

September 2023

Newsletter

TAPATAHI
Integrity

PONO
Honesty

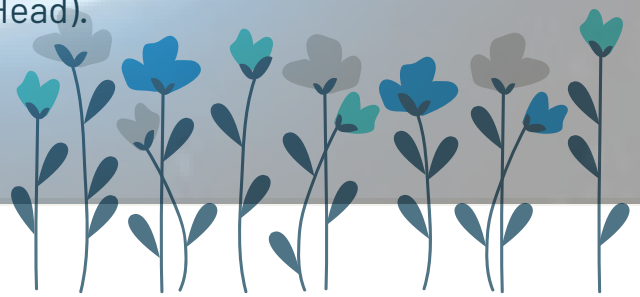
KAWENGA TAKOHANGA
Accountability

Wendy's Words

What a month August was – full-on with everything happening. The blue moon didn't help – when we came to work, we didn't have time for a coffee as everything happened at once. If there was anything untoward going to happen, it happened! Thankfully it calmed down during the day.

My partner Kevin, the very good man that he is, took me to Rotorua on Father's Day for some time in the hot pools. As you may have read in April's newsletter, I suffer from a Functional Neurologic Disorder which results in a sore and stiff leg when I do strenuous work (well, for me). He took pity on me, and we went to Wai Ariki Hot Pools in Rotorua www.wai-ariki.co.nz/. From the karakia when we first arrived, all the way through the many pools with different healing qualities, to covering myself in mud and sitting there till it dried off followed by rinsing off at the end – the 3 ½ hours were sheer delight. I thoroughly enjoyed myself and would highly recommend it – a treat of love from my man on his day.

Sometimes you just need that bit of healing to help you go on through this busy life we lead. This definitely falls in line with Bertha's March article about Tinana (Physical), Wairua (Spiritual), Hinengaro (Head).



Catherine's Comments

Hey everyone, hope you're keeping well. I totally concur with Wendy about the blue moon – I didn't know if I was Arthur or Martha – did you experience this as well? Did any of the tangata you look after behave unusually? In my career, the full moon has always been a point of note as people called with the most bizarre of requests. It was always noticeable. Nice to know that mother nature still pulls on us in our modern technological world we live in – we're still creatures of nature.

Māori language week is on the 11th to the 18th of September. Anyone going to do anything special to advance their knowledge of Te Reo Māori? Does anyone have any ideas we can do across our multi-regions together? Please let me know. We are still building up our Staffroom www.apexcarenz.com/naumai and in there you'll find Waiata sung by our Cultural Navigator Ricky Tipene and his wife, staff pepeha, Māori sign language and a host of other information that can help build up our knowledge and understanding. If anyone has anything you think we need to be aware of and grow in, please send through to admin@apexcare.co.nz – we're all on a journey in some way or another and everyone can help provide an input to others.

The week beginning the 18th is Mental Health Awareness Week. Here's a link <https://mhaw.nz/#> on different activities you can do throughout the week:

- Monday – Take notice of your surroundings, be present in the moment
- Tuesday – To give to others where you focus outside of yourself
- Wednesday – Be active, get your body going and feel good
- Thursday – Connect – get in touch with people, maybe someone you haven't spoken to for a while
- Friday – Reflect about the week and the learnings you've made.

I hope you enjoy the article from Anna and gives you pause to think. Definitely from the heart and I hope you take on board Anna's message about the difference you make. So proud of this team and how we stick in there to support the tangata when times are tough and you need to take the win, even if it's a little thing.

And thanks Sarah for the reminder following about taking care of ourselves, to love ourselves and to use good self-support practices.





Nurse's Corner



- Neurodiversity – I recently attended national training day, will be adding to resources and links available on this. Please keep an eye on the staffroom site for this and we'll let you know.
- A reminder to please upload medication signing charts on Sunday for ALL OT clients. Remember you will be held accountable if anything goes wrong with medications, and this is a legal document if it went to court.
- Refused and/or expired medication – when medication is refused or not given for any other reason it should be clearly documented on the signing sheet AND in the daily notes. All medication not given should be locked away in the safe and returned to the pharmacy at the end of the month. We will be liaising with the various pharmacies to ensure that this is being done.

I just wanted to acknowledge that each and every one of us is dealing with many different stressors and challenges every day in not only our personal lives, but at work as well. We are always caring for others but need to practice self-compassion as well, so please be kind to yourselves. Try to always be aware of what is happening at home and how it has a direct impact on how we respond at work. I have included a little bit of information below on this which you may find helpful.

