

An independent newsletter for people interested in Aged Care

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**Emailed to:
1834 readers
and counting**

**Welcome to my
overseas readers**

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This is my wish for you

Comfort on difficult days,
Smiles when sadness intrudes,
Rainbows to follow the clouds,
Laughter to kiss your lips,
Sunsets to warm your heart,
Hugs when spirits sag,
Beauty for your eyes to see,
Friendships to brighten your being,
Faith so that you can believe,
Confidence for when you doubt,
Courage to know yourself,
Patience to accept the truth,
Love to complete your live
Ralph Waldo Emerson

HAVE A LOVELY CHRISTMAS AND ALL THE BEST FOR A HAPPY AND HEALTHY NEW YEAR.

Jessica

4 YEAR CERTIFICATION

It give me great pleasure to publish the below facilities who achieved

4 year certification

My compliments and congratulations to:

Resthaven – Cambridge
Capella House – Auckland
Radius Heatherlea Residential Care – New Plymouth

For my friends, who have an audit this month, all the best!

He who has not
Christmas in
his heart will
never find it
under a tree.

SPECIAL DAYS THIS MONTH

1 December: Aids Foundation "Red Ribbon Day"
2 December: Anniversary Day Westland
3 December: International Day of Disabled Persons
5 December: World Volunteers Day
10 December: World Human Rights Day
25 December: Christmas Day
26 December: Boxing Day



SHELLEY'S CORNER

CHRISTMAS IS COMING – ARE YOU READY?

For many businesses, the onset of Christmas brings with it the promise of a long holiday with lingering summer evening and plenty of rest and relaxation.

For aged care facilities, there is all the busy-ness of Christmas preparation and none of the promise! There is also the complex nature of staffing for the holiday period and ensuring that your staff get paid the right amounts.

Below are some things to be thinking about:

- Payment for annual holidays for staff on irregular hours is complex and difficult, and best agreed with the employees ahead of time. Employers can make calculations based on days or hours but this needs to be consistent and to work out fairly for the employees.
- Timing for annual holidays needs to be agreed between employer and employee, acting reasonably. If this can't be agreed, then the employer can place the employee on annual leave, with 14 days' notice.
- The four public holidays over the period this year are Christmas Day (Wednesday 25 December), Boxing Day (Thursday 26 December), New Year's Day (Wednesday 1 January) and Thursday 2 January.
- Employees can be required to work on public holidays provided their employment agreement is clear. If the holiday falls on a day that would otherwise be a working day for the employee, they are entitled to be paid time and a half for all hours worked on the day, plus be provided with a day in lieu. If the day would not otherwise be a working day for the employee, they do not get the day in lieu but still are entitled to be paid time and a half for all hours worked.
- The employee has the whole working day off work on the day they take an alternative holiday, regardless of how many hours they worked on the public holiday which gave them their entitlement to the alternative day.

With less than four weeks to go until Christmas, it's time to think ahead and discuss plans and expectations with employees ahead of time.

If you would like more information regarding the above, or have any questions, please contact us:

Shelley Eden, Partner Contact Shelley on +64 9 300 8756 or Shelley.Eden@shieffangland.co.nz

Tony Sung, Solicitor Contact Tony on +64 9 300 8766 or Tony.Sung@shieffangland.co.nz

This article gives a general overview of the topics covered and is not intended to be relied upon as legal advice

Christmas is a necessity. There has to be at least one day of the year to remind us that we're here for something else besides ourselves

Eric Severeid

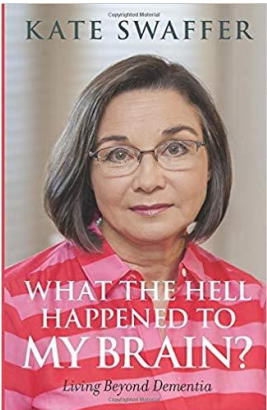
RECOMMENDED READING

What the hell happened to my brain?: Living Beyond Dementia

Kate Swaffer was just 49 years old when she was diagnosed with a form of younger onset dementia. In this book, she offers an all-too-rare first-hand insight into that experience, sounding a clarion call for change in how we ensure a better quality of life for people with dementia.

