

*An independent newsletter for people interested in Aged Care*

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**Emailed to:  
1863 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 years certification

My compliments and congratulations to:

**NO AUDITS WILL TAKE PLACE FROM NOW UNTIL SEPTEMBER.**

#### SPECIAL DAYS THIS MONTH

NZ Music Month

Monday 4 May - Sunday 10 May NZ Sign Language Week (postponed)

<https://nzcurriculum.tki.org.nz/Curriculum-resources/National-events-and-the-NZC/New-Zealand-Sign-Language-Week>

Sunday 10 May Mother's Day

Friday 15 May International Day of Families

18 - 24 May Techweek is moving to 27 July. <https://techweek.co.nz/>

Friday 22 May Pink Shirt Day - Speak up. Stand together. Stop bullying (postponed)

<https://www.pinkshirtday.org.nz/>

Sunday 24 May – Saturday 30 May Samoan Language Week

<https://www.mpp.govt.nz/language-culture-and-identity/pacific-language-weeks/samoan-language-week/>



#### COVID19

**New web pages from Health Quality and Safety Commission, to support care decisions in response to COVID-19**

Now more than ever, we need to have key patient/whānau priorities and preferences readily available to support decision-making.

We have launched a new section on our website, talking COVID, to help clinicians navigate care planning and decision-making in response to the rapidly evolving COVID-19 situation.

Resources are arranged by the key activity they support – from preparing to talk to your patients and their whānau, talking to them, documenting what you learn from the conversation and any decisions, to using this information to inform care.

Feedback is welcome and the information and resources will be constantly updated to ensure continued support in these unprecedented times

<https://www.hqsc.govt.nz/our-programmes/talking-covid/>

<https://www.hqsc.govt.nz/our-programmes/aged-residential-care/publications-and-resources/publication/3975/>

**EMPLOYMENT AND COVID 19**  
*Source: Employment New Zealand*

**Changing work arrangements during COVID-19**

Employers and employees must discuss in good faith the implications of COVID-19 on their working arrangements. Employers and employees may be considering changes to things like hours or job descriptions. Where changes to current working arrangements are proposed by an employer, there are specific good faith requirements that must be followed. Any changes made need to be agreed.

**Redundancy and termination during COVID-19**

Redundancy should only be considered if employers and employees haven't been able to agree to alternative arrangements. The employer must follow good faith processes for workplace change, which includes giving the employee a fair opportunity to consider, seek advice from their representatives, and respond to the proposed change.

In these unique and challenging circumstances a 'reasonable' timeframe for negotiation and discussion with staff may be shorter than required for a process undertaken pre-COVID-19.

**Apply for the COVID-19 Leave Support Scheme from 1 May**

The Essential Workers Leave Support scheme currently covers essential workers only. From 28 April, the COVID-19 Leave Support Scheme will cover all workers (outside of the state sector), in line with the move to Alert Level 3. Applications for the COVID-19 Leave Support scheme can be made from 1 May on the Work and Income website.

For more information visit: <https://www.employment.govt.nz>

**I think when  
the dust settles,  
we will realise  
how little we  
need,  
how very much  
we actually  
have,  
and the true  
values of  
human  
connection**

**A GOOD NEWS STORY**



*Photo: RNZ*

The staff at the Bradford Manor Rest Home in Dunedin decided to go a step further - most of them moved in with their residents. A decision supported by the facility's manager Michelle and CEO Josh Boulton.

In a bid to keep their residents safe, Bradford Manor had been closed to visitors since March 13 and staff members were not allowed to enter the facility until they had their temperatures checked. Stringent cleaning protocols were also put in place.

Despite the protocols, there was still a chance that a staff member could bring Covid-19 into the facility, Michelle (the manager) said.

Staff made the decision to live on site for the duration of the lockdown, to keep their 26 dementia residents free of the virus.

"The residents are vulnerable. If a dementia resident gets it, it's very very hard to isolate them." Michelle said. Only five of the 12 staff members could not stay on site because they had compromised immune systems and health problems.

This is going well beyond the call of duty, and it would only work because most of them had worked together for the past 15 years and saw each other as family and the CEO fully supported the decision.

A huge commitment made by all.

Michelle told the staff that "when this is over, we are going to have the best night out ever. We'll invite their whole families."

## WEBINARS – MOBILE HEALTH



### Isolation - Personal and professional

We have all experienced personal isolation over the last few weeks, but living and working in a rural area can contribute to professional isolation, even during the best of times.

To help overcome these challenges, Mobile Health video education sessions have provided ongoing support and professional development to health professionals.

### Extremely likely to recommend

For a recent session on COVID-19 and Infection Prevention and Control Measures, over 87% of those that completed the feedback survey indicated they were extremely likely to recommend Mobile Health education sessions to colleagues.