Four ways to calm your mind in stressful times.

- Breathing – One of the most calming breathing exercises you can do is breathe in (e.g. to a count of four), hold, and then breathe out for up to twice as long (e.g., to a count of six or eight).
- Self-compassion – the ability to be mindful of your emotions – aware of the emotions that are going on inside of you whenever you fail at something. Just notice and observe the feelings without feeding the fire. Then to understand everyone makes mistakes and to speak to yourself the way you would speak to a friend who just failed, warmly and kindly.
- Connection – one of our greatest human needs is to connect with other people in a positive way. When we face adversity, our relationships and community play an important role in our resilience.
- Compassion for others – Help each other and be kind. Kindness and compassion can boost our wellbeing and help protect us from adversity.

And don't forget there is a lot of information available on www.apexcarenz.com/yourwellbeing that you may want to browse through and see if anything can help you.

And that's all from me! 😊



TAKE THE WIN by Anna Watson

Kia ora my Apex Whanau,

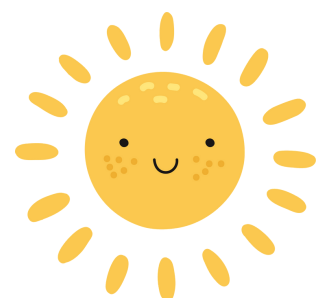
As you are all aware Suicide numbers are at an all-time high. We, as Support Workers, are supporting some pretty vulnerable people out there. On one of my recent shifts, we had a very close call with a young girl we were supporting. It involved us using some techniques of restraint (we have permission in this instance), to prevent further harm to the client. The scenario that unfolded left me with all sorts of emotions and not to mention tons of adrenalin. I was overwhelmed by the support our team was given by Police, Ambulance Officers, and members of the Public, all in the effort to help save a young girl's life. I was humbled to know that they also saw us "Apex" as a part of the wider TEAM out there, that our support was valued. Collectively we all played a role in keeping this young girl safe. The feedback I had from those I interacted with on this shift made me so proud to be a member of our Apex Team. To listen to them all speak so highly of the different Apex Support Workers that they interacted with was heartwarming. Hands up though I was knackered, and it pulled a lot from me emotionally and physically. Being embraced by that young girl the next morning and being told thank you made it all worthwhile.

Once I returned home from these shifts and the full adrenalin had departed my system, I had a good cry. Why? I guess a mixture of relief and the realization of what we all did as a TEAM made a difference on this occasion. So, I decided YES, we can take the win!!! I am realistic enough to know that not all shifts go so well, and we aren't always left with these feelings. So, for all those times when you're on shift and you think 'why am I bothering?', 'am I really making a difference out there?', when you are so fatigued from dealing with sometimes pretty shitty behaviors - know that we do make a difference, a HUGE difference. Building the rapport with our clients, working alongside our wider TEAM as well as our Apex Team makes a difference. Be Proud and TAKE the win - You are appreciated 😊

Kia kaha, kia whakakake

Be strong and be proud

Te tuku aroha
Anna



HIS MONTH'S LUCKY DRAW RECIPIENT...



Is Bertha – **CONGRATULATIONS!!**

Bertha is based in Te Tai Tokerau and is a long-standing member of Apex Care. Bertha shared in January's newsletter about how important it is to keep healthy within ourselves as we help others. She wrote *"We should all reinforce Wellbeing within ourselves and take the time to Heal/Rest/Recuperate our Tinana (Physical), Wairua (Spiritual), Hinengaro (Head), Whānau (Family) with Aroha (Love). How are we able to give our Best in our mahi (work) if we are unwell. We also must remember to let our team from Apex Care know that we need their support."*

Thank you Bertha for these words – always so very relevant to us as we work within this very demanding health sector. If anyone has other thoughts they would like to share with your colleagues, please come through to me, Catherine, and we can work on this together.

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>.

admin.....

- **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.
- **KMs** - if you don't claim kms when you're meant to, you won't get paid for them when we do the pay run. If you don't put it on the timesheet then a) we won't pay you and b) we won't charge the customer. To come through late means extra admin for Rochelle, but also we need to go through to the customer and claim kms post the invoice being sent out. Not a good look.
- **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.



admin.....Reminders



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.

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.

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:

- You approach either St Johns or Red Cross nearest to you, or another provider, and book in for refresher / to do full certification (see list of providers following)
- 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.
- 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.
- 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.
- 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.
- 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 license, 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.

