

AUGUST 23

NEWSLETTER

TAPATAHI
Integrity

PONO
Honesty

KAWENGA TAKOHANGA
Accountability

Wendy's Words

Thank you everyone for all your hard work over the winter season – it's not yet over but we're on the slide towards spring now. There's been an influx of flu hitting our team – please keep yourself safe, keep the fluids up, your Vitamins up and make sure you get some sunshine when you can. There's also a lot of personal difficulties occurring for some of our kaimahi – we're here for you if you need us. Yes, we have EAP but we also can listen. And we have Sarah our nurse who is there (currently Monday to Wednesday) who can help you with advice or debriefing if you ever should need.

And on a personal note, I'm going to be a nana again soon with my eldest daughter having her first baby over in Oz. So I'll be jumping the ditch nearer the time to be there for her. Number 12 grandchild – I'm ancient but still mobile!



And I'm pleased to announce that this months

Lucky Draw Winner is...

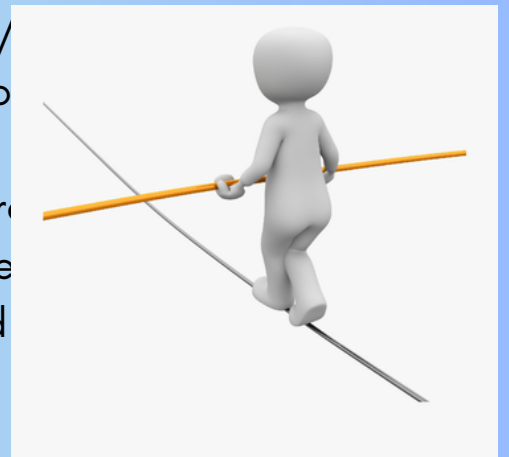
Gwen who is based with our Northland crew. Well done Gwen.

Catherine's Words

Thanks as always everyone for being such a wonderful team to work with. I do count my blessings every day to and from work on how blessed we are to be working together as we do. I am so proud to talk to our customers about the wonderful kaimahi we have. I hope you too feel proud of being part of Apex Care. Always remember that if you have any concerns, etc., you can call through and discuss. Or you can provide your feedback anonymously if you don't feel comfortable talking about it:

<https://www.emailmeform.com/builder/form/4dqb03De4Xdm>.

I hope those who are studying are keeping their work/ possible. I'm about to have my mid-semester tests soon and Forensic Psychology - and I'm gonna need to put seriously swot. Been thinking a lot about those who are Nursing, Health & Wellbeing, even a mechanics course many balls in the air - please make sure you get good balance on the tight-rope as best as you can.



As your Annual Reviews come up, I send out to you an online self-review. Upon receipt of your response, I then book up 1on1 time with you. When asked, please fill it in. If you don't, then I won't be chasing you up on this.

And if anyone would like to share with your fellow colleagues, please talk with me about writing an article - doesn't have to be long, but just something you'd like to share.



Nurses Corner



Kia Ora team,

I hope you are all keeping warm and dry! Not too long now and spring will be here.

I have recently attended CPI training and look forward to bringing all of the resources and learning to Apex Care. I have added a document called "seven principles for effective verbal communication" into WIW documents – you can access this on your phone too. Please do have a read, as there are some good tips in there!

Sadly, suicide rates are at an all-time high, and this is something we encounter in both our work and personal lives. I strongly encourage you all to complete the online learning "Lifekeepers" course that is available <https://www.apexcarenz.com/selfedlearning>. This gives some good insight on how to navigate around suicide so that we can provide the best support to our tangata, ourselves and the people around us. Please let me know when you've done this – you can send through any certification and we will add this to your training portfolio and what you have knowledge in for placement with tangata.

Thank you for filling in the Health and Safety questionnaire <https://www.emailmeform.com/builder/form/bZj1kcdQPT4> – please keep them coming. It's very important to see where we are at and how we can improve, so that you all feel safe in your work.

