

Apex Care

Your Wellbeing Support Team



Tiaki Tihi

To Rōpū Tautoko Ora



NOVEMBER NEWSLETTER

TAPATAHI
Integrity

PONO
Honesty

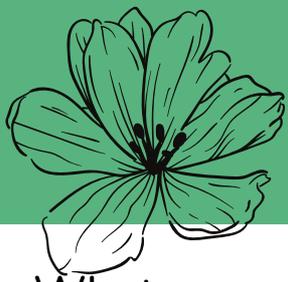
KAWENGA TAKOHANGA
Accountability

WORDS FROM WENDY



Christmas, the silly season is getting closer – time is flying by so fast. To celebrate us as a team, we're organising BBQs—further details below. This is one day of the year that we aren't booking you unless you prefer to work. We'd rather you come to meet your colleagues, so when we send out the invite, please let us know your preference. I hope to meet as many of you as possible—over the phones is great, but in person is better.





CATHERINE'S COMMENTS

What a month October was—so many events on site affecting some of you. Thankfully, all of our wonderful kaimahi came through relatively unscathed. We do have high-end tangata that do take their toll on our kaimahi mentally and physically.

However, this is not the norm and our shifts usually pass without incident. I'm so thankful every day that you all are safe and have good shifts where you look after the tangata as wonderfully as you do. I'm looking forward to a great month in November.

It is the beginning of the silly season so I do ask that you be safe. If you imbibe the night before a shift, make sure that you do not overdo it and are unable to do your shift the next day. We don't want to let our customers and the tangata down. And if you do imbibe, then do not whatever you do, turn up to a shift still under the influence. This is serious misconduct and I do not want to go through a disciplinary procedure with anyone okay. Plan your party activities wisely, accept shifts knowing what you plan to do. You reflect Apex Care when on site, but more importantly you reflect who you are when you turn up each day.

We are continuing our cultural journey – with the guidance of Ricky, we will be reaching out to local Iwi starting with Tainui. There's so much to learn and understand what is required for us to be accepted to work on Kirikiriroa's whenua.





INCIDENTS AND COMPLAINTS

And talking about turning up each day, doing your best. Despite everyone's best intentions there have been 15 incidents or complaints this month which is a lot—usually there's only a few a month. Each one of these requires a full investigation with yourselves and the customer, documenting and identifying any key issues. As you can imagine, these incidents take quite a bit of time to resolve and takes me away from doing other work in moving this company along. Thankfully, most are minor and can be resolved within a day or two. But not all, and some result in disciplinary action which is really not a pleasant experience for any parties involved. Some of these issues are addressed in this Newsletter, hence why I'm needing to remind everyone of certain protocols expected of you.

So team, I'm asking that you really do pay attention to what you're doing. Think through the consequences of your actions, remember that you're on the customer's whenua and you need to abide by their rules whilst adhering to Apex's policies—there can be a conflict sometimes, so always call the 0800 # for clarification. However, if anything untoward does happen on site you must log an incident report within 24 hours—whether you observed it or were involved in it: [Incident Form](#). Be honest and open—this is about assessing, learning and growing. And I'd rather you logged an incident which turns out to be not an issue, then not log an incident and the customer comes asking and we're not aware.

Our tikanga is Tapatahi / Integrity; Pono / Honesty and Kawenga Takohanga / Accountability. By behaving in this way with each other and with our customers, this builds trust. And trust is so important in how we work together. Remember that us in the office are here to support you doing the amazing mahi that you do—the tangata whaiora are truly blessed having you as part of their wrap of care.



Christmas



We'd like to do something to recognise you for your mahi this year. We have 3 separate regions being Northland, Waikato and Bay of Plenty, so getting us all together is a bit of a logistical nightmare. Our Northland kaimahi are having a BBQ together which Anna is organising. Date and time yet to be confirmed.

For our Waikato and Bay of Plenty crews, we're offering a BBQ here at the office on Thursday 1st December. The coals will be hot by 3pm through to the evening - everyone is welcome to come to 8 Grace Avenue, Rototuna. Roadside parking available.

This is staff only as we don't have the room to accommodate partners or children.

There will be limited alcohol available, so you may want to bring your own. However, your sobriety is paramount and we expect a sober driver to be part of your plans to attend. If you can't drive home, we expect you to take a taxi/uber.

There's a pool and spa here so bring your togs for those who'd like a splash.

We'll be sending out invites soon, so please ensure you RSVP. For those out of the Waikato, we have some beds you can kip down in overnight. When you RSVP, please let us know if you need a bed—first come, first served.

NURSE'S CORNER



The latest online training video is available–[Neurodiversity](#). This is a fascinating topic and has some good information on how it impacts the tangata whaiora we look after.

We've also added a link to Autism on the [Self Led Training](#)–well worth diving in to. Autism identification is becoming more apparent with our tangata and it is good to have an understanding of this.

Also, a reminder to make sure you book up for the L3 & 4 training available–currently free to sign-up - make sure you do as it's chargeable next year. This is a most excellent opportunity to increase your qualifications. We will support you through this so please ensure you sign up and let us know what you're enrolled in and which organisation. They will then approach us to confirm our support.

