

1. Each and every woman has the right to effective maternity care

- Inform women what documents they must bring to antenatal clinics. However, she cannot be refused if she does not have these papers.
- There is zero tolerance of any kind of abuse by staff.
- Health workers must comply with protocols.
- Do not discharge women in active labour. If not in active labour, give clear information on how to monitor and when to return.
- Each health worker should receive adequate training, supervision and support to:
 - provide empathic care (walk in the shoes of the client).
 - care for severely distressed or agitated women.
 - debrief women after difficult deliveries or loss.
 - refer such patients appropriately.
 - access self-care services (debriefing, bereavement counselling, ICAS).

2. Health workers and clients both have the right to be treated with respect and dignity

- Greet women and their companion/partner by being friendly and showing compassion.
- Special care should be given to clients with special needs (e.g. teenagers) or disabilities (client is deaf, blind or has physical, mental or psychological disabilities).

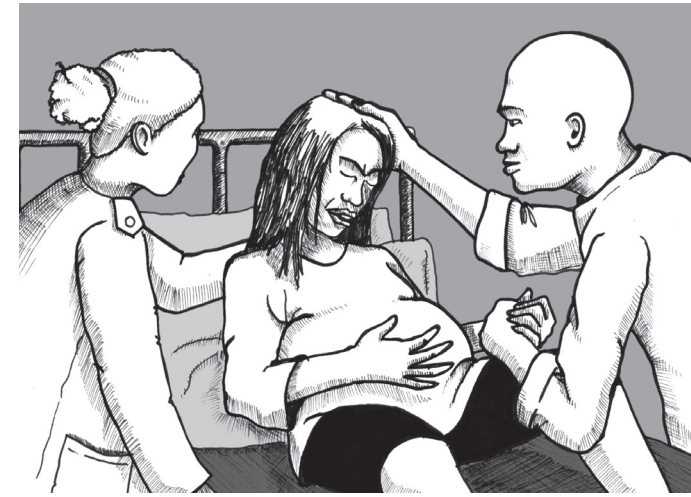
- Staff on day and night shift should be debriefed and supported.
- There should be a process by which health workers can be complimented.
- There should be active promotion of the rights of staff members to be treated with respect and dignity by patients, companions and members of the public.

3. Everyone has the right to correct health information

- Make time to answer personal questions.
- Information pamphlets should be available.
- Health workers should have the latest information and should be provided with enough resources.

4. Each woman has the right to have a companion during labour

- Encourage the pregnant woman to identify a birth companion.
- Allow companions to attend appointments.
- Make space available for birth companions.
- Educate the companion on how to help the woman during birth (e.g. providing water, rubbing her back, helping her to walk around).
- Brief the security company's day and night shift staff to allow companions with the correct documents into the facility.



5. Maternity facilities should respond to the communities they serve

- Identify a Patient-Centred Code champion and display her/his contact details in the facility.
- A health worker should represent the maternity unit at community health forum meetings.
- Display Batho Pele principles in public areas.
- Inform clients of the compliments and complaints procedures.
- Inform management of the needs of staff (emotional support, training, professional development, resources, etc.)



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