Please remember to document accurately on your medication signing sheets and specify what you have given in your Daily Notes as a backup. If there are no signing sheets for tangata, please call through to the office and we will arrange some from the pharmacy. You can also use this online form if required: <https://www.emailmeform.com/builder/form/dB2HzbM88x4O>. It is vital that we continue to be vigilant with all of our medication administration. If you are unsure of ANYTHING, please call and check first. For OT jobs, please continue to send through a copy of the signing sheets weekly on a Sunday shift.

That's all from me! Take care out there and keep up the amazing Mahi you are all doing! 😊

The Drama Triangle

I was blessed recently to finally find an ex-boss of mine from the UK - 30 years since we've seen each other and it was like yesterday - don't you just love those relationships! He had a huge impact on my life and helped save me when I was desperately struggling in life back in the 90's (yes, before a lot of you were born!) We talked a lot about the impact you can have negatively or positively on someone's life and how you can help others grow, or keep allowing toxicity into your life.

This led to a discussion about The Drama Triangle, and I thought I'd share this video with you - it talks in leadership terms, but this applies to all of us in our day to day interactions. Have a watch and take time to reflect on whether you're living above the line or below the line: https://www.youtube.com/watch?v=ovrVv_RlCMw.

And yes, I understand how hard it can be to live above the line, and every day is a conscious decision to be the best you can be and not allow yourself or others to keep you living under the line. And for me this meant removing some loved people from my life as their energies and decisions were trying to keep me in a toxic drama triangle.

Change can hurt you and others - for me, I have found that if I hadn't made changes then subsequent wonderful events in life wouldn't have happened. And one of these huge changes was in 2022 when I came to work at Apex Care. So, please have a watch, do some exploring around the Drama Triangle and see if there's any changes you can make, or gain affirmation that you're doing it right, which is awesome.

Catherine





Badges: does anyone need a new one or haven't received one? There's been mail issues as well as production issues – please email admin@apexcare.co.nz and let us know. Thank you.

Kilometre Rate Increase: all in place now as of 1 August (even though we started it on 31 July for ease of payroll).

Recipes: don't forget that we now have a Recipe website available to you when you're stuck for a meal idea. Great way to plan food shopping for the week with the tangata: <https://www.apexcarenz.com/recipes> Using the supermarket websites, you can select meals and it'll create a shopping list for you – it even cross-references to other recipes you've chosen to ensure you only buy what you need.

Self-Led Training: don't forget that we have a plethora of self-led trainings available for you – not too long or arduous so you can update your knowledge quickly and effectively. We are adding to this all the time so keep abreast of it all. If you gain certification from any training, please send it through and let us know and we'll add it to your portfolio – really helps when placing you with a new tangata or customer.

Māori Language Week: this is next month and if anyone has any ideas about what we can do as a group activity, please let me know. We have reached out to a few providers for Te Reo Māori lessons, but nothing fits with our lifestyles and their facilities. If anyone knows of how we could do this, that would be great.

Daily Notes & Timesheet: nag, nag, nag. You need to do your Daily Notes after each shift. You must do this as we're often being asked for these by our customers when they don't come through. Seriously, not a good look. We promise this to our customers as part of our T&Cs with them. Also, your colleagues who come on shift after you need to know what's happened. This is about care and concern for your Apex colleagues – don't forget this.

And please use these forms – some use old forms and it makes doing the daily notes really difficult administratively as we're having to chop and change things about.

Daily Notes: <https://www.emailmeform.com/builder/form/Yf82Sef6N46b>

Timesheets: <https://www.emailmeform.com/builder/form/Yf82Sef6N46b> if you don't submit, you'll only be paid by what's in WIW – any kms etc won't be paid for if we're not aware.



First Aid

First Aid: for those who don't have this, or it is about to expire, please ensure you get this renewed. You **MUST** have this to continue working with Apex Care.

When you have done your course, please send the receipt and your certificate through to admin@apexcare.co.nz and we will reimburse \$80 towards the invoice.

Places we recommend are:

- Red Cross: Save-a-Life

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/>

And again, another *fascinating* newsletter finished for you. I hope you have found a snippet or two interesting and encouraging. If you have any ideas you'd like to have talked about, please let us know for September's newsletter. It's about you sharing as well as us.