

**From:** [Margaret Dotchin \(ADHB\)](#)  
**To:** [Richard Sullivan \(ADHB\)](#); [Alex Pimm \(ADHB\)](#); [Barry Snow \(ADHB\)](#); [Duncan Bliss \(ADHB\)](#); [Ian Costello \(ADHB\)](#); [Samantha Titchener \(ADHB\)](#); [Emma Maddren \(ADHB\)](#); [Julie Patterson \(ADHB\)](#); [Tracy Silva Garay \(ADHB\)](#); [Nigel Robertson \(ADHB\)](#); [Joanne Bos \(ADHB\)](#); [Wendy Stanbrook-Mason \(ADHB\)](#); [Michael Shepherd \(ADHB\)](#); [Justine White \(ADHB\)](#); [Shayne Tong \(ADHB\)](#); [Meg Poutasi \(ADHB\)](#); [Nigel Chee \(ADHB\)](#); [Anthony Hawke \(ADHB\)](#); [Sue Waters \(ADHB\)](#); [Debbie Holdsworth \(WDHB\)](#); [Ailsa Claire \(ADHB\)](#); [Mark Edwards \(ADHB\)](#); [Chris Pegg \(ADHB\)](#); [Ian D'Young \(ADHB\)](#)  
**Subject:** FW: urgent administration support - deployment to help set up our non clinical support team  
**Date:** Tuesday, 08 February 2022 12:50:02

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Kia ora koutou

As part of our COVID Omicron response we are setting up our non-clinical support team to support clinical areas during any COVID surge where we have capacity constraints in terms of our workforce and we may need to deploy non – clinical supporters to assist areas. This is similar to what has occurred in the past during our nursing strikes. This is being led by Wendy Stanbrook-Mason and Chris Pegg.

We need some administration support to assist now to prepare and for when we deploy the team.

Before we go out to agency, we want to know if you have any availability within your admin team. Below is a list of type of things we are looking for help with:

- Set up a roster system – excel skills, MS Teams, Sharepoint
- Help place volunteers / supporters in the roster
- Communicate with the volunteers / supporters
- Help with communication to clinical areas
- Work beside Chris and Wendy to work through processes as we continue to develop this piece of work – this might not be all days next week but at least a few hours
- Set up a texting system for surge workforce
- Monitoring and responding to emails
- Phone assistance once we are further in to demand
- Once in full operation mode will need to work beside either Chris and Wendy to do the daily work that will then be occurring – this will need to change to working across evenings and weekends as required.

If you have anyone looking for a challenge or to help with this centralised function, please let Chris and Wendy know.

**Ngā mihi**

**M**

**Margaret Dotchin (she/her)**

Chief Nursing Officer

09 307 4949 ext [REDACTED] | [REDACTED] | [REDACTED]  
Auckland District Health Board | Level 12 | Building 1 | Auckland City Hospital

signature\_1715576400



cid:image001.png@01D6F320.F8CFF690



**From:** [Forms](#)  
**To:** [Ailsa Claire \(ADHB\)](#); [TrendCare Support \(CMDHB\)](#)  
**Subject:** Mel Dooney (ADHB) has been assigned as a Ward and Service Supporter  
**Date:** Thursday, 03 March 2022 13:28:12

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Kia ora home and host managers,

### **Kotahitanga | working together to respond to the greatest need**

Thank you for making our colleagues who have put their hand up to be part of the workforce response to Omicron feel welcome and supported to take up this role. We know this might be a particularly challenging and stressful time, and we thank you for your kindness and for living our values.

We are standing up a Ward and Services Supporter role that can provide support to our clinical and services teams in the clinical and services areas. Our aim is to keep our healthcare and support teams doing what they do best while easing the pressure related to surges in occupancy and staff absences over the next two to three months.

Here's everything you need to know about Mel Dooney (ADHB), who has signed up to be a Ward and Service Supporter:

- They will be supporting in: ED/CDU
- Fixed pattern of Wednesdays 2:00pm - 8:00pm
- On the first shift, they will arrive to: ED/CDU- Level 3, Building 32
- The Ward and Service Supporter shifts will start from 2/03/2022

### **Haere Mai | Induction**

Please support your staff to complete this as soon as they can, it should take about 30 minutes. We aim for all supporters to complete their induction via the [Hippo page](#) prior to joining the team.

