

August 2024 Newsletter

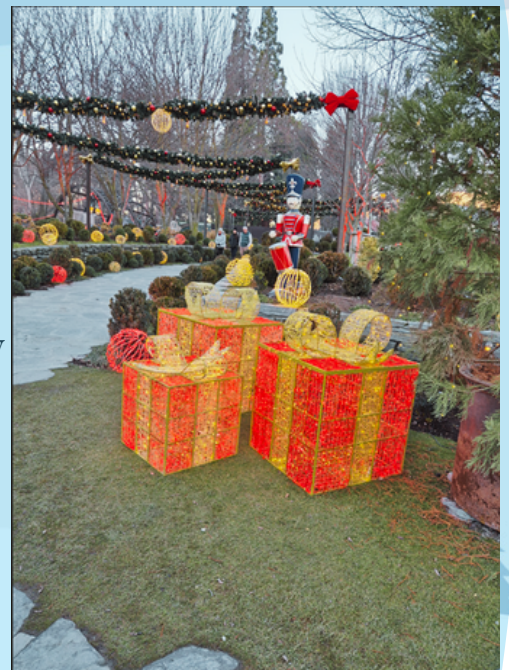
TAPATAHI
Integrity

PONO
Honesty


KAWENGA TAKOHANGA
Accountability

Wendy's Words

I was fortunate enough this month to be whisked away to Queenstown for a getaway. As you know, I love heat but who can resist Queenstown in winter! This is a magical scene just outside of Queenstown. It was so nice to see an event that involves the whole family. Mid-winter Xmas for the month of July was an amazing event that had kids ice-skating, families toasting marshmallows with hot chocolate over little open fireplaces, xmas lights and old fashion pubs which were great for both drinks or dinner. Great to have an event for everyone. Even the family dogs were included.



Catherine's Comments



Well, this is a change for me not writing the monthly Newsletter, thank you Simone! It's the first time in 2 ½ years – see, things can change!! And another first for me, I'm away the week of the 5th as Wendy is forcing me to take leave, so off to the GC we go. First time to Oz. Travelled heaps of places round the world and experienced so much in my many years trodding this earth, but first time to Oz. So looking forward to catching up with our Sarah and some of my friends, and also to eating lashings of prawns washed down by margaritas! As I'm currently in the throes of the cold virus I warned everyone not to get (irony there!), I hope my taste buds will have returned to sample the Aussie delights.

It's been so cool lately on working with the team on changes we can make with Apex Care to continue to push on and offer your most excellent skills in new ways. We don't want Apex getting stagnant, nor not being the company we know it can grow to be. There's so much need out there in the community, we've just got to make sure we place ourselves correctly and deliver what we promise. We hope that we will have a direction forward on this in the coming months as we need to get the platform strong to springboard from.

Please, my wonderful team, remember that if you need support to call us here at 0800 255 000 – sometimes it just helps to “chew on someone else's ear” to off-load. Or call EAP for confidential, professional advice on 0800 327 669.

Simone's Hello



Kia ora Koutou!

Here we are another month to the year gone by already. I swear the older I get the faster time goes bye bye! I am absolutely loving being a part of the Apex whānau and I feel grateful for this each and every day. You have all been so welcoming and kind to me, especially with my WIW stuff ups!

We have had another busy month here at Apex Care and the colder weather has seen a lot of sickness go through our team as well as those of our customers. We very much appreciate those of you who have gone the extra mile to cover shifts at short notice. Thank you XX

THIS MONTH'S LUCKY DRAW RECIPIENT...

Is Vijaya – CONGRATULATIONS!! Vijaya is based in Kirikiriroa and has worked with some of our tougher tangata. He is currently doing Uni studies and is juggling a pretty busy life.

Positive Gossip

Remember to keep practicing positive gossip! If you missed our last Friday email, it's a great read to catch you up about what positive gossip is, how it can change our relationships and make us all feel a lot happier!

