

Kia Ora

Thank you for welcoming us into your home to support (name)

We are hoping this may help with (name) recovery/goals

We understand that our team are entering your whare and it is understandable you may feel cautious about this. To make this as smooth as possible for you all, it would be helpful for us to know how to work in a way that causes the least impact.

We understand that at times in every household, things can get tense at times, this is normal and we are not here to judge anyone. Should these times occur, our team will retreat quietly somewhere so you can continue your conversation with a level of privacy. If we do feel that someone is at risk, we are obliged to contact emergency services. This is something that our team are directed to do and they are not at fault.

What do we need to know about your home:

- Shoes off?
- Specific tikanga routines, for example karakia before kai
- Anything that is important with your whare and whānau
- Dog's or other animals
- Any hazards our team might need to be aware of
- Is this a smoking household

What we need while in your home:

- To use coffee, tea making facilities
- To have a light on overnight if they are required to be awake
- To use the toilet

What MindFull we can assist with

- Supporting your whānau member with getting into a healthy routine that supports their physical and emotional health
- Promoting positive lifestyle choices
- Support with getting back into a suitable means of education
- Developing with the young person positive goals and map out how we can help to achieve these
- Encourage use of skills that have been recommended by supportive services.

MindFull's limits:

- We have to remain objective in our work and therefore we are not able to pass comment or make judgement on the actions of services/members of the whānau/other people involved
- As we are a health service we are unable to be in a home that uses illegal substances, and we respectfully ask that smoker's to please smoke outside whilst we are present
- Our work is completed with the wellbeing of the young person being of the paramount importance, this may conflict with other perspectives, and we encourage healthy discussion if this occurs.
- We can not physically restrain anyone
- As MindFull staff are not healthcare professionals, for example nurse's or social workers, MindFull team members must follow any plans developed by these clinical services.

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Nga Mihi

Mindfull Support

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www.mindfullsupport.co.nz

