

March 2024 Newsletter

TAPATAHI
Integrity

PONO
Honesty

KAWENGA TAKOHANGA
Accountability

Wendy's Words

It's wild and woolly weather out there—and it's pretty much getting time for wearing the woollies. I like being warm and this fluctuating in temperature is causing havoc with my inner thermometer.

We've already mentioned in February's newsletter, Oranga Tamariki is going through a big change. We are being affected and this is a time that Apex Care needs to be the absolute best it can be. I want you to come through to 0800 255 000 to ask the questions that could mean the difference between you observing professional boundaries or overstepping them.

My team are here to quickly get you the answers so that we are at all times compliant to the standards under which we operate. If you need help for anything, reach out—you are not alone in this, we're here to support you.

Catherine's Comments...

Did anyone propose? The 29th was Leap Day—a women's right to propose and the man has to accept. Do tell those who did?!!!

Part of my learning curve is utilising the wonderful free education available on Whāraurau <https://wharaurau.org.nz/?page=0> Have a browse round, sign up for the free courses happening all the time to increase your knowledge and skill base. This is supported by ICAMH/AOD and has a wealth of information.

Uni has started up again for a lot of us—hope everyone is able to juggle the demands of work and studying—my current paper is on Perception as part of Psychology. Looking forward to seeing where it leads this semester.

PLEASE do your Daily Notes. On 5 March, we didn't receive 17 Daily Notes for previous days shifts, today we're missing 24! This is just not on—I don't know what it will take for everyone to realise how important these notes are for the tangata and for yourselves. We have been able to sort out so many issues quietly in the background by reading your notes, seeing what needs to change, and getting it changed. **PLEASE DO YOUR NOTES!**

As we've mentioned, Oranga Tamariki is going through changes and I don't want Apex Care to miss out on anything due to non-performance of ourselves here in the office and yourselves out with the tangata whai ora. We are all here to take care of the tamariki first and foremost and we have to do the best we can to achieve this. Currently, with the changes happening, all regions are closed to all service providers like us except for their main areas of operation—for us, this is Waikato and Bay of Plenty. We know this is until about July as OT work through what they need to work through. Once this is over, we are looking to have a much wider reach for providing support. Te Tai Tokerau can hardly wait for us to be able to provide support for them again, along with Tāmaki Makaurau.

I keep saying it and will say it again—I am so proud of what you achieve every day. By keeping the standards high, this will enable us to do what we need to to grow as a business and make a difference out there. And for OT and all our customers to keep knowing that we're the best and they come to us first and foremost every time.

Nurse's Corner

Kia ora Apex team! I hope you are all keeping well and managing to enjoy some sunshine before the weather starts to cool. It's still blisteringly hot over here on the Sunshine Coast, but am now in new accommodation with AC so things are a bit cooler

We have been rolling out CPI training for staff working with our high risk tangata. This has been great to increase understanding and awareness in the team. Don't forget the quick reference guide on de-escalation which is found in the Support Plan folder for any new kaimahi we have. There are a few new training resources with Youth Suicide being the latest as, unfortunately, this is on the rise! Please check out our staffroom site for more:

<https://www.apexcarenz.com/selfedlearning>. If there are any other topics of interest you would like online training on, please let me know. As always, I'm here for a debrief or chat anytime. Don't forget I'm also available through your Whatsapp—my # is +61449603512.

Take care team, Sarah

Updates and Info...

THIS MONTH'S LUCKY DRAW RECIPIENT...Is Ripeka—CONGRATULATIONS!! Ripeka is based in Whakatane and does a bit of travelling to come over and do mahi in different regions.

APEX CARE FACEBOOK PAGE

Please feel free to like the Apex Care Facebook page—Danielle pops up new articles every now and then <https://www.facebook.com/apexcareagency>.

APEX CARE TEAM MEETING and H&S

Kia Ora team, I've sent out an invite for the 27th of March for our next team meeting at 10am, followed by the staff H&S meeting. Please come to this online—it's important that we meet together and discuss anything that's of concern. Along with getting to know your fellow kaimahi.

EAP

As you know, we have EAP as our free and confidential counselling service available to yourselves. Phone is 0800 327 669—more info available:

<https://www.apexcarenz.com/yourwellbeing>.