Daily Notes

I know we remind you weekly, so here it is again...please please get your daily notes in on time as we need these to send on to and follow up on actions with our customers. This is a crucial and **mandatory** requirement of your role on shift. Start making your notes while on shift and before handover time, let your colleague know that you need a few minutes to finish them off. That way you are done and dusted before you leave to go home and, we get the reports on time! Use a voice to text app to help – just copy and paste at the end of the shift, and all done!

Nurse's Corner

I hope you are all keeping warm and dry this winter. I know you've heard this before, but please be vigilant with hand washing, sanitising and mask wearing when needed. It really does help prevent illness and spread.

Understanding Behaviour and its Risk - Remember:

All behaviour is a form of communication and distress behaviour can be how tangata communicate their distress to us. Behaviours can be a cry for help and attention, even if they are not good behaviours. Instead of thinking "I wish they would stop doing this" try and think to yourself "I wonder what trauma has happened in their lives to make them behave like this?". This can be useful in helping us take a more empathetic approach and have the ability to rationally detach from a situation. Always remember to assess the level of risk in any situation. This will determine how you respond which in turn will either escalate or de-escalate things.

I created a reference document to help with this - De-escalation Training.pdf – and is available in WIW Documents – this can be a helpful way to check both the tangata and yourself as to how/why, etc.

I know you are all doing amazing mahi out there – I know it is hard!! Please come through to me at any time if you need to debrief, EAP, or just want to talk about nothing. We are here!!

Training

Well done to those of you who have enrolled in your level 3's and 4's, we look forward to supporting you through this awesome journey! As always, I encourage you to take a look at our [self-led learning](#), there are lots of free courses and resources on there! If there is anything specific you would like more information on, please let me know!

Ngā Mihi Sarah

ADMIN...

The article of focus for this month is cyber security. I wanted to focus on this as recently, I received an email from Te Whatu Ora, Health NZ, to say that the privacy for some of my health information had been breached and was sent outside of their system to a personal email account from a former employee.

While there was nothing I could do to prevent this from happening, it did make me stop and think about my approach to safety and security online. Below are a few helpful tips for you to consider:

- Stay alert – do not respond to suspicious emails, telephone calls, text messages or unsolicited contact on social media.
- Don't give out any personal information – do not share your personal information with anyone unless you are confident about who you are sharing it with.
- Be smart with social media – set your privacy so that only friends and family can see your information. This will also help prevent unwanted contact through these channels.
- Check the URL – confirm that links are directing you a legitimate website by hovering over the link before clicking. If in doubt, open up a separate browser and use a search engine to find the website.
- Set up two-factor authentication – enable multi-factor authentication for your online accounts where possible, including your email, banking, and social media accounts.
- Install antivirus software – ensure you have up-to-date anti-virus software installed on any device you use to access your online account.
- Choose unique passwords – have a different password for all your online accounts. If one account is compromised, having unique passwords means your other accounts aren't at risk. CERT NZ provides guidance around good password practice here: [cert.govt.nz | how to create a good password](https://cert.govt.nz/how-to-create-a-good-password).
- Tell your friends and family – share these tips with your family, next of kin and close acquaintances so they can remain alert around any suspicious communications and know how to keep their information safe and secure.
- Get more top tips – review the New Zealand Ministry of Business, Innovation & Employment's Scam watch guidance on protecting yourself from scams here: [consumerprotection.govt.nz | scamwatch guidance](https://consumerprotection.govt.nz/scamwatch-guidance).
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Due to the nature of the people we support and the information we hold, it is even more important that we are extra vigilant about keeping our information safe. Many of you will be accessing Apex and tangata information via your phones so please make sure you have an automatic screen lock set up to lock your phone after 30secs – 1 minute. Always keep your phone out of sight while on shift.

REMINDERS

Quality of Care Provided

Through our conversations with kaimahi, reviewing the daily notes and feedback from our customers, we know that our quality of care we provide really makes a difference in the lives of those we support. Yes, we know that often our mahi is trying and exhausting and it can feel like a long road to make headway sometimes. Some days things go really well and other days we do what it takes to get through the difficult times. Celebrate the days that go well and give lots of positive praise to our tangata and your colleagues. Be deliberate in letting tangata overhear you giving your colleagues compliments about their behaviour (positive gossip in action!)

