.hqsc.govt.nz/OurVoices).



The poster features a circular illustration on the left showing four diverse people (two women and two men) with speech bubbles above them, set against a teal background. To the right, the event title is written in white text on a dark blue background. Below the title, the event date and location are listed. On the far right, there is a white Māori koru design. At the bottom right, the logos for the Health Quality & Safety Commission New Zealand and the New Zealand Government are displayed.

**Our voices: The journey to healthy futures | Ō mātou reo: Te huarahi ki pae ora**

Event date: 25 May 2023

Te Pae, Ōtautahi Christchurch

HEALTH QUALITY & SAFETY COMMISSION NEW ZEALAND  
He Hoa Tiaki | Partners in Care

**Te Kāwanatanga o Aotearoa**  
New Zealand Government