

An independent newsletter for people interested in Aged Care

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Emailed to:
1791 readers
and counting

Welcome to my
overseas readers

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4 YEAR CERTIFICATION

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

4 year certification

My compliments and congratulations to:

Cheviot Rest Home – Cheviot Canterbury

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

SPECIAL DAYS IN AUGUST

4 – 10 August Cook Island Language week
9 August International Day of Indigenous People
12 August World Youth Day
30 August Cancer Society Daffodil Day



RECOMMENDED BOOKS

The Bully at Work: What You Can Do to Stop the Hurt and Reclaim Your Dignity on the Job by **Gary Namie Ph.D. (Author), Ruth Namie PhD (Author)**

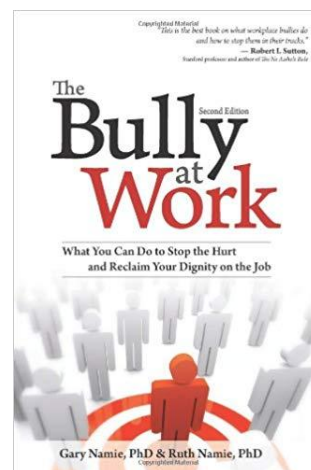
A landmark book that blazed light on one of the business world's dirtiest secrets, *The Bully at Work* exposed the destructive, silent epidemic of workplace bullying that devastates the lives, careers, and families of millions.

In this completely updated new edition based on an updated survey of workplace issues, the authors explore new grounds of bullying in the 21st century workplace.

Gary and Ruth Namie, pioneers of the Campaign Against Workplace Bullying, teach the reader personal strategies to identify allies, build their confidence, deal with toxic behaviour, and stand up to the tormentor — or decide when to walk away with their sanity and dignity intact.

"This is the best book on what workplace bullies do and how to stop them in their tracks. The Namie's remarkably useful and concrete advice has helped millions of people, and The

Bully at Work will spread their tried-and-true wisdom to millions more." —Robert I. Sutton, Stanford Professor and author of *The No Asshole Rule*, "Sheds light on one of the business world's dirtiest secrets — corporate bullying." —*Dayton Business Journal*



HOW TO USE TIME EFFECTIVELY

Heather Gibson, Director of [Finer Details Concierge and Organiser Services](#), discusses how time poor people can find the time to get things done. Heather recently gave a seminar presentation on this topic for Legalwise Seminars.

Introduction

Where did the week go? All your good intentions on a Monday to tackle your “To Do” List have been unsuccessful, as distractions and procrastination took over. Putting some simple strategies in place can save you time and minimise stress, as well as help you to attain a feeling of satisfaction in achieving your tasks.

- Statistics show we spend approximately two weeks per person per year looking for items lost, either physically or in the digital space.
- 80% of information kept either online or paper format is rarely, if ever, referred to
- Multitasking has proven to reduce productivity by up to 40%
- Research shows the average person now checks their phone 85 times per day, 55% of those times is for 30 seconds or less
- Over your lifetime you will have wasted approx. 5 years on [social media](#)

Just on these statistics alone there is a mountain of time to be saved, although the real secret to regaining some lost time is organisation and consistency.

Paper and digital filing

- Create a *naming convention* – staying consistent with online and physical files enables information to be easily located
- Generate folders in a **logical format** and don’t use abbreviations that you will forget in time. Always include a date format so you can sort and refer to quickly
- Use vertical in-trays with actionable files – schedule in when you will action folders
- After meetings plan a time to update notes, action paperwork etc. try not to have back to back meetings otherwise information not recorded may be forgotten
- Make paper lists – write it down to get it out of your head and to action later

Time management

- Know your work flow – are you a morning person – do the tasks that take the most amount of concentration early. Make your phone calls, check emails when your concentration is dipping (after lunch, mid-afternoon) or when you want a break
- Identify your procrastination triggers – some need big tasks broken down into smaller chunks, others need a specific deadline to work to or perhaps you need detailed lists. Discover your style and work with it.
- Regular breaks – the human brain isn’t designed to work continuously on the same task without a break. A 5-minute rest keeps your mind sharp and wards off fatigue
- Instead of wasting time checking emails/social media, if you are early for an appointment use that time to catch up with your network. Premise the call with “I only have 10 minutes but wanted to check in, make a date to catch-up etc....”
- Email ping pong – make a rule that after 3 emails you make a phone call. This eliminates misunderstandings and can clarify issues quickly.