### Weekly Webinars

In response to a significantly increased need from health providers for COVID-19 information, Mobile Health has increased the frequency of webinars from monthly to weekly. The primary focus is on information for rural doctors and nurses, but many sessions have had much wider appeal to community health providers in both rural and urban settings

Full information on upcoming and recorded webinars is available at [www.mobilehealth.co.nz/webinars](http://www.mobilehealth.co.nz/webinars)

### MORE INFORMATION

Mobile Health presenter portfolio and more information can be found here: <https://mobilehealth.co.nz/continuing-professional-development/>

**When the elderly die, a library is lost and volumes of wisdom and knowledge are gone**  
Happy Living

## ANOTHER GOOD NEWS STORY: STUDENT VOLUNTEER ARMY (SVA)



*Photo source: Stuff*

Student Volunteer Army's founder, Sam Johnson, says the group wanted to do something to help elderly and vulnerable New Zealanders keep themselves safe from Covid-19.

The Student Volunteer Army (SVA) has mobilised across Aotearoa/New Zealand to provide a grocery delivery service for people who are affected by the pandemic and resulting lockdown.

The SVA has partnered with New World, Hyundai and Z Energy to deliver groceries for those who can't 'just pop to the shop'. "While volunteers are shopping, they will be adhering to the strict physical distancing protocols."

*Well done SVA. We are pleased to see so many of our young people giving their time and energy to the most vulnerable in our society!*



## HEALTHY FOR LIFE

Leading researchers and health professionals from across the country have come together to develop TVNZ One's new 'Healthy for Life' programme to keep our older people healthy, active and safe at home.

A project team of more than 20 collaborators with genuine concern for our most vulnerable members of society, have developed a unique solution to address the shortage of services and community based activities available for elderly people due to the Covid-19 pandemic.

'Healthy for Life', hosted by TVNZ's Bernice Mene, will feature advice on health and wellness for older New Zealanders, including home safety, nutrition, sleep, brain and mental health and maintaining social links.

"We lose around three percent of our muscle mass per day when inactive and for those with borderline function, the impact of only a small reduction in muscle mass or fitness can increase morbidity and mortality. For frail older people with reduced function, the risk of falls and fractures is increased and their opportunities for recovery are significantly reduced," explains team leader Associate Professor John Parsons from the School of Nursing.

**Healthy For Life** screens on TVNZ 1, May 2 at 9AM and repeats Saturdays thereafter and is also available at TVNZ OnDemand.

## ANOTHER TWO GOOD NEW STORIES

You can't stop  
the waves, but  
you can learn  
how to surf.

Jon Kabat Zinn



While medical staff across the world are wearing PPE (personal, protective equipment) such as masks and overalls to keep themselves safe as they treat patients with Covid-19, some have opted to put photos of themselves smiling, along with their name, to put worried patients at ease.

Thomas Moore (born 30 April 1920), is a former British Army officer known for his efforts to raise money for charity in the run-up to his 100th birthday during the 2020 coronavirus pandemic.

On 6 April 2020, at the age of 99, he began to walk around his garden in aid of NHS Charities Together during the COVID-19 pandemic, with the goal of raising £1,000 by his hundredth birthday. The appeal topped £32m as he celebrated his 100th birthday.

Soon after the walk, he featured in a cover version of the song "You'll Never Walk Alone", with proceeds going to the same charity.

Thomas celebrated his 100<sup>th</sup> birthday during which he was made an honorary colonel. The occasion was also marked with an RAF flypast and birthday greetings from the Queen and prime minister.

Source: Wikipedia



## CORONAVIRUS (COVID19) PHONE SCAMS

*Source: Spark*

Scammers may try to use the coronavirus (COVID-19) pandemic to scam you. Some coronavirus-related phone scams are circulating, including:

- cold calls with fake investment opportunities in things like pharmaceuticals
- pre-recorded voicemails where scammers pretend to be health professionals and claim they have your positive coronavirus test results, saying you need to share your credit card details with them so they can send you medication

### Coronavirus (COVID-19) text scams

Scammers may try to use the coronavirus (COVID-19) pandemic to scam you or steal sensitive information.

Coronavirus-related text scams may include a text message with a link that claims to direct you to coronavirus testing facilities.

If you see a suspicious text message, do not click on any links or reply to the message. Instead, you can report it to [scamhelp@spark.co.nz](mailto:scamhelp@spark.co.nz) and we will work to block it.

### Wangiri ("one ring")

Sometimes scammers will make bulk calls from overseas using a premium service and hang up after only one or two rings. They do this hoping you'll call back. If you do, you'll be charged premium rates and the scammer will collect the money. These calls are usually made to mobile phones from an 0900 number.