Our reputation relies on our responsiveness and the quality of the supports we provide so keep up the great work team!

Support Plans

These are mandatory for you to read before shift, along with the Daily Notes. In the Support Plan folder we also put other pertinent information including, where possible, an interview with the SW getting more in-depth info about the tangata. All this information is crucial to what you do, how you look after the tangata and for your safety as well as your colleagues.

Northland Visit

A few of us from the office team will be heading to Te Tai Tokerau soon for some relationship building time, strategic discussions and to connect with our customers. It is a very rare opportunity for us to be able to do this together, so we appreciate those of you behind the scenes that are enabling this to happen. For our kaimahi living in Northland, once we have dates secured and the schedule organised, we will let you know so that you have the opportunity to connect with us face to face if you have time.

First Aid

First Aid: Thank you to those who are getting their first aid done. This is a mandatory part of your employment, and we were asked about this last week by one of our major customers. So don't think you're exempt because you've been working for a long time and no one's asked before – everyone is responsible for this.

Our expectation of you is the following:

1. You approach either St Johns or Red Cross nearest to you, or another provider, and book in for refresher / to do full certification.
2. If you're currently working for Apex Care and have completed shifts for us, we will pay for 4 hours of your time to do this. Advise admin@apexcare.co.nz of the date you're booked so we can mark this in your WIW calendar, thus you will be paid for the time.
3. Apex Care will refund you \$80 towards the cost of this course upon receipt of the certificate and your payment invoice. Please send through to admin@apexcare.co.nz.
4. If you do not have a First Aid cert at a stage to where you can do a refresher but have to do a whole new certificate, then we will only pay \$80 towards this, and the rest of the cost is to be borne by yourself.
5. If you have a First Aid cert that you have gained through another company you're working with, please send this through for our records.
6. If you cannot/do not gain your First Aid certificate:
 - This will affect the places where we can place you i.e. where medications are required to be given, we cannot place you there. Where we have high end tangata e.g. Oranga Tamariki shifts, we cannot place you there.
 - And if you continue not to gain your First Aid certificate, we will take the measure of looking to not offer shifts to you until this certificate is gained.

Course Links:

- Red Cross: Save-a-Life (do not book Online First Aid Revalidation unless you have previously done the Comprehensive or Essential First Aid course (or equivalent). You will be turned away if you haven't done these courses.

Duration: 4 hours

- Book a date: <https://first-aid.redcross.org.nz/book-course/?region=Waikato&course=save-a-life>

This first aid course allows you to acquire the following NZQA Unit Standards:

6402.

- St John also have a number of different courses which you can book: [St John Courses](#)
- MyFirstAid: <https://www.myfirstaid.nz/>

This is a very serious and mandatory requirement of working at Apex Care. Please make sure you take the time to invest in yourself and also to protect yourself.

...ADMIN

Level 4 Training

We encourage everyone to continue on with your upskilling. For those who are doing their Levels in Health and Wellbeing, etc., remember that if you need support on your output, a fresh set of eyes, etc., then you can call on Sarah or Catherine. And if you're thinking of signing up but haven't done it yet – please do. We support using Open Polytech

<https://www.openpolytechnic.ac.nz/>

Driving Oranga Tamariki's Cars

For those who look after OT's tamaiti, sometimes we need to use an OT car to transport them. There's been big discussions on this at OT and one of the upshots of this is that all staff to fill in one of their forms and then complete a Fleetcoach online training. This is mandatory for all staff to undertake for future use of their cars.

Catherine will be sending out the information for you via DocuSign, so if you can complete as soon as you get this, that would be great. Thank you for your cooperation with this.

And there is still the issue over driving your own cars with OT's tamaiti – we are still driving for an answer on this.

That's all for this month folks....keep your precious selves dry and warm, remind yourself daily just how awesome you are and most importantly be kind to each other!

Onwards and Upwards

Simone Molenaar

Operations Manager