Kate describes vividly her experiences of living with dementia, exploring the effects of memory difficulties, loss of independence, leaving long-term employment, the impact on her teenage sons, and the enormous impact of the dementia diagnosis on her sense of self. Never shying away from difficult issues, she tackles head-on stigma, inadequacies in care and support, and the media's role in perpetuating myths about dementia, suggesting ways in which we can include and empower people with the diagnosis. She also reflects on the ways in which her writing and dementia advocacy work have taken her on a process of self-discovery and enabled her to develop a new and meaningful personal identity.

Kate's powerful words will challenge misconceptions about dementia, and open our eyes to new ways of supporting people with the diagnosis. A must read for people with dementia and their families as well as for professionals and carers.



WHETŪRANGITIA - A NEW WEBSITE FOR BEREAVED PARENTS

Whetūrangitia is a cross-government collaboration that brings together information and resources for those that have been affected by the death of a baby or child. The site includes information about parental leave, bereavement leave, and other information that can help through a difficult time.

New changes to parental leave mean birth mothers can be eligible for parental leave payments, even if the baby unfortunately dies before or after the birth. Paid parental leave in these circumstances cannot be transferred to the other partner. For more information about paid parental leave visit the <https://wheturangitia.services.govt.nz/>

MAKING CHRISTMAS ORNAMENTS.



Cinnamon Sticks (thisgrandmaisfun.com)
Not only do they look good but they make the place smell nice as well and make great presents.

If you don't know what to do with your plastic bottle tops here is an idea. (madinbelgrade.com)



WORKSAFE – WORK-RELATED HEALTH ESTIMATES AND BURDEN OF HARM

<https://worksafe.govt.nz>

Every year, there are hundreds of deaths and many thousands of hospitalisations and ACC claims caused by long-term exposure to health risks at work. In fact, the burden on workers, their families and the wider economy from work-related ill-health far outweighs the burden from work-related injuries.

Work-related health shares our focus with work-related safety. By law, businesses must manage both the health and safety risks caused by their work. That includes managing mental as well as physical health risks.

For WorkSafe, work-related health is about the way work can impact on worker health and the way worker health may impact on working safely.

WorkSafe needs to understand the impact of work-related disease so it can develop effective ways to improve worker health. It does this using work-related health estimates and burden of harm estimates informed by comprehensive international research. These estimates are used to compare between illness caused by long-term exposure to hazards, and illness caused by acute injury.

Work-related health estimates

WorkSafe recently revised its work-related health estimates to take into account new international research, and other information to inform decisions to improve worker health.

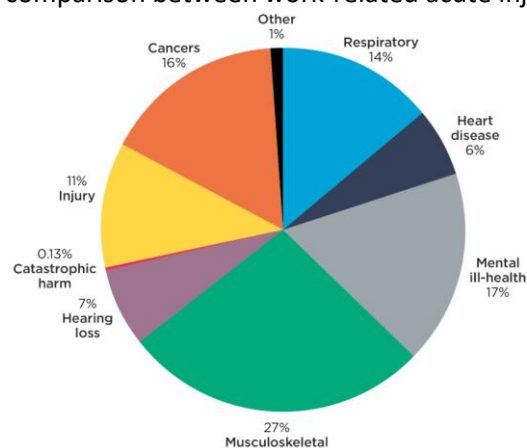
- Work-related health deaths are estimated at **750-900** a year.
- There are an estimated **5,000-6,000** hospitalisations each year due to work-related ill-health.
- A worker is **15** times more likely to die from a work-related disease than from a workplace accident.

Burden of harm estimates from work-related injury and ill-health

WorkSafe has also applied a statistical measure of the quality and length of life lost to injuries and illness, using work-related health estimates and burden of harm estimates. This measure is called disability-adjusted life years (DALYs) lost and puts a value to the burden of harm from work-related ill-health and injury.

Different diseases will have different harm profiles. The measure enables comparison between diseases with different harm profiles.

It is used to determine which diseases account for the most ill-health. It also enables comparison between work-related acute injuries and work-related ill-health.



The calculations show that acute injuries (including fatalities) account for 11% of annual work-related disability-adjusted life years (DALYs) lost. Musculoskeletal harm accounts for 27%, mental health harm 17%, cancers 16% and respiratory harm 14%.

