

October 2023

Newsletter

TAPATAHI
Integrity

PONO
Honesty

KAWENGA TAKOHANGA
Accountability

Wendy's Words

Yes, as you all know (thanks Catherine) I have hit the big 60! It has gone in a flash so hard to believe 2 weeks ago I was in Fiji. My partner Kevin decided that he was going to whisk me away – he wanted to try to get me off-line from my computer and phone by tantalising me with things such as snorkelling, boat rides and good food. And he was successful, other than jumping online with the staff meeting on the Monday morning – can't let the team think they got a break from me! I had a wonderful time, I was so overwhelmed with the wonderful card from so many of you, wishing me happy birthday. Thank you so much. And the fact that you all kept it a secret from me!

But you know where I'm happiest – right here working alongside everyone in my role. We all have different roles to play at Apex Care and mine is to make sure we get work through, keep you safe as best as I can and be there for you if you should need. Don't forget to call if you need to talk – there's so much happening in so many of your lives, but I want you to know that you can come to me, or any of the team. You're not alone.

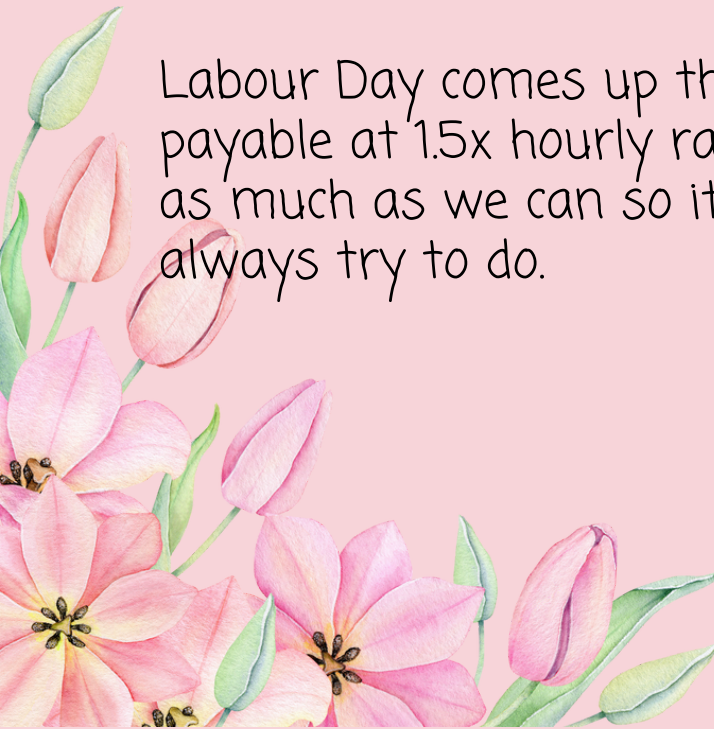


Catherine's Comments

Only 3 months to go before the end of the year, including October. We'll need to start figuring out times for when we can have the regional Christmas parties and where! Would so love to get everyone together but logistically a nightmare, so we do these regionally. I'll send through reminders for booking leave in WIVW nearer December - if you have firm plans, please update WIVW now.

I hope everyone's clocks have resynched after Daylight Savings. Lots more sun in the mornings now - please enjoy some of it throughout the day. It's good for your body and mind - slip, slop, slap though!

I will be off-line for 3 weeks in mid-October - please don't be phoning my phone or emailing me directly okay. As you all know, you have the most amazing team backing you up so please call 0800 255 000 or email admin@apexcare.co.nz. I don't know how I'll cope as this is the first break away from y'all - I may feel anxiety and need to reach out!!!



Labour Day comes up this month on the 23rd. This is payable at 1.5x hourly rate. We'll spread the shifts out as much as we can so it's fair to everyone, which we always try to do.



In Memoriam

I and many of our team were sad to lose our wonderful Delena Hemi. I have worked with Delena for so many years now, she was such a part of my life and the success of Apex Care. I kept in contact with her through to the end and it just broke my heart to lose her from my life. And I know the tangata will not have the benefit of her wisdom and mana wahine guidance. Wherever she is, I know she'll be ruling the roost.

