

MARCH

newsletter

COVID UPDATES

PLEASE stay safe, wash those hands, wear your mask at least, and PPE when required of you. Let us know if you need any - we can get this to you. You need to always be prepared. And if there's no gear there when you were told there would be, let us know and we can liaise with the social worker. Your safety is paramount.

Covid Testing & RATs

RATs - lovely acronym ah? But can't stress enough how important RATs are to identify Omicron in the first instance. Remember though that the RAT is only good for Omicron - you still need to do the full test for Delta detection. And it can be only 80% effective - do a 2nd test later if you're still concerned. Pay close attention to your health and make sure you take it seriously rather than delay or postpone.

To order RATs:

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

We are registered as a Critical Worker Service:

Our Ref # AOGCSR-16413

Code of Conduct

Please re-familiarise yourselves with our Code of Conduct. These are being added to your Schedule notification for each shift. Even if you have been with Apex Care for a long time, I still need you to re-read these and make sure you're aware of what's expected of you. This is incredibly serious that you understand how to behave and take care of the client. Every time you go to a site, do it with mana and know that it's not just yourself but also Apex Care you're representing.

And most importantly, it's about the client and this is who you're there for. Focus in and adhere to the guidelines given to you in the Support Notes, the social workers instructions and do the very best you can.

If something is happening and you need advice, call the social worker or call us at the office. You're not alone and you've got support to make sure good choices are made. In an emergency though, follow the protocols of who to call.

Working with other companies

Times are changing and part of this is that we are sharing our shift work with other support worker companies. I know this can be difficult for you, especially where a previous colleague is now working for another company, or the other worker isn't adhering to the same policies as you do - but this will happen. And when it does happen, I absolutely expect from you to continue your high standard of professionalism as this is about the person you're caring for. Do not engage in anything other than being there for your client. If there are issues, please identify them to us immediately, especially if you or the client are at risk. And remember to put this in your Daily Notes. I do not want you to become involved in anything untoward. Keep your focus on your client, keep professional and courteous and keep shining the light brightly for Apex Care.

Close Contact Exemption Scheme

During the Omicron response, workers at registered critical services who are identified as Household Contacts may continue to work. If you are working with a covid positive client, you must ensure you are wearing full PPE - no exceptions.

To qualify for an exemption as a critical worker, you will need to:

- be fully vaccinated
- be asymptomatic
- return a negative rapid antigen test unsupervised before each day/shift they work during their isolation period
- follow specific health protocols
- only go to work – you cannot go anywhere else

Eligible workers will be able to collect free rapid antigen tests (RATs) from collection sites.

As a reminder, we have created a Covid tab in TheStaffroom which we'll keep up-2-date as more information comes to hand.

REMINDERS – IMPORTANT TO READ THESE

- For those who administer medications, it is a good practice to put the time to give meds into your phone to remind you.
- Smoking – this is not to occur on site, hard as it may be. This is highlighted in your contract, our policy documents and the Handbook. We expect you to observe our policies – they're there to protect you, the client and Apex Care.
- Direct Approaches – we understand sometimes you are approached directly by the client or parent to book your wonderful services. However, this isn't appropriate, and we expect you to have the client contact us directly and organise this. The boundaries are that your phone # should not be given out – we do know this happens when you're in a long-standing relationship. However, Apex Care is responsible for you and this is our responsibility to make sure we liaise with the client or parent to organise this. Also, if we're not aware and it's not in WIW, you may not get paid as we haven't sorted out purchase orders or agreements with the client. This is to protect you and we expect you to follow the process.
- Keep up coming through to us and asking if you can do things like taking your person-in-care out; if they're ill, food requirements; petrol voucher issues, etc – this is not our call but the social worker's call, so make sure you get permission for anything different to what you've been notified to do. There are reasons why things can't be done and it's the social worker's call only.
- And thank you to those who are updating their Availability status – we've noticed a real pick-up of these notifications and that's helpful to both yourselves and us. Good work, keep it up.
- THANK YOU for the wonderful work you're doing on site. Some of you go to work and do an excellent day and no specific recognition. But we do know you're doing the hard mahi day in day out – thank you.

PLEASE KNOW THAT WE HERE IN THE OFFICE RECOGNISE ALL YOUR HARD WORK AND KNOW THAT YOU'RE DOING AN AMAZING JOB BEING THE BEST YOU CAN BE. THANK YOU.

Changes to website

There are some minor changes to TheStaffroom. Due to the Resource tab getting too big and a real hassle to scroll through on your phones, this has been split into 2:

- Resources: Daily Notes, Timesheets, etc.
- Links & Information: Professional Boundaries, Oranga Tamariki Act 1989, Vulnerable Children Act 1984, etc.

In providing you with these links, we encourage you to read them as it's always good to know the government regulations under which we all operate. We'll keep adding in here good information that you should read.

Confirmation of Daily Notes Requirements

This amendment to our process with the provision of Notes to all clients was asked for by our clients. This was due to incomplete Notes being left on site, or the Notes not being true to what happened due to the next person reading them. This is about making sure the customer knows what's happening with their client as well and making sure we know what's happening at places where we have staff. We know you do an excellent job, we know our customers love what you do so please don't take this as a slight against you, your work ethic or capabilities.

And to make it easier, we're put the link for Daily Notes into our schedules so that you can just click from When I Work and it'll take you to the website.

Nurse Starting

On 21.3.22 we have a new nurse coming on board. More information will come through soon when we formally introduce her - but I can confirm she's inquisitive, determined, driven and full of ideas. We need to freshen up how we do things and make sure we're doing the best we can.

New Staff

As some of you may be aware due to the ads out there, we have been on a major recruitment drive as we are working hard to keep expanding this company of ours and making sure that we have the wonderful staff available to support the growing need. We are expecting there to soon be a bigger calling on Apex Care and we are preparing for this. The new staff are at various stages of their training and abilities, and we are looking to ensure they are placed in the appropriate shifts for their skills and we will be buddying them up with our experienced workers...a good chance for you to build relationships and make sure that Apex Care is well represented through your examples of adhering to boundaries and professionalism.

TAPATAHI
Integrity

PONO
Honesty

KAWENGA TAKOHANGA
Accountability

I really want us all to live our lives with these three words in mind as a creed - a set of beliefs/aims that guide us. These are how I endeavor to behave in in my role here as General Manager, with both yourselves and our customers. And when I fail, which I will as I'm only human, I will be accountable, learn from my mistake and grow from it. And I expect no less from everyone - we're all in this together and we need to work together for both ourselves and our customers/clients.

We're here for you!

We're always here - 24/7.If you need help, questions answered, ideas of improvements, to off-load, check on what's required - anything. Just call okay. And remember that EAP is only a phone call away too - absolutely anonymous to us, utilise it and make sure you keep yourself mentally well. I once had a manager who said that people put a lot of effort in going to the gym to exercise and take care of their body, but they don't put the same effort into taking care of their mind. If you need to, put the effort in for your mind - it is worth it.

Thank you team, onwards and upwards!