**Host manager**, when the supporter(s) arrive on the ward, please help them with the following:

- Introduce them to their teammates. Consider assigning them a buddy for their shift
- Provide key fire and health and safety information
- Orientate them to the ward, including where to store their belongings, where to get tea or water, where the toilets are, and where they can take breaks

Here are a few quick things that the **Home Manager** should do:

- *Acknowledge and thank your staff for their flexibility and willingness to join the team and make a valuable contribution*
- *Check-in with them regularly*

*Provide coaching and guidance as needed*

Here are a few quick things that the **Host Team** should do:

- *Whakawhanaungatanga*
- *Welcome redeployed staff and ensure they feel like a valued and appreciated part of your team*
- *Assign a buddy to support them*
- *Check-in with them regularly*
- *Include them in regular team huddles and hui, and other communication channels*

Please be patient, kind and friendly with the questions that will inevitably arise – there is a strong desire to locate staff to areas they have identified as having experience with. This will also mean they are likely to be working with your team more than once and should need less support from you each time.

For Ward and Service Supporters, the project team will manage any additional hours and payment through Mahi ē Taea so you do not have to do anything. Check out the [Frequently Asked Questions](#) if you have any questions about this.

### **Sick Leave**

The usual sick leave processes apply. If your staff is unwell, they should contact their home manager and the home manager should email [IcanHelp@adhb.govt.nz](mailto:IcanHelp@adhb.govt.nz).

### **Awhi | Support**

We want you to feel supported and are keen to hear back from you about how you're finding the ward supporter role. If you have any feedback, please email [IcanHelp@adhb.govt.nz](mailto:IcanHelp@adhb.govt.nz)

### **Need to make changes?**

We understand things can change at the last minute and you may need to bring your staff member back to their home role. We would like to be as responsive as possible to the hospital's needs but if you need to make any changes, please email [Icanhelp@adhb.govt.nz](mailto:Icanhelp@adhb.govt.nz).

Thank you again for your mahi and your kindness.

### **Got questions?**

If you have any questions, please email [IcanHelp@adhb.govt.nz](mailto:IcanHelp@adhb.govt.nz)

Ngā mihi

Wendy Stanbrook-Mason  
**Deputy Chief Nursing Officer**

Chris Pegg  
**Operations Manager**

**From:** Mel Dooney (ADHB)  
**To:** Sarah McLeod (ADHB)  
**Subject:** FW: Key messages to host and home managers - Ward & Service Supporters  
**Date:** Monday, 28 February 2022 15:33:00  
**Attachments:** image003.png

Well done you!

You have inspired me ... I am going to help them out on a Wednesday.

M

Ngā mihi

**Mel Dooney**

Chief People Officer

Ph 09 307 4949 Ext [REDACTED] | Mob [REDACTED] | [REDACTED]  
Auckland District Health Board | Level 12 | Support Building | Auckland City Hospital

**Haere Mai Welcome** | **Manaaki Respect** | **Tūhono Together** | **Angamua Aim High**

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**From:** Forms [mailto:sharepoint@healthalliance.co.nz]

**Sent:** Monday 28 February 2022 10:04 AM

**To:** Mel Dooney (ADHB) [REDACTED]; Tracey Barley (ADHB) [REDACTED]; Trendcare Support (ADHB) <SupportT2@adhb.govt.nz>

**Subject:** Key messages to host and home managers - Ward & Service Supporters



Kia ora home and host managers,

#### **Kotahitanga | working together to respond to the greatest need**

Thank you for making our colleagues who have put their hand up to be part of the workforce response to Omicron feel welcome and supported to take up this role. We know this might be a particularly challenging and stressful time, and we thank you for your kindness and for living our values.

We are standing up a Ward and Services Supporter role that can provide support to our clinical and services teams in the clinical and services areas. Our aim is to keep our healthcare and support teams doing what they do best while easing the pressure related to surges in occupancy and staff absences over the next two to three months.