Burden of harm estimates from work-related injury and ill-health.

Source: Worksafe

One smile can
start a
friendship.
One word can
end a fight.
One look can
save a
relationship.
One person can
change a life

Unknown

INLAND REVENUE AND THE ACCIDENT COMPENSATION CORPORATION ARE CALLING 'TIME' ON CHEQUES.

From: Moore Markhams

From March next year, IR and ACC will no longer accept payments by cheque from customers who are able to use alternative payment options.

IR received more than 430,000 cheques last financial year, the largest number received by any public sector agency. ACC received approximately 25,000 cheques from business customers.

Those numbers have been dropping by around 20 percent annually and at the end of the financial year (June 2019) only around five percent of payments received by both IR and ACC were by cheque.

IR Deputy Commissioner Sharon Thompson says New Zealanders are already embracing the digital world and IR wants to do everything it can to help customers switch seamlessly to cheque alternatives.

"Cheques are part of a paper-based world and don't mesh with the increasingly digital world we now operate in. The number of cheques being used is spiralling down and will continue to trend that way. Electronic payments are simpler, easier and safer," Sharon Thompson says.

"IR already has a number of alternative ways for people to pay their tax bill. We want to help as many as possible shift to those before the technology used to process cheques comes to the end of its working life next year.

"From 1 March 2020, Inland Revenue won't process any cheques if customers have an alternative payment option available. We're also not accepting post-dated cheques dated 1 March or later. There's nearly six months before that happens so if there are any questions or concerns, our customers can contact us or their bank."

Both organisations will be supporting customers to transition to alternative payment methods, whether that be face to face, over the phone or with written material.

Inland Revenue - options for payment:

- Electronic via internet banking or direct debit in MyIR. Paying this way minimises delays and includes a formal notification of the date and time the payment was made to Inland Revenue.
- Customers can make payment by debit / credit card over the phone, through the unauthenticated payment page on the Inland Revenue website, and through myIR.
- Taxpayers can also set up direct debits in myIR.
- Cash or eftpos are still payment options but only at Westpac branches. They're not accepted at Inland Revenue offices.

Accident Compensation Corporation – options for payment:

- Electronic payment via internet banking.
- Direct debit payments and monthly instalments can be set up via MyACC for Business.
- Payment by debit / credit card over the phone, through the unauthenticated payment page on the ACC website, and through MyACC for Business.
- Cash or Eftpos are still payment options but only at Westpac branches. They're not accepted at ACC offices.

Let us keep
Christmas
beautiful
without a
thought of
greed.
Ann Garnett Schultz

	WELLNESS
<p>May you never be too grown up to search the skies on Christmas Eve. Unknown</p>	<p>by Norny Waardenburg (Registered DT at Northbridge Residential Care)</p> <p>Wellness is not just physical. It is Mind and Spirit as well. All three components need to be nurtured for the individual to feel “well”.</p> <p>In the context of a residential care environment, this is where the role of a Diversional/Recreational Therapist is essential. The clinical team do a wonderful job at keeping the body functioning to the best of its ability, but the other aspects - physical, cognitive, social, emotional and spiritual - need to be cared for as well otherwise a person’s existence is unbalanced.</p> <p>It is imperative that the individual is recognised and respected for who they ARE rather than the illness that person may have. An experienced DT (Diversional Therapist) will look beyond the physical condition, though be aware of the limitations it may cause.</p> <p>Maintaining motor skills is high priority - being independent is good for self confidence. If someone can still butter their toast, then why should it be done for them?</p> <p>Creating opportunities for personal choice is huge. Even people experiencing high levels of dementia can choose between 2 things placed in front of them that they can see. They may have forgotten the words for things but when they see them they recognise them as familiar. Anyway, it’s the MAKING of the choice which is the important thing.</p> <p>A DT considers many things when planning and facilitating activities. The process is more important than the product. It’s not about entertainment or doing things FOR the residents. It’s about actively engaging people in meaningful, useful and stimulating things. Encouraging them to talk, create, plan, do. Select things that are regarded as being helpful to others - that they are following on from the decades of life and work skills they have always used. Adapting the task so that they still feel they are part of it. Someone who has always been good with numbers, but loathes Bingo, might be just the candidate to do the calling of numbers for the others. Or keep the tally of scores when playing a group competition involving target throwing onto numbers.</p> <p>The concept of following a yearly programme of special events also has a purpose - not just “something to do”. When people are institutionalised they lose a sense of time and especially future. They live very much in the “now” zone - medication now, shower now, dinner now. Special events create something to look forward to. To help plan for and be involved in delivering. They provide a stage for reminiscence, for sharing stories, for fun and socialising. A spectacle of distraction!!</p> <p>The DT’s role in supporting the emotional and spiritual aspects of a person’s life is also paramount. Simply spending quality time with someone, allowing them to talk, holding their hands, allaying any fear they may be experiencing around pain or dying. A rapport is built up over time such that the relationship between the person and the DT is one of trust, empathy, time-valued, and uniquely special.</p> <p>Through our actions and absolute dedication to our role, we create a bow-wave of light, love and fun such that the atmosphere surrounding us is uplifting and dynamic.</p> <p>Personally, I think we have the best job around, as the rewards are huge when you notice that you have made a difference in someone else’s life.</p> <p><i>Thank you Norny and get well soon.</i></p>