EAP have released a new App: [habithealth+](#) To learn more: [habithealth+ | EAP for me | EAP Services Limited](#) and get links to download app to your phone. There's also a video about the app: [4Wix Studio features you gotta know](#) (youtube.com).

habithealth+ works like a 'pocket health coach' for your team—supporting mental and physical health. We recognise that life is busy, so we have built our app to help your team manage the key things that promote wellbeing, but are often neglected—exercise, nutrition, stress and sleep in particular. With habithealth+, your team can choose health journeys to embark on. They will be supported with personalised recommendations and educational content to help them achieve their health goals. The app features prompts and notifications aimed at increasing motivation and achieving long-term change. It works in tandem with our wide range of health support services, providing 24/7 support. Your team can easily download the app themselves, and get it going within minutes. habithealth+ doesn't require a code to log in and it's accessible by everyone

With habithealth+, your team can:

- Manage your health on the move
- Customise notifications to boost motivation
- Manage regular check-ins
- Book with a counsellor or other professional
- Access support and advice
- Integrate devices to access insights about their wellbeing
- Support your physical wellbeing, including sleep and nutrition

...Updates and Info

Support Plans: these are mandatory for you to read before shift. We have had new tamariki come onboard and we have found that staff are waiting for the handover, rather than reading the support plan OR the Daily Notes. Crucial information has been missed for one tangata regarding diabetes. We are given this information for a reason—to help care for the tangata but also to help you be safe. How would it feel if you missed crucial information that could put you at risk, but more importantly causes an issue for the tamariki that could have been avoided.

Professional Boundaries: just a reminder to think through any decisions you make when working with a tangata. If in doubt, reach out—call the 0800 # and ask what's the appropriate action to take.

Timesheets: remember, 9am on Monday morning or you only get paid what's in WIW and not for any other things you should be noting on your timesheet.

Daily Notes: these are so incredibly important. Don't think they're just a piece of paper—this is both the customer's and our view on how things are going on site. Do not underestimate how important these are and get them in shortly after your shift. Don't save up a wodge and submit days' worth at one time—these are to be done within a few hours of your shift ending to ensure everything is current and we can address any concerns straight away.

Incident Reports: within 12 hours of the incident, ideally straight away. We have instances where the customer knows there's an incident and is told an incorrect story by others. Please get your incident report in so we can nip issues in the bud, get changes made if needed and ensure the tangata is first and foremost in what's known and what needs to be done.

Lock Your Phone: please keep your phone locked: if a tangata gets hold of it and it's not locked, then they have access to all your details and possibly all Apex details through WIW. So don't forget to lock it using biometric fingerprint, a passcode or a design unlock.

Minimum Wage: this is changing as of 1 April 2024 and you will see this change on your Sleepover rates, and Travel Time when applicable.

FIRST AID REMINDER

Thank you to those who are getting their first aid done. This is a mandatory part of your employment. 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 a First Aid provider and book in for refresher / to do full certification.
2. Apex Care will pay for 4 hours of your time to do this if we are paying for the certification. 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 pay \$80 towards this - 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

<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.

REMINDERS

NEW STAFF REQUIRED

If you know someone who would fit in with Apex Care, please send them our way. We cannot hire anyone who already works permanently with our existing customers as that would be unethical, but we can hire casuals who work for others. We need kaimahi with skills in our industry, drivers licence, a clean police check and NZ Visa.

So please refer them and, if they complete 50 hours with us, \$200 will be winging its way to you. But I know you'd love to have them on board with us anyway as we are a company who cares, can offer diversity and a challenge. So please refer them on to us by filling in this form <https://www.emailmeform.com/builder/form/xpf1N7KqW913> and having your person sign on-up at <https://www.apexcare.co.nz/registration>.

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. You can use a provider you select of one of these:

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

Kalandra: <https://www.kalandra.ac.nz/>

And that's it for March—hope to see as many of you as possible at the Staff Meeting on the 27th. Keep coming on through to the 0800 # with any questions or concerns and know that we'll do our darndest to help sort out any issues, or just be there to listen.

Thank you, as always, for being part of the Apex Care whānau