Here's everything you need to know about Sarah McLeod (ADHB), who has signed up to be a Ward and Service Supporter:

- They will be supporting in: ED/CDU
- Fixed pattern of Tuesdays 2:00pm - 8:00pm
- On the first shift, they will arrive to: ED/CDU- Level 3, Building 32

#### **Haere Mai | Induction**

Please support your staff to complete this as soon as they can, it should take about 30 minutes. We aim for all supporters to complete their induction via the [Hiippo page](#) prior to joining the team.

**Host manager**, when the supporter(s) arrive on the ward, please help them with the following:

- Introduce them to their teammates. Consider assigning them a buddy for their shift.
- Provide key fire and health and safety information.
- Orientate them to the ward, including where to store their belongings, where to get tea or water, where the toilets are, and where they can take breaks.

Here are a few quick things that the **Home Manager** should do:

- *Acknowledge and thank your staff for their flexibility and willingness to join the team and make a valuable contribution*
- *Check-in with them regularly*
- *Provide coaching and guidance as needed*

Here are a few quick things that the **Host Team** should do:

- *Whakawhanaungatanga*
- *Welcome redeployed staff and ensure they feel like a valued and appreciated part of your team*
- *Assign a buddy to support them*
- *Check-in with them regularly*
- *Include them in regular team huddles and hui, and other communication channels*

Please be patient, kind and friendly with the questions that will inevitably arise – there is a strong desire to locate staff to areas they have identified as having experience with. This will also mean they are likely to be working with your team more than once and should need less support from you each time.

For Ward and Service Supporters, the project team will manage any additional hours and payment through Mahi ě Taea so you do not have to do anything. Check out the [Frequently Asked Questions](#) if you have any questions about this.

#### **Sick Leave**

The usual sick leave processes apply. If your staff is unwell, they should contact their home manager and the home manager should email [ICanHelp@adhb.govt.nz](mailto:ICanHelp@adhb.govt.nz)

#### **Awhi | Support**

We want you to feel supported and are keen to hear back from you about how you're finding the ward supporter role. If you have any feedback, please email [ICanHelp@adhb.govt.nz](mailto:ICanHelp@adhb.govt.nz)

**Need to make changes?**

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Thank you again for your mahi and your kindness

**Got questions?**

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Ngā mihi

Wendy Stanbrook-Mason  
**Deputy Chief Nursing Officer**

Chris Pegg  
**Operations Manager**

**From:** Sarah McLeod (ADHB)  
**To:** Mel Dooney (ADHB)  
**Subject:** Re: Key messages to host and home managers - Ward & Service Supporters  
**Date:** Monday 28 February 2022 16:06:07  
**Attachments:** image003.png  
image003.png

Awesome #doingourbit

Ngā mihi, Sarah

On 28/02/2022, at 3:33 PM, Mel Dooney (ADHB) <MDooney@adhb.govt.nz> wrote:

Well done you!

You have inspired me ... I am going to help them out on a Wednesday.

M

Ngā mihi

**Mel Dooney**

Chief People Officer

Ph 09 307 4949 Ext [REDACTED]

Mob [REDACTED]

Email [REDACTED]

Auckland District Health Board | Level 12 | Support Building | Auckland City Hospital

**Haere Mai Welcome**

**Manaaki Respect**

**Tūhono Together**

**Angamua Aim High**

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[REDACTED]

**From:** Forms [mailto:sharepoint@healthalliance.co.nz]

**Sent:** Monday 28 February 2022 10 04 AM

**To:** Mel Dooney (ADHB) <MDooney@adhb.govt.nz>; Tracey Barley (ADHB) <TBarley@adhb.govt.nz>; Trendcare Support (ADHB) <SupportT2@adhb.govt.nz>

**Subject:** Key messages to host and home managers - Ward & Service Supporters

[REDACTED]

Kia ora home and host managers,

#### Kotahitanga | working together to respond to the greatest need

Thank you for making our colleagues who have put their hand up to be part of the workforce response to Omicron feel welcome and supported to take up this role. We know this might be a particularly challenging and stressful time, and we thank you for your kindness and for living our values.

