

# Māori Health Policy

## **Purpose**

To improve understanding of Māori Tikanga in context of support and care for kaumātua and to provide guidelines to assist both Māori and non- Māori contractors to respond appropriately to the needs of Māori *turoro* (members) and their *whānau*.

*Tikanga* is the term that describes the customary system of values and practices that have developed over time and are deeply embedded in the social context that forms the cornerstone of life for Māori. The principles are not to be applied lightly, but rather with reverence, as they represent the sacredness and essence of life for Māori.

To ensure that the services provided for Māori will be supported and delivered in an environment that acknowledges commitment to the principles of Te Tiriti o Waitangi/ the Treaty of Waitangi.

## **Principles**

The Treaty of Waitangi is recognized as the founding document of New Zealand. Arvida Good Friends management understands that Māori are a diverse and unique cultural group and an intrinsic part of New Zealand's heritage.

The key principles of Māori Health will be applied to achieve best outcomes:

- **Partnership** -working together with Iwi, Hapu and Whānau and local Māori communities to develop strategies for Māori health gain and the delivery of appropriate services to Māori members
- **Participation** -involving Māori at all levels of care including planning, development and delivery of services.
- **Protection** - ensuring Māori enjoy at least the same level of health as non-Māori and safeguarding Māori cultural concepts, values and practices

Arvida Good Friends acknowledges and supports the '*four cornerstones*' to Māori health:

- Te taha hinengaro - mental wellbeing
- Te taha tinana - physical wellbeing

- Te taha wairua - spiritual wellbeing
- Te taha whānau - whānau wellbeing

### **Scope**

This policy applies to all contractors, members, families/whānau, nominated representatives and volunteers.

### **The standard is met when**

1. An admission information pack is provided which takes account of the unique needs of Māori members. This includes the provision of information on advocacy, interpreter agencies and spiritual and cultural representatives within the local community. Members will be supported to access these on request. If required, this information may be supplied in Te Reo Māori.
2. Information is actively sought from both the member and their whānau on member admission to understand the member's cultural preferences. This is used to develop and document the Māori Health assessment and help plan. This plan will assist contractors to identify and eliminate barriers/perceived barriers in the delivery of care and or services. This will include, but is not limited to:
  - Iwi origin
  - specific personal hygiene practices
  - the safe keeping and/or disposal of body parts during care and on death
  - festive practices and social and recreational activities
  - identification of community support/advocacy needs and establishing links with local Iwi
  - death and dying protocol including after death care and the whānau expectations of provision of linen, food, and costs of additional occupancy during this period.

### ***Culturally Safe Care Practices for Māori***

The whole whānau is considered one unit, each member as important as the next. Elders are extremely important in Māori society with men having higher status than Māori women, most notably on the Marae. This will have special significance in relation to informed consent and must be taken into account when seeking informed consent.

Māori people like to care for their own. As caregivers, it is therefore important that we act as support and resource persons, act in a culturally appropriate manner, and do not take over care. This includes consideration of the following:

#### *Personal Hygiene*

Wash-bowls and items used on the lower part of the body

- Must be utilised as directed by the member or their whānau
- Shaving utensils should not be used or emptied where toothbrushes or eating or drinking utensils come in contact. A washbowl utilized for shaving must be emptied and washed out in the laundry hand basin.
- Māori members should be asked what they would like done with any hair removed during shaving or hairdressing.

#### *Food and Meals*

- No bodily excretions are to be placed near or where food is being eaten or prepared
- No sitting on tables
- Remove commodes and bottles from rooms

#### *Disposal of Waste*

- Members should be asked how they would like disposal of wound dressings and incontinence pads to take place.
- Separate waste disposal containers must be used for wound dressings, used incontinence pads, catheter drainage bags and other disposable items containing body fluids or waste
- If hair and nails are cut, the member may wish to retain them and arrangements for their safe keeping should be arranged. They should be retained in a sealed water-resistant bag, named and passed to the member's whānau.
- Body tissue or fluid samples that go for laboratory testing must never be placed where food preparation or eating items will be placed.
- Any arrangements made by the member and / or whānau with the contractors or Care Manager for the retention and disposal of body tissue and parts must be fully documented and signed by the member or whānau. Any decision must take into consideration the requirement to maintain health and safety and infection control standards.

#### ***Strategic Links with Māori***

Arvida Good Friends is committed to supporting the NZ Māori Health Strategy by:

- Establishing relationships with local Māori organisations for advisory and support in the development and provision of safe practice.
- Improving the effectiveness of mainstream services to accommodate the needs of elderly Māori and the Positive Aging Strategy through:
  - Increasing the number of quality services provided for and by Māori
  - Increasing understanding of the role and significance of Kaumātua in Te Ao Māori

- Contributing to the development of the Māori Workforce
  - Being an equal opportunity employer;
  - Being aware of the need for contractor ethnicity to reflect, where possible, the demographics of the population;
  - Ensuring that Māori contractors are offered and take up contractor development training options.

### **Associated Documentation**

Cultural Safety Policy

Informed Consent Policy

#### **Code of Member Rights in English and Māori Text**

1. Right to be treated with respect - *mana*
2. Right to fair treatment; freedom from discrimination, coercion, harassment, and exploitation - *manaakitanga*
3. Right to dignity and independence - *tu rangatira motuhake*
4. Right to services of an appropriate standards - *tautikanga*
5. Right to effective communication - *whaka whitiwhitinga whakaaro*
6. Right to information; be fully informed - *whakamohio*
7. Right to make an informed choice and consent –*whakaritenga mou ake*
8. Right to advocacy and support - *tautoko*
9. Rights during teaching and research - *ako me te rangahau*
10. Right to complain and have complaints taken seriously – *amuamu*

### **Reference**

HDSS 8134. 1.1.4 - Consumer Rights

Consumers who identify as Māori have their health and disability needs met in a manner that respects and acknowledges their individual and cultural values and beliefs.

HCSS 8158: 1.4 Recognition of Māori Values and Beliefs:

Māori Consumers have their health and disability needs met in a manner that respect sand acknowledges their individual and cultural values and beliefs.