Policy Applies to: All staff at Mercy Hospital.

Rationale:
Mercy Hospital is committed to providing holistic care. This concept embraces not only the physical needs but also the spiritual, emotional and social needs of the patient, whanau/family and staff.

The individual will not necessarily be aligned to a particular faith tradition but when they are, attention will be given to providing the full richness their faith brings to their current experience.

Definitions:
Pastoral Team: The Pastoral team is responsible for providing a spiritual ministry, where needed and desired; it is designed to be supportive to patients, their families and staff.
Chaplain: The on-call Catholic chaplain is available to provide sacramental care.
Hospital Visitors: Representatives appointed from recognized faith communities to visit members of their community that are in hospital.

Objectives:
• To support patients and whanau/families emotionally and spiritually during the stress of surgery and hospitalization
• To augment the ministry of the patient’s Priest or Cleric
• To offer spiritual and emotional support to staff
• To ensure a sound liturgical and prayer base within the hospital.

Implementation:
• The Pastoral Team will respond to specific patient, family or staff requests for support by:
  o being available to visit patients
  o offering particular care and support to seriously ill or dying patients and their family.

The on-call Catholic Chaplain, appointed by the Bishop of Dunedin, is supported to provide regular Eucharistic celebrations and pastoral care to patients, their family or staff as required. Inter-denominational support can be provided and this is facilitated by the Pastoral Team as required.

Evaluation:
• An annual evaluation of pastoral care will include a review of any feedback received.
Associated Documents

- **External**
  - Pastoral Services in Catholic Health, Community and Aged Care provided by Catholic Health Australia.

- **Internal**
  - *Tikaka* – Best Practice Guidelines, Mercy Hospital Dunedin
  - Death of a Patient Policy.