

**April 2024**

# **Newsletter**

## **WENDY'S WORDS**

In December I popped over to Sydney to be with my daughter Monique as she had her first child. Just thought, as a proud Nana, I'd share a photo of Orlando, the latest recruit to Apex Care! I know a lot of you have had the pleasure of newborns coming into your lives and the joy they bring. It's truly a blessing to me being a Nana again – AND I can hand bubs back when the noise gets too much, another blessing. Monique visited in January, and it was good to be able to be there and share the wisdom of my experience as a mother of three, and Nana of many.



I know it's been a challenging time out there for so many - workload, home pressures, studies, etc. Please remember that we're here for you as well as EAP.

## CATHERINE'S COMMENTS

Hope you all had a wonderful Easter. I know that Couplands Hot X Buns and myself were the best of friends and now I need to say No, No, No to having any more! Gonna be hard to do. I hope that those who celebrate the meaning of Easter found time to do so with friends and family around. And thank you to those who worked through.

My studies at Waikato Uni are still on-going – finally started my Year 2 Psychology papers. It's always a juggle with life, work and studies - I know quite a few of you are doing this and it's important to keep persevering even when times are tough. For those that have exams coming up, please go through Moodle (or whatever system your Uni uses) and see what dates you are Unavailable on e.g. exams, labs, lectures - please update WIW accordingly so we don't book you then need to make changes thereafter.

It was so good hearing from Oranga Tamariki senior management that they've heard of Apex Care and the great work we do. Keep it up team – shine always for yourself and Apex and keep the brand strong.

Keep warm out there in the blustery autumn weather. We are literally going through 4 seasons in 1 day at the moment so be prepared.

### **YOUTH HANG OUT @ [www.apexcare.co.nz/youthinformation](http://www.apexcare.co.nz/youthinformation)**

We've put together a specific online place for our tangata to find what they need – their rights in Māori and English; a place to feedback if they have any comments; healthy eating; Apex Care's Taiohi Handbook, activities, community, etc. This is being built up all the time, so if you have anything you'd like to add there, please let us know at [admin@apexcare.co.nz](mailto:admin@apexcare.co.nz).

### **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>

### **THIS MONTH'S LUCKY DRAW RECIPIENT...**

Is **Petro** – CONGRATULATIONS!! Petro is based in North Waikato and is one of our longer standing kaimahi, bringing her lovely South African accent and can-do attitude to her role.

## NURSES CORNER

Kia ora everyone,

I hope you are enjoying the last little bouts of warm weather before the chilly weather sets in!

We have a few exciting things happening at Apex Care.

**CPI (Crisis intervention training)**- formerly known as MAPA) is now being rolled out to Apex staff slowly but surely. This training is aimed mainly for our high risk tangata but also contains useful information that can be used in our everyday Mahi with our tamariki.

We are working on getting some little **Rights** pamphlets that we can hand out to tamariki at the start of working with them. This is so they know that they have certain rights, and that we are there to support and advocate for them if necessary. Any feedback or suggestions around this welcome.

Please make use of all of our self-led learning on the staffroom web page, there is a library of information on there, as well as links to follow if you wish to extend your knowledge even further. If there is anything that you would like more information on, please come through to me.

**Medication reminder**- please remember accuracy and documentation of medication is vital. Please apply the 5 R's consistently EVERY time you administer a drug. Important to note you must always visualise the tamariki consuming the medication in full before you sign the charts. We look after high risk tamariki who don't always take their medicine as they should. Please be vigilant here as it's easy to forget sometimes.

If you need a medication signing sheet for a long term tangata, please let admin@ or me know and we'll organise this. Your focus is on the tangata, let us support you by letting us know you need help. ALWAYS document any meds into your Daily Notes as well.

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As always, I am here for a chat, debrief or any medical stuff, anytime ok!!  
WhatsApp or email – [sarah@apexcare.co.nz](mailto:sarah@apexcare.co.nz) – are the easiest ways to contact me as I'm currently in Australia.

I think you are all wonderful in the special work that you do, keep up the excellent mahi team.

Sarah

## REMINDERS

**Conversations on site:** when discussing anything with a cohort whilst on shift, please make sure the tangata isn't within hearing distance. We've had a few instances lately where conversations have been overheard and the tangata has played on this. Be very careful.

**Conversations with Social Workers:** we're finding often that conversations are being held between our kaimahi on shift and the social worker, with the Office being missed out on pertinent information. Please ask the Social Worker to contact the Office – we're responsible overall and we need to know what's happening.

