



JULY NEWSLETTER

TAPATAHI
Integrity

PONO
Honesty

KAWENGA TAKOHANGA
Accountability

Wendy's Words

It's been an amazing few months where we have all pulled together and worked in our roles as a team. We in the office are always there to support you no matter what time of the day. I would recommend you read a book called "Letters to You" by Jazz Thornton. It has a lot of value and learning in the support we offer each day. Jazz was in and out of institutions and had many of the mental health issues that you would see in your work each day. She, with a lot of help and self-determination, pulled through and has been going from strength to strength and is now a mental health activist. She has co-founded the suicide prevention organisation Voices of Hope and is involved with many different people and organisations to help other New Zealanders. She also was fantastic on Dancing with the Stars in 2021 and won. If you're a Tiktoker - follow her as she's very interesting.

"Remember Everyday May Not Be Good, But There Is Some Good In Every Day"

COVID & INFLUENZA A

- Remember to order RATS using our Critical Worker Registration # AOGCSR-16413. Information on how to order is on our website - click [here](#).
- When you are moving from one shift to another at a different premises, ensure you do a RAT test - swab the throat as well. We have a duty of care to you, the tangata whaiora and, if you're working for another company, then you should be aware of the risk of transferring any virus.
- Influenza A has symptoms similar to Covid - headaches, chills, sore throats etc. If you're testing negative for Covid, please be aware of this other lurgy which is an absolute doozy and can lay you low longer than Covid has been doing.
- No matter what, keep up your personal hygiene standards and, at the very least, wear your masks. In Northland recently, it was very apparent that people have pretty much given up on wearing masks. But I do not want any lurgies and kept wearing my mask - their decision for their health is not mine. So make a strong decision for you and your families and mask up if nothing else.
- Covid blue passes - it does seem so ineffective having to have our covid passes, but we are still mandated to do so as we fall into the Health sector. You can use your NZ Covid Tracer app or go to www.mycovidrecord.health.nz and login there. Request your My Vaccine Pass and have this emailed to yourself. Can you please then forward it to admin@apexcare.co.nz. Julia has been chasing a number of you without response - please be **respectful** and supply this information. It only takes a few minutes.
- PPE Gear - if you need it, please call. Most of our customers supply it, but if you find they're not - just call us okay.

To order RATS:

<https://requestrats.covid19.health.nz/#/form/confirmationOrder/confirmation/>

We are registered as a Critical Worker Service:

Our Ref # AOGCSR-16413

Nurses Corner

- Influenza- Influenza and Covid 19 are both on the rise. If you have any symptoms, please stay home and let us know you are unwell. I would encourage you all to get vaccinated against the flu.
- Careerforce training- for those of you that have expressed an interest in the certificate level 4, please return the checklist to me so I can get the ball rolling. Please call me if you have any questions.
- Thank you all for sending through your health and safety questionnaires, we have had a great response! Please keep them coming and its very valuable to have this feedback from you.
- Please continue to utilise my trainings online, there are both mandatory and self-directed learnings available. My next topic will be de-escalation.
- If you have any questions, please do not hesitate to contact me, whether it be clinical or general. My number is 0273837389 during business hours and 0800 255 000 after hours.

Catherine's Updates

We've made it everyone - July, just passed mid-year. Wendy and I had a wee visit to Northland last week to visit our customers - both new and existing - and met some absolutely wonderful people. There are some great opportunities coming our way in the next month and we're looking forward to being able to provide support to the tangata in need.

Whilst there, I happened to read quotes on a wall (in a café toilet no less) which really stuck with me. They're all by Eleanor Roosevelt and here's what I read:

"With the new day comes new strength and new thoughts. Great minds discuss ideas; average minds discuss events; small minds discuss people. Life must be lived and curiosity kept alive. One must never, for whatever reason, turn his back on life. Do one thing every day that scares you. No one can make you feel inferior without your consent. It is better to light a candle than to curse the darkness. With the new day comes new strength. You have to accept whatever comes, and the only important thing is that you meet it with the best you have to give. You can often change your circumstances by changing your attitude. We do not have to become heroes overnight. Just a step at a time, meeting each thing that comes up, seeing it as not as dreadful as it appears, discovering that we have the strength to stare it down. My experience has been that work is almost the best way to pull oneself out of the depths. It is not more vacation we need - it is more vocation."

These words really resonated with me - there were more and I'm sure you can google to see what other pearls of wisdom she offered. But they encapsulated a lot of my learnings along my life - I'm sure if I'd heard them before I was ready, I'd have ignored them. But reading them now, there is so much truth in what she said. And from talking to yourselves as you go through your lives, I can see that some of her words are in synch with where you're at. I hope you find some thoughts for pondering in here.

Enough of my musings, onwards with more content for you...

*enjoy
every
moment.*

ADMINISTRATION

It's getting pretty crazy out there, so PLEASE **respond** when we call. Even if you're not available and forgotten to update WIW, please let us know. It enables the team to quickly move to another kaimahi and get the shift covered. The office staff spend more time re-ringing staff than any other task - makes life really difficult and potentially can lose us the shift if we don't cover it quickly.

And speaking of **availability** - PLEASE update WIW to reflect your availability. This means we won't bug you when you're taking a much-needed day of rest, or going to a family event, or enjoying your life. It makes everything so much easier for you and us. And this is especially important around times like now with the school holidays - please keep us updated.