THINK TWICE

On Older Persons Day, think twice about that medical test or treatment

1 Oct 2019 | [Health Quality & Safety Commission](#)

On International Day of Older Persons, the *Choosing Wisely* campaign is encouraging people to think twice before they have a test, treatment or procedure.

Choosing Wisely clinical lead Dr Derek Sherwood says just because medical interventions are available doesn't mean we should always use them.

[Choosing Wisely](#), coordinated by the Council of Medical Colleges, supports reducing unnecessary tests, treatments and procedures in health care.

'There is mounting evidence that more tests and procedures don't always equal better care. While modern medicine has given us more ways than ever to diagnose and treat illness, sometimes, the best option may be to do nothing.'

He points to X-rays for people with back pain as among the tests that need to be considered carefully before use.

'Back pain is one of the most common reasons we visit the doctor. But evidence shows most of us recover without needing scans or other tests.'

'Not only do X-rays and CT scans expose people to potentially cancer-causing radiation but many studies have shown scans frequently identify things that require further investigation but turn out to be nothing. This means patients can undergo stressful and potentially risky follow-up tests and treatments.'

Dr Sherwood says the 'less is more' approach can also be relevant for medicines.

'In New Zealand, 35 percent of people aged over 65 are taking five or more long-term medications. It is important older people get their medicines reviewed regularly.'

'This helps make sure you are receiving the best treatment. When a doctor or pharmacist reviews your medicines they will check things like what medicines you are taking and why, how many different medicines you are taking and any side effects you may be experiencing.'

Dr Sherwood says stopping a medicine can seem daunting, especially if you've been taking it for a long time.

'However, many older people successfully stop medicines without feeling worse. In fact, you may feel better and improve your quality of life – especially if your symptoms were being caused by your medicines. Talk this over with your GP or specialist.'

The *Choosing Wisely* website has lots of resources about different tests, treatments and procedures that you might want to discuss further with your health professional.


They include information on:

- allergies and allergic reactions
- tests before surgery
- back, knee and ankle x-rays
- using antibiotics
- blood tests
- coughs, colds and sore throats
- dementia
- ear infections
- electrocardiograms (ECGs)
- end of life care
- reviewing and using medicines.

Find out more at www.choosewisely.org.nz

See rest of this article on: <https://www.hqsc.govt.nz/news-and-events/news/3849/>