**Who're you gonna call?** If you're in doubt, reach out – we're only a phone call away on 0800 255 000.

**Swapping shifts:** we've had instances where kaimahi can no longer do their shift and organise directly with a fellow kaimahi to cover their shift. Sometimes we're told, but not always. This is a very BIG no no – you must contact the office and advise of your unavailability and allow us to make sure we get the right kaimahi to replace you. You can always suggest someone, but we won't always use that person. There are multiple issues with us not knowing who is on shift, and we ask that you don't put yourself, your colleague or Apex Care at risk – call 0800 255 000 – DON'T TEXT!

**H&S Staff Representative:** don't forget to get your votes in for the person you'd like to represent you with Apex Care. Please click here and have your say:  
<https://www.emailmeform.com/builder/form/e3W4S6awYi9>

**Employee and Health and Safety Handbooks:** are out now. The Employee handbook is big but a good cup of coffee will help you with reading it. The H&S Handbook is smaller but very powerful in its content. Please don't forget to confirm that you have read/will read these before 30.4.24  
<https://www.emailmeform.com/builder/form/NwP3Wo269aBM1L1>.

**Lock your phone:** please keep your phone locked: if a tangata gets hold of it and it's not locked, then they have access to all your details and possibly all Apex details through WIW. So don't forget to lock it using biometric fingerprint, a passcode or a design unlock. when discussing anything with a cohort whilst on shift, please make sure the tangata isn't within hearing distance. We've had a few instances lately where conversations have been overheard and the tangata has played on this. Be very careful.



## Benefits of Deep Breathing

There is an increasing amount of medical evidence to support the notion that deep-breathing techniques can improve health and aid in the treatment of illnesses, enhancing wellbeing and health, even in healthy people.

### The role of deep breathing in combating disease:

**Cardiovascular diseases** Deep breathing can be effective in reducing high blood pressure and heart rate in hypertensive individuals.

**Stress and Anxiety** Empirical evidence based on both objective and subjective measures points to the effectiveness of deep-breathing exercises for improving psychological and physiological stress. Deep breathing can reduce anxiety and depressive symptoms in the general population and people with these clinical conditions.

**Respiratory diseases** Deep breathing can help in the treatment of asthma and tuberculosis, as well can help with nicotine withdrawal.

**Diabetes** Breathing techniques can enhance the quality of life and improve sympathetic responses in people with diabetes when combined with traditional treatments.

**Cancer** Deep-breathing techniques can improve fatigue, quality of life, sleep, and anxiety when combined with chemotherapy or radiotherapy in cancer patients.

The role of deep breathing for improving wellbeing:



## ADMINISTRATION

**Support Plans:** these are mandatory for you to read before shift. We have had new tamariki come on board and we have found that staff are waiting for the handover, rather than reading the support plan OR the Daily Notes. We are given this information for a reason – to help care for the tangata but also to help you be safe. How would it feel if you missed crucial information that could put you at risk, but more importantly causes an issue for the tamariki that could have been avoided.

**Professional Boundaries:** just a reminder to think through any decisions you make when working with a tangata. If in doubt, reach out – call the 0800 # and ask what's the appropriate action to take.

**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 a legal document and is your representation of what has happened on site – can be used in a court if required. This is important for both the customer 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 at the end of your shift ending to ensure everything is current and we can address any concerns straight away.

**Incident Reports:** as soon as possible after the incident, ideally straight away but no more than 12 hours of the incident. 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.

**Levels Training:** We encourage everyone to continue on with your upskilling. For those who are doing their Levels in Health and Wellbeing, etc., remember that if you need support on your output, a fresh set of eyes, etc., then you can call on Sarah or Catherine.

We recommend going with Open Polytech <https://www.openpolytechnic.ac.nz/>.

For those who've yet to start, we strongly encourage you to do this. This means we can offer you a higher rate of pay and place you with tamariki that need your higher level of knowledge. Hands-on experience is where it all comes together, and we'd love to offer you that opportunity.

**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 must have an NZ Visa.

So please refer them and, if they complete 50 hours with us, \$200 will be winging its way to you. 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>.

**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.

- 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.
- 2. 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.

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.

Thank you one and all. I always read the below and believe so much in this, I hope it also has significance for you too:

Hutia te rito o te harakeke, kei whea te korimako e? Ki mai koe ki ahau, "He aha te mea nui i te ao?" Maaku e ki atu, **"He tangata, he tangata, he tangata"**

If you pluck out the centre shoot of the flax, where will the bellbird sing? It will fly inland, it will fly seawards. If you ask me, "what is the most important thing in the world?" I will reply, **"People, people, people!"**