Texting: PLEASE do not text when you cannot make a shift. Call 0800 255 000 and let the office staff member know. We've had instances where we've received texts after the shift has started due to delivery issues and had a very annoyed client who had to scramble to cover the gap. This puts the tangata whaiora at risk most especially, and our relationship with the customer as a consequence



THANK
YOU

TRAINING

As Sarah said in the Nurse's Corner, thank you to those who've picked up the training offers being made. This is a great way to expand your skill-base and, as a consequence, increase your rate of pay if you're not on Level 4 already.

There is **mandatory** training that must be done by all - Medication, Infection Control - click [here](#) and you'll see the latest. Sarah constantly adds to this information, so please make sure you watch and learn.

There is also **Self-Led** training - click [here](#). We've recently added PEG information to the website. So please, make use of this and learn-up. If you have any suggestions about what you'd like to see there, please let Sarah know. As PEG is one of those gnarly activities that primarily happens on the CLL (CLT) sites, we've added a quick link in WIW shifts from today - just click the link and you can have a quick read.

And don't forget Sarah is always on hand if you need help re: those medical queries. If you phone the 0800 #, they can patch you through.

INCIDENTS

We've had a few incidents on sites lately, some involving staff or others where staff have observed. Whatever the incident, or complaint, or concern - please ensure you log it so we're aware of it. The form is under Resources and is called **Reporting Form**. This is not a nice to have, this is a need to have - it must be **submitted the day of the incident**. Even if you've logged it at the customer's site, you **MUST** inform Apex Care. We have been caught on the back-foot a few times recently where the customer called us and we were not aware - not a good look.

SITE SAFETY CHECKS

Whilst we've seen an improvement in these being done, we still have instances where these aren't being completed. The results, especially for our high needs clients, can result in them hurting themselves on something we should have removed, or that they hurt you. This is mandatory – any time you are given a shift which is new to you or to Apex Care e.g. Oranga Tamariki at a hotel or one of their residences you haven't been to before, do the online site safety check and submit. It's available on TheStaffroom under Resources or save this link to your phone: [Site Safety Check Link](#). Suggestion: Sarah, Anna or one of the staff members can be online with you on Skype seeing what you're seeing to help identify any hazards/risks. If you want to do this, just call the 0800 # and we can set this up with you. You will need to have Skype on your phone along with WIFI capability.

HEALTH AND WELLBEING:

There has been so much going on out there - not a day goes by when we hear about something that has affected one of you. It is absolutely hell at times trying to hold everything together and still do your mahi day in day out. If you have to take some down time to preserve your sense of well-being, then please do. Call us, let us know that you're needing this and book time out in WIW. We're in this for the long haul together and we need to support each other when times are hard. No one person is an island, so contact us and lean on us when you need. And don't forget, EAP is just a call away - and if you don't like the support person you get, phone back and get another. You've gotta find the right fit - EAPs # is 0800 327 669.

Continue to use the Apex Care [Well-being](#) page for ideas and ways of seeking support. It's being added to on a regular basis, so have a read. You never know, there may be a pearl in there that just does the trick to help you through.

SUPPORT WORKER HOURLY RATE CHANGES

Thank you to those who advised of this change in law - we hadn't been advised as we should have been, so great to be told of this. We are currently going through this process of updating everyone according to your qualifications and/or experience. Any rate pay changes will be back-dated to 1.7.2022 once you agree to the change in rate. And for those longer-term staff members, as part of the annual reviews, I am also taking the opportunity to update contracts as some of you are on the out-dated version.

APEX CARE FACEBOOK PAGE

Please feel free to like the Apex Care Facebook page:
<https://www.facebook.com/apexcareagency>.

Danielle is keeping it updated with some great information which is easy to reach. The latest is the Nigel Latta Resilience in Anxious Times on 15 August – you may want to hook into that.

Also, there is the Apex Care ad in there for support workers – as the office staff have done, you could share this to your own personal Facebook pages to reach out to see if anyone is interested in joining Apex Care. If you do successfully bring in a new support worker and they remain with us for 50 hours or more, there is a \$200 bonus to you for doing so. You've just got to make sure you let us know. Go to TheStaffroom homepage to do this.

Wanted **AMAZING SUPPORT WORKERS**

We are looking for fun and experienced support workers who have a passion for what they do, who understand how to help our differently abled youth in a supportive environment

We are an established company who provide professional experienced support workers to provide care for differently abled youth, making a positive difference to the quality of life and wellbeing they experience while supporting families to live their best lives.

Essentials:

- Flexibility in your availability
- Must have own transport, full licence
- First aid certificate and previous experience with caring
- Whilst English is the predominant language spoken - we also have clients of other cultures so bi-lingual carers are desired
- Covid vaccinations up to date
- Have NZ residency or a valid NZ work visa

What we offer:

- Friendly and helpful co-ordination support
- Extra \$ on public holidays
- On-going training programme
- Flexible work hours from 5 hours to 40 hours

Interested in joining the best?

Call us or email us today
Apex Care 0800 255 000
or admin@apexcare.co.nz
or apply online <https://www.apexcare.co.nz/>

Apex Care 
Your Wellbeing Support Team

And that's it folks. As always, we're here and ready to listen if you need. Keep doing the great mahi, keep your counsel and thoughts on the tangata whaiora you're caring for and keep being the best out there. Thank you team, one and all, for being there with us on this journey.

**THANK
YOU**