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

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

When you have enrolled and are asked for payment, please select the “ttaf” fees only option (or the one indicating govt funded)





AND GENERAL BUSINESS

Daily Notes: I cannot stress how important it is that we have these daily notes. We've had quite a few occasions recently where your Notes are either missing or incomplete as to what happened on site. There has been an incident or concern and, upon contacting you, we've found there's more that's happened on site which wasn't captured. So please, don't under-estimate the value of your Notes. It keeps the tangata safe and yourself safe when anything happens.

We need these Notes on record—some customers don't want the Daily Notes but we do in the office. We need to know what is happening on site and you are our eyes and ears. And to be clear, this isn't about personal commentary of the site behaviors of other staff, but if there is any issue which is impacting the tangata or yourselves, please ensure you identify it as a matter of fact. If you're unsure, please call the 0800# for clarification.

Handovers on Site: When you go on site, you should receive a handover from either other Apex Care kaimahi, or from the customer's site staff. If you don't, do not be afraid to ask for an update. If they have a log-book, please read it to ensure you're aware of the requirements for your shift.

Phones and Availability: Yep, the usual nag as it's still proving an issue. Please keep your availability updated—this can circumvent a lot of wasted effort trying to get in contact with you and annoying you when you'd rather not be contacted. And if you are marked as available, then we will contact you and expect you to answer your phones. Other companies don't bother to contact you directly—they put shifts up for people to grab without a care as to the right person for the tangata. We don't operate that way. We take time to figure out who the best person is for the site so when we contact you, it's done with deliberate intent to make sure we have the right kaimahi for our customer.



AND GENERAL BUSINESS



Support Plans: Each shift, where we have the information, is the support plan. This is invaluable information that we have available for you to ensure you know what you'll be handling when on site. We update this whenever new information is to hand. It is your responsibility to read the support plan in preparation to going to site. There may have been updates since your last shift and you need to be aware. And the same applies for reading the Daily Notes as written by your fellow kaimahi. A valuable insight as to what is being experienced. Do not take it for granted that you know what's happening as you've been there before— things can change re: occupants, deaths, heightened behaviors, medication, etc. And if you're not reading these because you don't have the When I Work app on our phone, please contact the 0800 # and we can walk you through getting this added

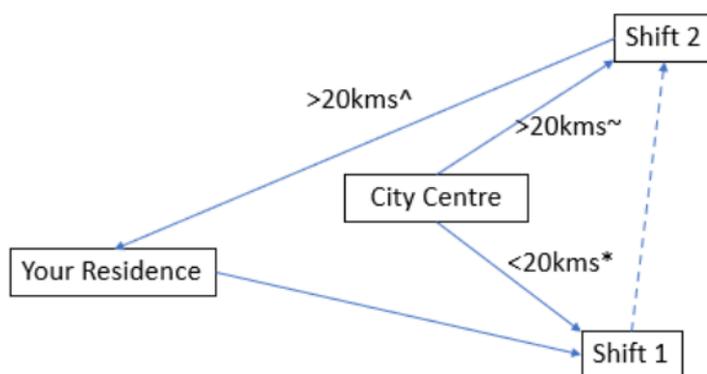
Leaving Early from Shifts: Sometimes you are told that you can leave early from shift by the customer's kaimahi. Please ensure you call the Apex 0800 # for confirmation of this. If you do leave early due to customer saying so, please make a note of this in your Daily Notes. We won't financially ping you, we just need to know. We have had instances where staff have left early, and we've been asked why by the customer .They do check up with us as sometimes the person saying you can go doesn't have the authority to do so, or doesn't let anyone else know. I had the term "abandoned shift" used recently and I don't like hearing that—wasn't true in this instance, but not something we want our customers to think in correlation to us.



AND GENERAL BUSINESS.....

Travel: Reminder for Travel as per the Employee Handbook: Kilometers can be charged only if prior approval is given by the Apex Care office—not all customers will pay travel rates. It is discretionary by Apex Care as to whether we will pay kms despite the customer not paying kms. Kms are calculated from the City Centre to the client's destination, regardless of where you actually live or travel from and are only approved if over 20 km.

When you do a shift and are putting down your kms travelled/time travelled (where applicable depending upon the customer), please ensure you do not link one customer's distance travelled into another's. By this I mean that if you live on the west side of a city, your shift is on the east side and you're able to charge for kms (as above), then you note the kms. But this must take into account the distance from the city centre. If you're on shift and then need to travel to another location for the next shift, you log the travel to and fro for the first customer as being 20km from the city centre. Then you log the 2nd shift as being 20km from the city centre, not from Shift 1. If you don't do this, it can mean that one customer is getting charged unfairly for travel to their site which wouldn't normally be experienced. It is a gnarly situation and you can call the 0800 # to seek advice as to how to log this. Also, when you're accepting the booking, please double-check as to how the kms should be charged. I've done a quick schematic as a guide, but always check.



* If distance to Shift 1 from city centre is less than 20kms, you cannot charge kms unless the office agrees to this.

~ Can charge for distance greater than 20kms from city centre, not from previous shift

^ Can charge for kms where distance is greater than 20kms from City Centre to Shift 2, not distance to your home, unless agreed with by the office

And that's another wrap for this month's Newsletter.

If you have any ideas you'd like to see discussed/identified, then please let me know. I base this Newsletter on events that have occurred in the previous month, but am always keen for fresh ideas. Thanks everyone for being part of this company and being on this journey with us.