Clutter and multitasking:


- Physical clutter overloads your senses, it impairs your ability to think creatively. Clutter can rob you of mental energy, leaving you feeling anxious, tired and overwhelmed.
- Humans **can** do two things at a time especially when one of those activities is so ingrained that it can be done on autopilot – talk & drink coffee *but* we can’t concentrate on 2 things at once effectively
- Limit distractions – log out of social media accounts, close email if not required

Heather Gibson

Everybody is a genius. But if you judge a fish by its ability to climb a tree, it will live its whole life believing that it is stupid.

Albert Einstein

<p>Rise above the storm and you will find the sunshine Lifehacks</p>	COMMON TYPES OF CYBER THREAT
	<p>UNAUTHORISED ACCESS Someone can try to gain entry to your computer in a number of ways, sometimes by finding out your password or by being given access inadvertently by you</p> <p>Solution Don't use the same password for everything, and especially not for your online banking - always make it unique and hard to guess. Never ever give out your log-in or password details to anyone. Finally, don't save your passwords on any device in case they are lost or stolen.</p> <p>VIRUSES AND MALWARE This is when a malicious program infects your computer, causing damage or allowing scammers to spy on what is happening on your computer</p> <p>Solution Do keep your operating system up to date on all your devices. Do use the latest antivirus software. Don't download files you're not expecting or are unsure about</p> <p>SCAMS They can come in the form of false invoices, offers to collect an inheritance or tax windfall, or even letters from seemingly legitimate businesses inviting you to click on a link</p> <p>Solution Don't trust everything you see in your email in-box. Never open attachments or click on links from people or companies you don't know, or are unsure of. Scammers today can easily replicate websites to a point where it looks legitimate so it pays to check the legitimacy of a website by hovering the cursor over the URL. This will reveal its actual source. And remember, the biggest giveaway is this: only scammers ask for important information like passwords and log-in details. <i>Ref: ANZ</i></p>
	INFECTION CONTROL STUDY DAY
	<p>The Infection Prevention and Control Nurses College presents: The Greater Auckland Region Meeting & Study Day</p> <p>Great speakers organised covering topics on Hand Hygiene, Cleaning, Leadership, Vaccinations, Outbreak management, MDRO's</p> <p>WHEN: WEDNESDAY AUGUST 14TH 2019 WHERE: ELLERSLIE WAR MEMORIAL COMMUNITY CENTRE 134/138 Main Hwy, Ellerslie, Auckland 1051</p> <p>Cost: Free for IPCNC members of \$25 for non-members</p> <p>Regional Meeting 9:30-10:30 (Members) Speakers 10:30-15:30 <i>Lunch provided</i></p> <p>To book your place please contact: Amanda amandahy@ormistonhospital.co.nz or Justine Justine.Wheatley@southerncrosshospitals.co.nz</p>

Safety doesn't happen by accident	<p>WORK SAFE</p> <p>Free online self-assessment tool proves popular</p> <p>Last year we launched the free SafePlus online self-assessment tool to help make it easier for small and medium-sized kiwi businesses to get better health and safety happening. The response has been highly encouraging, with more-than 1,300 organisations signing up so far.</p> <p>SafePlus online gives businesses practical advice and guidance on how to improve – and is built on the Health and Safety at Work Act principle of involving workers for better outcomes. It's backed by ACC, MBIE and us and has been tested with industry, so there's plenty to like for businesses.</p> <p>The tool asks questions about health and safety leadership, worker engagement and risk management – the things that really matter for strong performance. It sends your people a link to a short multi-choice survey, gathers their feedback and delivers a summary of how they feel the business is doing, along with recommendations and guidance specific to your business – so you can plan improvements and take action.</p> <p>The online tool was designed for small and medium-sized businesses, 5-99 employees, and three-quarters of account holders match that profile, but SafePlus online can be useful for any-sized organisation. Sign-ups to date have come from all 19 major industry groups. The SafePlus online tool is one of three options in the SafePlus health and safety toolkit to support continuous improvement</p> <p>https://worksafe.govt.nz/managing-health-and-safety/businesses/safeplus/online-self-assessment-tool/</p>
	<p>IMMUNITY QUICK START GUIDE</p> <p>Have you ever wondered which ingredients help boost our immune system? Download the FREE Immunity Quick Start Guide for an 'everything at a glance' overview of which minerals and vitamins to include in your menu and recipes to help strengthen your diners' immune systems - giving them the best chance to be happy and healthy all the way through winter.</p> <p>https://thepurefoodco.co.nz/pages/download-our-immunity-quick-start-guide</p> <p>Immunity Boosting Soups</p> <p>And while we were at it, the Pure Food Chef, Anton Leyland, developed some delicious new soup recipes that are full of immunity boosting ingredients. And he did short videos to show you how it's done. View the videos here.</p> <p><i>The Pure Food Company</i></p>
	<p>SILVER RAINBOW</p>
	<p>Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) 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>
	

