



# August Newsletter

**TAPATAHI**  
**Integrity**

**PONO**  
**Honesty**

**KAWENGA TAKOHANGA**  
**Accountability**

## *WORDS FROM Wendy*

We're all getting through those heavy winter months with all the bugs and ailments – it's never-ending for the parents amongst us with the children bringing home the lurgies. Hard to keep yourself separate from your children – Danielle calls them "her walking petri dishes".

Great to see all our new staff on board and getting stuck in when the opportunity arises. We have had our Northland area heat-up recently and its great seeing the opportunities coming through to our staff up there. Thank you for all pitching in and working as a team together.

I really appreciate how great our entire staff are and please know that we are committed to being there for you all.

## *Catherines two cents*

What an up and down period of time since I last wrote - full on, then go slow, full on, then go slow. Consistency is such an underrated thing!! Please remember to answer those phones when we call – or text back when you're going to be able to talk. When things run hot, we need to fill those shifts asap.

I hope you're all keeping well. There's been lots of stressors in people's lives lately and I would like to remind you of the information available on TheStaffroom – **click here**. Please browse and you may pick up something that helps you. Besides that, you've got EAP to call should you need to do so – 0800 327 669. And we're free for a chat if you need to talk through anything with a friendly listening ear.

My latest paper I'm doing at Uni is on Māori, Pacific and Indigenous studies. My lecturer is from Guam and there's quite a bit about the struggles of American Indigenous People for their identity and language resurgence. There's so much correlation between what they're going through in their way to what is happening here in Aotearoa New Zealand. So much to learn and to understand.

Thank you each and every one of you for always doing the best you do each time you turn up. Repeat business is the best indicator that we're doing things right and this is occurring. So great work team – keep it up!

## Please update your availability in When I Work

### NURSE SARAH'S CORNER

Hi everyone,

I hope you are all surviving the cold winter and all the nasty bugs that come with it. Just a few points to be aware of a general reminder of infection control and PPE.

·Please be aware there are so many bugs around currently. If you have any concerns about unusual symptoms in the tangata, particularly any difficulties with breathing, fevers, rash or sudden lethargy, please contact Apex Care office immediately and/or 111 if severe. It doesn't hurt to check if you are unsure. Please document all observations, even if you think they are mild.

·Maintain strict infection control. Handwashing, sanitising and wearing PPE when indicated are our most powerful tools at protecting both ourselves and the tangata whaiora. Additional things like mask wearing, social distancing where possible, and staying home if unwell are important too.

## Training

Due to unforeseen changes, we have decided to switch our training provider for the level 3 and 4 certifications. We will no longer be using Careerforce and are now promoting both Open Polytech <https://www.openpolytechnic.ac.nz/> and Kalandra <http://www.kalandra.ac.nz>. Just go online and search out what your next level requirement is.

We are under specific requirements of qualifications within the mental health and disability sectors we operate in, so for those of you who need to upskill your qualifications, I will be approaching you to do so.

We are happy to guide and support you though the journey as required. I will send an email through to you on this in the near future or you can jump online now and book up. Until December, the training is government funded, so please remember to select this when signing up.

Also, please continue to complete the mandatory online training updates as well as the self-directed learning which includes things such as smoking cessation and tube feeding. Let me know if there's any topics of particular interest you would like more training on.

# Reminders

- The staff internet site is: <https://www.apexcarenz.com/> - don't forget to have a look round and familiarise yourselves with what's available for you.
- Daily Notes: there aren't a nice to have, they are a must have for all shifts. It's our view on what's happening, and our customers feed that their client is well-supported.
- Incident Forms: anything can happen on site – tangata absconding, medication issues, tangata hurting themselves or you. Remember that an incident form must be completed by COB that day or first thing in the morning – even if you think it's not much, just make sure we're aware and we can handle it if there is an issue. Have this link in your phone if you need and fill it in:

<https://www.emailmeform.com/builder/form/nTc97I36tz749UWf74SO>

We've seen some instances where someone couldn't cover a shift due to unforeseen circumstances. Please don't try and arrange cover with another kaimahi - call the 0800 # and let us know. If you know that someone is available, then please let us know and we'll arrange it. Do not try to sort this out yourself.

And in the same lines as above, some customers want to organise shift cover with you directly. This is a big no-no and we ask that they call the 0800 # in the first instance, or send an email through to [admin@apexcare.co.nz](mailto:admin@apexcare.co.nz). We've had instances where staff have completed shifts and we haven't been told, thus no wages paid. It takes a while to sort these out, so please politely ask the customer to contact us directly.

If you have moved recently, please email to [admin@apexcare.co.nz](mailto:admin@apexcare.co.nz) and advise of your change of address. If your emergency contact person's details have changed, please advise as well.

**Certificates on file** – for those whose qualification certificates are missing, I've approached those who need to provide these. Since the hourly rate change roll-out recently, it's come to my attention that some of the files were incorrectly updated prior to 2022 and people's details aren't correct. And if the hourly rate paid is incorrect to your qualification level, I will work through this with you.

**Late for shift** – please let us know so we can let the customer know. This can also impact your colleagues who may be on site and can't hand-over to you till you're there. Let's be respectful to one another and make sure we keep in contact – life happens and we understand when you are sometimes unavoidably detained. We're just a phone call away.

**Leaving shift early** – and conversely, if you have to leave the shift early for some reason, please let us know. The customer's do check their invoices and query when we charge for 8 hours or so and they know you weren't there for it – makes for a bad impression. This means we then have to adjust their invoices and do a wage adjustment etc. It's again a question of respect to both Apex Care and the customer to ensure we act with integrity in all that we do.

**AND THAT'S A WRAP...not so long-winded as our usual Newsletter, but hopefully full of something that you can take-away.**

## **CUSTOMER CONTACTS**

Always, always, always call our **0800 255 000** number with any concerns or thoughts. If a customer approaches you to rebook your wonderful service, then they need to contact the 0800 # too. To be very clear – any concerns, any issues, or the customer wanting to rebook you – you are to call our 0800 255 000 # and allow us to help you.

And remember that you are not to call the customer directly – this puts both you and Apex Care at risk as we can't support you if something goes wrong.