

# February Newsletter

Hi everyone, hope you're doing well in the wonderful month of February. The cyclone we've just had has affected some areas with trees over the road, cars damaged, power loss, etc. I hope you all got through it safely as it was quite intense.

So what's new for us all? It's been a bit of a fluctuating month with ups and downs in bookings. As we near the end of the financial year some of our clients are going quiet till the next round of funding comes through. It'll pick up again soon.

## Administrative Updates

**Covid** - Glad the Covid pass checks are done – thanks everyone for responding. It's a painful activity for all but it's a necessity to ensure we can keep providing shifts to you. Our customers have tightened their own rules, so we need to adhere to the government guidelines accordingly. No doubt there'll be further checks to be done as we progress through the year. It's going to be another one of those 'this is the new norm' activities we all need to take part in. Thank you once again for doing this. We're looking for a way to make it easier for you to provide the information for the next round, if there is one. Please let us know asap if you are considered a close contact or are unwell, a quick text and marking unavailable in the schedule will suffice.

**Police Checks** - We are legally obliged to do police checks under the Vulnerable Childrens Act 2014 to be able to continue providing your good services to our clients. These are coming up for some and when requested by Julia, please follow the instructions to provide your consent.

**Timesheets** – Please remember that you need to get your timesheets in by 9am on Monday morning. This is so we can ensure you're paid on time. Rochelle shouldn't need to be chasing for these as it's in your best interests to have these in on time.

## Good Work Team

I would like to thank the team for all your hard work over the last few weeks. We have a great team and value all your support out in the community.

## Reminders

You will have noticed a few changes in the office. The best number to call is always the 0800 255 000 number. If you need to text the following numbers are best to get to the right person.

Wendy 027 453 1333  
Danielle 027 390 5489  
Catherine 027 343 2347



## Appropriate Behaviours Update

Life is busy and we all slip into comfortable routines and sometimes slip on some behaviours that we shouldn't be. These last few weeks the following have become apparent, and we need to address these with you. Not applicable to all by any means, but now's a good time to address some behaviours:

**Gossiping** - Identified in November's newsletter was an update that gossiping between staff had reduced. It has come to our attention that this is still occurring, and in front of clients about other clients. This has got to stop – it is easy to slip into when you're talking to a colleague, but it is inappropriate and puts both yourselves and Apex Care at risk.

**Smoking** – totally understand that it's hard to do a shift without smoking when you're a smoker. We do remind you though that smoking on site is not part of Apex Care's policy.

**Photos** - We are not able to take photos of any of the clients that we work with as this breaches confidentiality. It is part of our job to keep all information confidential – the Notes we make are separate to this as these are still required. If you're in doubt about what the code of conduct is on any site, please refer to the Employee Handbook – always good to keep your understanding fresh.

**Working for Other Companies:** Whilst we understand that you can work for other agencies, please ensure you let us know. This is part of our risk management of staff that we know if you're doing hours for another company. Please refer to your handbook if you are unsure.

## Feeling Stressed?

As always, we're here to talk to whether to offload or debrief your emotions etc. Don't forget though EAP is where you call to speak to counsellors so as to get help anonymously. 0800 327 669

## Availability

Thank you to everyone who is managing to keep WhenIWork updated with your Available and Unavailable status. Just a reminder though that we all need to keep on top of this so that we don't keep phoning you when you're unavailable. Makes your life easier as well as ours.