

# Intellectual property, disclaimer, copyright & privacy, policy and terms of use



Date: 9 March 2015

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## Intellectual Property

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- WDHB refers to Waitemata District Health Board
- AHSS refers to Asian Health Support Services
- CALD refers to Culturally and Linguistically Diverse

eCALD® is a registered trademark name owned by WDHB. (e) represents education, e-learning, electronic downloadable information and ethnicity. CALD refers to Culturally and Linguistically Diverse.

eCALD® COURSES AND RESOURCES have been developed by Waitemata DHB's **eCALD® Service** (eCALD®).

**WWP COURSES** refers to eCALD® Courses for Working with Patients. WP COURSES are the intellectual property of Waitemata DHB which owns the copyright of all of the course material. These courses are provided in both face-to-face and online (e-learning) formats. The online courses are hosted and can only be accessed via the [www.ecald.com](http://www.ecald.com) Learning Management System.

The names of the WWP COURSES are as follows:

- CALD 1 Culture and Cultural Competency
- CALD 2 Working with Migrant Patients
- CALD 3 Working with Refugee Patients
- CALD 4 Working with Interpreters
- CALD 7 Working with Religious Diversity
- CALD 8 Working with CALD Families – Disability Awareness
- CALD 9 Working in a Mental Health Context with CALD clients

These WWP COURSES are designed to enhance learners' cultural competence working with CALD patients/clients and their families.

**CDW COURSES** refers to eCALD® Courses for Culturally Diverse Workplaces. CDW COURSES are the intellectual property of Waitemata DHB which owns the copyright in this material. These are provided in face-to-face format only. The names of the CDW COURSES are as follows:

- CALD A Working in Culturally Diverse Teams
- CALD B Working in a NZ Health Workplace: Culture & Context for New Migrants
- CALD C Managing Culturally Diverse Teams

**CCR RESOURCES** refers to eCALD® Cross-Cultural Resources. These are the intellectual property of Waitemata DHB which owns the copyright of the material. CCR RESOURCES are supplementary online resources and are NOT courses. These online resources are published on the [www.ecald.com](http://www.ecald.com) website exclusively, in HTML format or electronic PDF document. The names of the CCR RESOURCES are as follows:

- Cross Cultural Resource for Health Practitioners working with CALD clients [Desktop Kit]
- Cross Cultural Resource for Health Practitioners working with CALD clients [e-toolkit] – electronic downloadable PDF documents
- Staff Working in a CALD Health Environment [e-toolkit]
- Ayurvedia Medicine [video] - HTML
- Working with Religious Diversity [supplement] - HTML
- Working with CALD Families – Disability Awareness [supplement] - HTML
- Working with Asian Mental Health Clients [supplement] – HTML
- Working with Middle Eastern and African Mental Health Clients [supplement] – HTML
- CALD Family Violence Resource [Supplement] – HTML and PDF document
- CALD Older People Resource [Supplement] – HTML and PDF document
- Death & Dying [Booklet] – HTML and PDF document

- Cultural Competence Continuum
- Cultural Competence Assessment Checklist

**eCALD® MATERIALS** refer to all the WWP COURSES, CWD COURSES and CCR RESOURCES named above. All these materials are intellectual property of Waitemata DHB which owns the copyright in them.

## Disclaimer

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If you find any information that you believe may be inaccurate, please let us know about it by sending an email to [CALD Admin](#).

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## Copyright of third parties

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eCALD® cannot grant permission to reproduce such material, you must obtain permission directly from the copyright holders themselves.

## **Privacy and security**

When viewing the general information on this site, we will not collect information that identifies individual users. Please email [CALD Admin](#) you have any questions or concerns about the personal information that we hold about you.

### eCALD® Learning Management System privacy policy

When you register into our eCALD® Learning Management System (LMS), the details you provide will be stored with the eCALD® in an electronic database maintained by eCALD®. Your name and email address will be used to send you eCALD® updates and electronic newsletters, and will not be disclosed to any third parties without your consent. However you agree not to hold Waitemate DHB liable for any breach of this policy, whether or not you suffer loss or damages as a result of any disclosure, whether inadvertent or otherwise.

