



Apex Care

TAPATAHI
INTEGRITY

PONO
HONESTY

KAWENGA TAKOHANGA
ACCOUNTABILITY

MAY NEWSLETTER

And here we are, another month has flown by and we're in the depths of autumn. I hope this newsletter finds you safe and sound and feeling good about your lives. If you need to off-load, remember we're here or use EAP on 0800 327 669.

Your well-being is important to us.

WENDY'S WORDS

Hi everyone, I've taken a bit of leave but am keeping an eye on things from afar. Thank you for your work and doing the hard mahi you do. I'll be back soon, in time for our Zoom meeting on the 11th of May. We have the pleasure of Morgan Matthews, Kaumātua of Waikato Tainui iwi. We are very thankful to have him start our first karakia as part of our move towards cultural awareness and identity within the iwi whenua. Please come along and be part of the zoom meeting – if you can't find the invite, let Catherine know and she'll send it to you.



Covid Update

It's pretty much BAU nowadays for how we handle Covid. Those RATs are your check-point, the masks and full PPE are your safety-net. Remember to use the link on TheStaffroom ([click here](#)) on how to order RATs using our Critical Worker # AOGCSR-16413. And let us know if you're positive so we can support you through your isolation, and also make sure our customers know in case you've been on site with their client.

NURSE SARAH'S CORNER

Hi everyone. It's been great getting to know you all through the debriefs and catch-ups we've been having. It makes me really happy to learn what an amazing passionate team we have that really care for our clients.

Now that I've been here for a bit, I've begun to understand what the needs are for training. There will be more information coming from me via email, so please make sure you read what I send through and get in contact.

My next training session will be on medication in May





NURSE SARAH'S CORNER

As well as this, I'm also going to be providing links via **TheStaffroom Training** tab called **Self-Led Training**. This is to enable you to undertake training where you can pick whatever you'd like to learn more about at your leisure.

And the first self-training link is for something our customers have asked that our staff are trained in - **Smoking Cessation**.

It is important that we are aware of how we can assist our tamariki to stop smoking and provide support in any way we can. Brief opportunistic advice appears to act as a trigger for quitting, increasing long term rates of abstinence compared with not giving any advice, and can be delivered under a minute.

When it comes to mental health smoking is the single largest cause of reduced life expectancy for those with a history of mental health concerns. Smoking cessation does not interfere with mental health recovery. Recent evidence suggests that smoking cessation improves stress, mood, and quality of life.

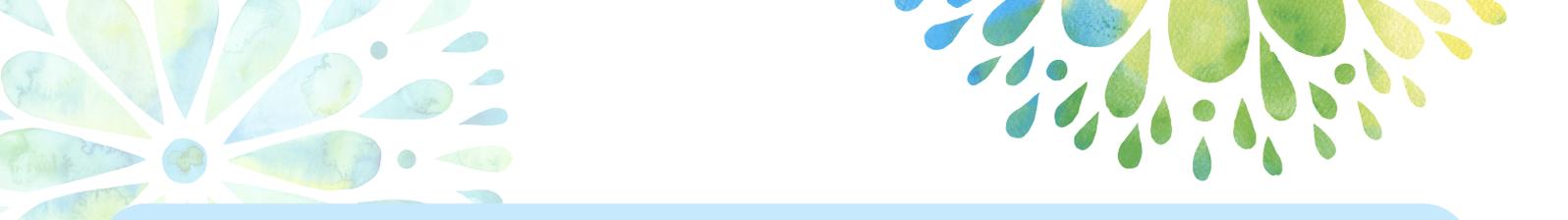
Please go to The Staffroom and click on Training to complete the e-learning for the Ministry of Health ABC (Ask, Brief advice, Cessation support). On completion of the quiz you will gain a certificate in smoking cessation education. Please send this through to admin@apexcare.co.nz so we can add this to your skill base information.

I am a registered quit card provider so am happy to provide the support you need in having those initial tricky stop smoking conversations. It is always better to try and ask than to not do anything at all.

And finally, but very importantly, there have been a few small changes to health and safety in some of the processes we follow. More information on this coming soon via email. This is something we must do as part of our business to continue to operate in a safe manner.

Please continue to call me for any clinical advice, debriefs or anything you want to discuss!





WORKING FOR OTHER COMPANIES

Whilst we absolutely understand that you may need to work for other companies due to the inconsistency of casual work, Apex Care does have a responsibility for you. This is mainly due to Health & Safety – we need to be aware of you not over-working and to ensure we're meeting the regulations around covid. Also, if you have a job that covers so many hours of a day, we know not to phone you and try and book you for those hours. We want to be flexible with you, however we need to be aware of your own availability. Please email through to admin@apexcare.co.nz and advise that you have other employment and your hours of availability.

PROFESSIONALISM

I cannot stress enough about professionalism. I say it all the time in my communications to you. This is what sets us apart from others – I hear it back from our customers who really appreciate it when you hold those boundaries, when you do your mahi with professionalism, diligence and hold your mana as part of who you are. This brings us repeat business which allows us to keep you busy on shifts. We are a team together and we need to have each other's backs as well as presenting that wonderful front to our customers and their clients. This means no gossiping, no playing with phones on the job, no dilly-dallying (love that word) – it's been present and effective every day.





AVAILABILITY

And speaking of Availability – keep updating WhenIWork. And if you are marked available and we need someone, we will call you – PLEASE answer your phone. It is a resource-hungry nightmare sometimes trying to get hold of some people, so please make sure you answer when we call. We do not want to turn customers away because we can't get hold of staff to fill shifts – that has happened lately and is not a good look. The customers will look elsewhere and that's the last thing we want.

NEW SUPPORT WORKERS

as mentioned recently, we have new support workers coming into the Apex Care whanau. They bring a raft of experiences and knowledge that will benefit the customers, their clients and Apex Care. I am looking forward to learning more about them, and I hope as you are introduced to them through our buddying system, or by working alongside them, that you'll find friends and allies in this field of support work. They are very special people, hand-picked out of a lot of applications to Apex Care. We want only the best to work within our wonderful team and will continue to work towards having the best for all of us. Thank you to all our new staff and welcome aboard!





WELCOME ABOARD

Shavon Cresswell: our new Team Support Co-ordinator. So when Shavon calls, please get to know her and make her feel welcome - please understand that Shavon is there to give you work, help with any queries and be your support.

Kia Ora everyone, I have just started with Apex as the new Team Support Co-ordinator and I am very excited to be on board. I have worked in Health Care for the past 7 years as a support worker, working with the elderly and supporting people with disabilities. I was born in Te Awamutu, raised in Matamata and now currently live in Tauhei on a dairy farm with my husband, 2 dogs & 1 cat. In my spare time I love helping out on the farm - whether its milking (all 800 cows!!!) or doing odd jobs - I just love being outside and in the farming environment. When off the farm I enjoy spending time with family and friends, going to the movies & beach, also enjoying a happy hour or two!

I'm looking forward to working with you, working alongside you and being that friendly voice on the end of the phone as well. I understand first-hand the support worker role and the stressors it can bring, so please feel free to call me on the 0800 # if you just need to talk.

Keep up the great work everyone!