Love the giver
more than the
gift.
Brigham Young

<p>At Christmas, all roads lead home. Marjorie Holmes</p>	<p>RESPONDING TO CYBER SECURITY THREATS IN NEW ZEALAND</p>
	<p>CERT NZ is a government agency that helps New Zealanders identify their cyber security issues and guides them in resolving them — encourages people to make sure they are free from cyber-attacks. People should ‘make sure of it’ through the four simple security measures.</p> <p>CERT NZ is your first port of call when you need to report a cyber security problem. They support businesses, organisations and individuals affected by cyber security incidents, and provide trusted and authoritative information and advice.</p> <p>https://www.cert.govt.nz/</p>
	<p>HAVE YOU HEARD ABOUT GREY MATTER?</p>
	<p>We’d like to introduce you to another newsletter that the Ministry of Health Library prepares.</p> <p>The Grey Matter newsletter provides monthly access to a selection of recent NGO, Think Tank, and International Government reports related to health. Information is arranged by topic, allowing readers to quickly find their areas of interest.</p> <p>If you’d like to subscribe to Grey Matter, email library@moh.govt.nz</p>
	<p>TOTAL QUALITY PROGRAMME</p>
	<p>Are you struggling with your policies and procedures? Find it difficult to keep up with all the changes? Come audit time you realise that information is not up to date?</p> <p>If the answer to the above is yes then</p> <p>Join hundreds of other aged care providers</p> <p>This totally tried and tested Quality Programme tailor-made for aged care has been around since 1990!</p> <p>All policies and procedures, including the related work forms, are written in a very user friendly manner and understandable to all staff.</p> <p>The programme comes on CD and you are in charge to personalise it for your facility.</p> <p>For more information and to receive the order form and licence agreement, contact me on 09 5795204, 021 311055 or 09jelica@gmail.com</p>
	<p>SILVER RAINBOW</p>
	<div> <p>Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI)</p> <p>Education for Caregivers</p> <p>If you are interested please contact</p> <p>Julie on Julie.Watson@kahuitukaha.co.nz to find out how you can book Silver Rainbow education for your organisation.</p> </div> <div>  </div>

<p><i>“Goodbyes are not forever, Goodbyes are not the end. They simply mean I’ll miss you, until we meet again.”</i> <i>Author Unknown</i></p>	NEWSLETTERS BACK ISSUES	
	Remember there is an alphabetical list of topics from all my newsletters available on my website which refers to the related issue. This website is available to everybody: www.jelicatips.com No password or membership required.	
	I believe in having the data available to everybody as it is important that as many people as possible get the information and that we help each other as much as possible in this very challenging sector. I don’t mind sharing this information but I don’t agree anybody making financial gain from this information!	
	HELP ME KEEPING THE DATABASE UP TO DATE!	
	Changing positions? New email address? Let me know if your details are changing so I can keep the database up to date. If you know anybody else who would like to receive the newsletter please let me know and I will be happy to add them to our growing readers’ base. Thank you all for your contribution each month.	
	<i>Jessica</i>	

Some interesting websites:

www.careassociation.co.nz; www.eldernet.co.nz, www.insitenewspaper.co.nz, www.moh.govt.nz;
www.careerforce.org.nz, www.dementiacareaustralia.com; www.advancecareplanning.org.nz
<http://www.bpac.org.nz/Public/admin.asp?type=publication&pub=Best>, <http://www.open.hqsc.govt.nz>;
www.safefoodhandler.com; www.learnonline.health.nz; www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing;
www.glasgowcomascale.org; <https://www.health.govt.nz/our-work/disability-services/disability-publications/disability-support-services-newsletter>

Please note these sites are not necessarily endorsed by Jelica nor is it responsible for the contents within them.

The information contained in this publication is of a general nature and should not be relied upon as a substitute for professional advice in specific cases.

REMEMBER!

Send your feedback, suggestions and articles showcasing your local, regional and workforce activities for publication in future issues.

This brings me to the end of this issue. I hope you enjoyed reading it and welcome any feedback you have. With your help I hope to keep this a very informative newsletter with something for everyone.

CONFIDENTIALITY AND SECURITY

- I send this with due respect to, and awareness of, the “The Unsolicited Electronic Messages Act 2007”.
- My contact list consists ONLY of e-mail addresses, I do not keep any other details unless I have developed personal contact with people or organisations in regard to provision of services etc.
- E-mail addresses in my contact list are accessible to no one but me
- Jelica Ltd uses Trend antivirus protection in all aspects of e-mail sending and receiving

Signing off for this month!!

Jessica

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- If you do not wish to continue to receive emails from me, all you need to do is e-mail me and write “Unsubscribe”. I will then remove you from my contact list (though I will be sorry to lose you from my list).
- If you know of others who you think would benefit from receiving my newsletter, please pass on my details and have them sending me an email with the subscribe request.