## **Policy**

### What is eCALD® Learning Management System

**eCALD® Learning Management System (LMS)** is a secured Learning Management System. The system is hosted on the [www.ecald.com](http://www.ecald.com) website and provides a platform under MY ACCOUNT section of the website for those ELIGIBLE (Check [Eligibility and Enrolment](#)) for WWP COURSES and CDW COURSES and CCR RESOURCES to:

- Open (REGISTER) a secured online eCALD® USER ACCOUNT and Enrol into the first eCALD® course.
- Access the eCALD® USER ACCOUNT using a secured Password provided to eCALD® LMS USERS upon approval of the new Account.
- Access the eCALD® USER ACCOUNT for continuous enrolment of courses; check course enrolment status; cancellation courses; undertaking online study of approved online WWP courses; printing WWP course certificate(s) and accessing a range of the online CCR RESOURCES that is available in the User Account.

### eCALD® Learning Management System – Policy and Terms of Use

It is your responsibility to keep your eCALD® User Account Password secured and confidential and it should not to be shared with other people. eCALD® retains the right to de-activate your eCALD® User Account if account security and confidentiality rule is breached or the website is used in any matter that breaches these policies. You agree to hold eCALD® blameless for any loss or damages you suffer as a result of a deactivation of your eCALD® User Account.

If you are eligible for funded courses:

- you are expected to enroll for courses with your work-email address for Username;
- you are required to inform your manager about taking up CALD course(s), because your approving manager's name will receive an email notifying about him/her about your course enrolment(s); and
- you are expected to provide the approving manager's name and work email address on the enrolment form correctly.

eCALD® has the rights to decline your registration and/or enrolments if you are not eligible for the funded courses.

You can enroll into the same course for up to 10 times. You will be declined access if you have access the same course for more than 10 times.

eCALD® has the rights to de-active your eCALD® LMS and FORUM Account if the website administrator considers that you have breached copyright's rules or abused the system by disclosing your password or giving access to the eCALD® LMS /FORUM account to other people. This is at the sole discretion of the website administrator.

### eCALD® Forum, Policy and Terms of Use

**FORUM** refers to eCALD® Online Forum that is hosted on the eCALD® website [www.ecald.com](http://www.ecald.com). FORUM is only accessible by eCALD® members. You cannot register into the FORUM directly.

“eCALD® members” refers to eCALD® LMS Users who have registered and been approved after registering and enrolling into a course. A user who has been approved for a eCALD® course enrolment will automatically be registered in the eCALD® Forum, and will be assigned a similar login username and password.

The FORUM is a place for eCALD® Forum members to post questions to trainers regarding eCALD® training.

#### Forum Rules

Forum postings will be moderated to ensure they adhere to the forum purpose.

- Postings are NOT meant for urgent service referrals or urgent enquiries
- Inappropriate responses to postings will be deleted

eCALD® has the rights to de-active your eCALD® LMS and FORUM Account if you have breached copyright's rules or abused the system by disclosing your password or giving access to the eCALD® LMS /FORUM account to other people.

#### Sales

Should this website invite you to purchase any item, a binding contract is not entered into until the website administrator (or delegated person) accepts your order and informs you of their acceptance. The website administrator (or delegated person) may cancel any order at any time at its sole discretion and Waitemata DHB (or its agent) will not be liable for any loss howsoever arising as a result of the cancellation of an order.

#### Face-to-Face CALD Course Cancellation Policy

This policy applies to course requesters who have placed an order for a face-to-face course for a group of participants for an agreed date, time and venue at the agreed price.

Course cancellation must be made 2 weeks before the course start date. **Late cancellation** or cancellation with less than 2 weeks notice will require the course requester to pay the full cost of the booked course to Waitemata DHB.