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Here's everything you need to know about Sarah McLeod (ADHB), who has signed up to be a Ward and Service Supporter:

- They will be supporting in: ED/CDU
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- On the first shift, they will arrive to: ED/CDU- Level 3, Building 32

#### Haere Mai | Induction

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Here are a few quick things that the **Home Manager** should do:

- Acknowledge and thank your staff for their flexibility and willingness to join the team and make a valuable contribution.
- Check-in with them regularly.
- Provide coaching and guidance as needed.

Here are a few quick things that the **Host Team** should do:

- Whakawhanaungatanga
- Welcome redeployed staff and ensure they feel like a valued and appreciated part of your team.
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#### Sick Leave

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**Awahi | Support**

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Ngā mihi

Wendy Stanbrook-Mason  
**Deputy Chief Nursing Officer**

Chris Pegg  
**Operations Manager**

**From:** [Mel Dooney \(ADHB\)](#)  
**To:** [Sarah McLeod \(ADHB\)](#)  
**Subject:** Re: Ed intel  
**Date:** Wednesday, 02 March 2022 10:50:52

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Did you end up wearing PPE?

Sent from my iPhone

> On 1/03/2022, at 7:55 PM, Sarah McLeod (ADHB) [REDACTED] > wrote:

>

> Wasn't scary.

>

> I think now that I know a little of the lay of the land I would be more assertive next time.

>

> Nice people doing good work.

>

> Ngā mihi, Sarah

>

>> On 1/03/2022, at 7:50 PM, Mel Dooney (ADHB) [REDACTED] > wrote:

>>

>> Thanks for that .... It makes me a little less frightened & will swat up bed making tomorrow

>>

>> Sent from my iPhone

>>

>>>> On 1/03/2022, at 7:36 PM, Sarah McLeod (ADHB) [REDACTED] > wrote:

>>>>

>>>> Hello,

>>>>

>>>> I am home early as it was a bit of a strange shift. Busy but not a lot of discharges meaning not a lot of non clinical work. But my observations are:

>>>>

>>>> - connect with the HCA. Essentially the tasks that we can do are in support of the HCA. Mine was a little stand offish until I told her to give me jobs to do to help her

>>>>

>>>> - I cleaned down and remade some beds so the module on KA learn was helpful

>>>>

>>>> - check for non-obvious signs re PPE

>>>> usage in the monitored rooms. I was asked to offer food to someone in a room and when I came out of it I was yelled at as it was an full PPE room. There was a sign but it looked like a poster vs a safety instruction

>>>>

>>>> - there were no task cards-

>>>> I will feed that back as not having those means you have to ask what to do and that is a bit of a burden on the team vs helpful- that will change overtime

>>>>

>>>> -it's warm down there so short sleeves good

>>>>

>>>> - they were all friendly and it didn't feel like a stressed environment which was good.

>>>>

>>>> If I think of anything else I will send on.

>>>>

>>>>

>>>> Ngā mihi, Sarah

**From:** [Forms](#)  
**To:** [Ailsa Claire \(ADHB\)](#); [Shayne Tong \(ADHB\)](#); [Tracey Barley \(ADHB\)](#)  
**Subject:** Shayne Tong (ADHB) has been assigned as a Ward and Service Supporter  
**Date:** Monday, 07 March 2022 08:36:49

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Kia ora home and host managers,

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Here's everything you need to know about Shayne Tong (ADHB), who has signed up to be a Ward and Service Supporter:

- They will be supporting in: ED/CDU
- Fixed pattern of Fridays 7:30am -2:00pm
- On the first shift, they will arrive to: ED/CDU- Level 3, Building 32
- The Ward and Service Supporter shifts will start from 11/03/2022

### **Haere Mai | Induction**

Please support your staff to complete this as soon as they can, it should take about 30 minutes. We aim for all supporters to complete their induction via the [Hippo page](#) prior to joining the team.

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Ngā mihi

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**Deputy Chief Nursing Officer**

Chris Pegg  
**Operations Manager**