Wendy XX00

Nurse's Corner

Hi everyone, happy October! I hope you are all keeping well. My family and I have been hit with one of the lurgies on the loose, so only a few little things from me:

New online training available on Autism “brain, body and behaviour” - very informative and applicable to many of our Tamariki, not just with ASD but also our neurodivergent tamariki in general:

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

Once you complete the questionnaire, we will soon be sending out an Apex Care certificate to show that you've completed this online training with Apex Care. And we will be back-dating anyone who has done other questionnaires or induction clinical questionnaires.

- Please continue to book and send through your First Aid certificates, these are essential to keep up to date.
- Medications: please read my email I sent out last week regarding sending in signing sheets, and to not countersign for medications that you haven't witnessed being administered.
- Health and safety: please keep those incident reports coming, as well as any questions or concerns you may have whilst on site.



Staff Spotlight - Cristian Lacob

Cristian is a Waikato based kaimahi for Apex Care, who is very much into the taha tinana/physical wellbeing aspect of life. He tries to help the tangata whaiora with this aspect as being one of the 4 pillars of Te Whare Tapa Wha, often overlooked in our quest for mental health and wellbeing.

Cristian used to live in Dargaville and there was an article written about him at the time which Cristian has okayed me sharing. Have a read and learn something new about a colleague and the journey he has been on.

Northland Te Whatu Ora article

“Dargaville Hospital Volunteers”

Cristian Iacob – Mental Health Movement Therapy Volunteer

Speaking from experience, Cristian Iacob knows what it is like to suffer from low mood and depression, he also knows from his own journey to wellbeing that body movement plays a huge part in elevating mood and helping those who are suffering from mental health issues to gain confidence, motivation and importantly, an outlet.

Hailing all the way from Romania, Cristian began dancing at age 8, finishing his study at age 18 before being enlisted for compulsory Army training. After his military time was over he spent 20 years as the Principal Ballet dancer for an Opera House in Romania before starting his own Dance studio in his hometown. His passion for dance saw his career flourish yet it wasn't long after that he travelled to New Zealand and secured a working visa as a choreographer for a reputable Auckland dance show. He then went on to teach fitness and dance at AUT.

After facing some personal troubles, Cristian struggled with his mental and physical health and motivation. Along with the excellent care he received in the Dargaville Hospital, it was through his self-prescribed body movement and exercise programme - which he developed himself - that he was able to overcome the difficult period in his life and gain the clarity and drive to pull himself out of a dark place.

Once he realised what an impact this life change made, he wanted to share it with others and so has been utilising this same method of dance, movement and a no-excuses attitude to pay it forward and help others in need. Cristian has been working with clients through the Community Health Team at Dargaville Hospital for the past five months, doing basic body movement and exercise. He says he has seen real improvement even after as little as one session with him. His approach is non-apologetic saying, "I am not politically correct, people love that". Cristian states "I work with the character and energy of the person, my approach is based on empathy, friendship and trust".

Cristian emphasises "body movement is key. We speak of Te Whare Tapa Wha (framework), and one of those key elements is Tinana or our body". He agrees that strengthening your body strengthens your overall health and wellbeing.

Working in a volunteer capacity allows Cristian to keep his own schedule and work around other life commitments, but he says moving forward that his greatest hope is to do this full-time. "I want to not be invisible" he says, "I want people to know what I'm doing, that I can help". As much as his work benefits those he trains with, Cristian is quick to acknowledge the benefits to his own healing saying "Helping clients helped me. Better than any pills, I have a purpose".

KAIMAHI MONTHLY AWARD RECIPIENT

And this month's winner of \$50 is Cat who is based in Tauranga.

Well done Cat.



Administration



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.

REMINDERS

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>.

Safe driving: If you're in a customer's company car or any car, please don't speed. Pay attention to the speedo and keep to the limit. We've had a few tickets lately and, under the policies in our Employment Handbook, you're responsible for paying the fines. So watch your limit and keep safe. And remember that going too slow is also a hazard – not fineable usually but it does cause frayed tempers on the road, so just keep to the speed limit.

Admin.....Reminders

First Aid: Thank you to those who are getting their first aid done. This is a mandatory part of your employment, and we were asked about this last week by one of our major customers. So 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 either St Johns or Red Cross nearest to you, or another provider, and book in for refresher / to do full certification.
2. Apex Care will pay for 4 hours of your time to do this. 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 only pay \$80 towards this, and 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.

admin.....Reminders



Course Links:

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/>

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.

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> .

And that's it for another month. 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. And I'll miss you when I'm away!!! Take care everyone.