	WAYS TO COMBAT STRESS
<p>Every next level of your life will demand a different you</p>	<p>Consider Supplements Several supplements promote stress and anxiety reduction. Lemon balm, Omega-3 fatty acids, Green tea Some supplements can interact with medications or have side effects, so you may want to consult with a doctor if you have a medical condition.</p> <p>Reduce Your Caffeine Intake Caffeine is a stimulant found in coffee, tea, chocolate and energy drinks. High doses can increase anxiety. People have different thresholds for how much caffeine they can tolerate. If you notice that caffeine makes you jittery or anxious, consider cutting back. Although many studies show that coffee can be healthy in moderation, it's not for everyone. In general, five or fewer cups per day is considered a moderate amount.</p> <p>Chew Gum For a super easy and quick stress reliever, try chewing a stick of gum. One study showed that people who chewed gum had a greater sense of wellbeing and lower stress. One possible explanation is that chewing gum causes brain waves similar to those of relaxed people. Another is that chewing gum promotes blood flow to your brain. Additionally, one recent study found that stress relief was greatest when people chewed more strongly.</p> <p>Laugh It's hard to feel anxious when you're laughing. It's good for your health, and there are a few ways it may help relieve stress: Relieving your stress response and relieving tension by relaxing your muscles. In the long term, laughter can also help improve your immune system and mood.</p> <p>Learn to Say No Not all stressors are within your control, but some are. Take control over the parts of your life that you can change and are causing you stress. One way to do this may be to say "no" more often. This is especially true if you find yourself taking on more than you can handle, as juggling many responsibilities can leave you feeling overwhelmed. Being selective about what you take on — and saying no to things that will unnecessarily add to your load — can reduce your stress levels.</p> <p>Learn to Avoid Procrastination Procrastination can lead you to act reactively, leaving you scrambling to catch up. This can cause stress, which negatively affects your health and sleep quality. Get in the habit of making a to-do list organised by priority. Give yourself realistic deadlines and work your way down the list. Work on the things that need to get done today and give yourself chunks of uninterrupted time, as switching between tasks or multitasking can be stressful itself.</p> <p>Write It Down One way to handle stress is to write things down. While recording what you're stressed about is one approach, another is jotting down what you're grateful for. Gratitude may help relieve stress and anxiety by focusing your thoughts on what's positive in your life.</p> <p>From: https://www.healthline.com</p>

<p>DON'T WAIT The time will never be just right. Napoleon Hill</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>TRAINING SESSIONS</p>
	<p>If you need training provided on site please let me know as I am available to provide this on non clinical topics such as:</p> <p>Please be aware that I am based in Auckland. Very happy to travel but it will add to your cost. You might be able to talk to facilities in your area to get together and share the costs.</p> <p>Cultural Safety, Spirituality, Sexuality & intimacy, Privacy, Rights, Confidentiality, Choice, Communication and Documentation, Quality and Risk Management, Abuse and Neglect prevention, Restraint Minimisation and Safe Practice, Managing behaviour that challenge us, Complaints Management, Open Disclosure, EPOA, Advance Directives, Informed Consent, Resuscitation, Health and Safety, Ageing process, Mental Illness, Civil defence, Dementia care, Bullying in the workplace.</p> <p>If you are looking for a topic not listed here please drop me a line.</p> <p>I am happy to facilitate different times to suit evening and night staff.</p> <p>References available on request.</p> <p><i>Jessica</i></p>

<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

SUBSCRIBE OR UNSUBSCRIBE

- 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.