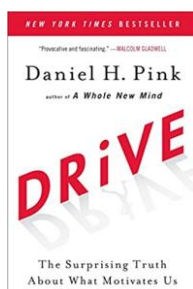
### High unbilled usage

This scam is sent a mobile number, rather than a four-digit number and involves receiving a message from someone claiming to be from Spark. The text claims you have high unbilled usage and asks you to check your usage by calling \*333 or by opening the link in the text message.

This is not a legitimate text message from Spark. If you receive a message like this, do not open the link.

Just be yourself. Let people see the real, imperfect, flawed, quirky, weird, beautiful, magical person that you are.  
Mandy Hale

## RECOMMENDED READING



The *New York Times* bestseller that gives readers a paradigm-shattering new way to think about motivation from the author of *When: The Scientific Secrets of Perfect Timing*

Most people believe that the best way to motivate is with rewards like money—the carrot-and-stick approach. That's a mistake, says Daniel H. Pink (author of *To Sell Is Human: The Surprising Truth About Motivating Others*). In this provocative and persuasive new book, he asserts that the secret to high performance and satisfaction—at work, at school, and at home—is the deeply human need to direct our own lives, to learn and create new things, and to do better by ourselves and our world.

Drawing on four decades of scientific research on human motivation, Pink exposes the mismatch between what science knows and what business does—and how that affects every aspect of life. He examines the three elements of true motivation—autonomy, mastery, and purpose—and offers smart and surprising techniques for putting these into action in a unique book that will change how we think and transform how we live.

**You are stronger than you know. You're braver than you've been told. You're greater than you'll ever imagine.**  
Robin Sharma

### A BIG THANK YOU FOR OUR QUIET HERO'S

"There are many community groups and agencies who are supporting people during the Covid-19 pandemic. They struggle to keep up with the demand for food during the lockdown.

Demand for welfare has increased sharply since the Covid-19 lockdown with some using the foodbank for the first time.

This is a big THANK YOU for the thousands of volunteers around the country who have donated, cooked, packed, delivered etc. for the many people who needed it.

### HAVE YOU HEARD ABOUT GREY MATTER?

We'd like to introduce you to another newsletter that the Ministry of Health Library prepares.

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.

If you'd like to subscribe to Grey Matter, email [library@moh.govt.nz](mailto:library@moh.govt.nz)

### TOTAL QUALITY PROGRAMME

**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?**

If the answer to the above is yes, then

**[Join hundreds of other aged care providers](#)**

This totally tried and tested Quality Programme tailor-made for aged care has been around since 1990!

All policies and procedures, including the related work forms, are written in a very user friendly manner and understandable to all staff.

The programme comes on CD and you are in charge to personalise it for your facility.

For more information and to receive the order form and licence agreement, contact me on 09 5795204, 021 311055 or [09jelica@gmail.com](mailto:09jelica@gmail.com)

### SILVER RAINBOW

**Lesbian, Gay, Bisexual, Trans and Intersex  
(LGBTI)  
Education for Caregivers**



**If you are interested, please contact**

Julie on [Julie.Watson@kahuitukaha.co.nz](mailto:Julie.Watson@kahuitukaha.co.nz) to find out how you can book Silver Rainbow education for your organisation.

|   |  |
|---|--|
| <p style="color: #4f81bd; font-style: italic;">“Goodbyes are not forever, Goodbyes are not the end. They simply mean I’ll miss you, until we meet again.”</p> <p style="font-size: small; color: #4f81bd;">Author Unknown</p> | <b>NEWSLETTERS BACK ISSUES</b>   |
|   | <p>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: <a href="http://www.jelicatips.com">www.jelicatips.com</a> No password or membership required.</p> <p>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.</p> <p>I don’t mind sharing this information but I don’t agree anybody making financial gain from this information!</p> |
|   | <b>HELP ME KEEPING THE DATABASE UP TO DATE!</b>  |
|   | <p>Changing positions? New email address? Let me know if your details are changing so I can keep the database up to date.</p> <p>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.</p> <p>Thank you all for your contribution each month. <span style="float: right;"><i>Jessica</i></span></p>   |

**Some interesting websites:**

[www.careassociation.co.nz](http://www.careassociation.co.nz); [www.eldernet.co.nz](http://www.eldernet.co.nz), [www.moh.govt.nz](http://www.moh.govt.nz); [www.careerforce.org.nz](http://www.careerforce.org.nz),  
[www.dementiacareaustralia.com](http://www.dementiacareaustralia.com); [www.advancecareplanning.org.nz](http://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](http://www.safefoodhandler.com); [www.learnonline.health.nz](http://www.learnonline.health.nz); [www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing](http://www.nutritionfoundation.org.nz/about-nznf/Healthy-Ageing);  
[www.glasgowcomascale.org](http://www.glasgowcomascale.org); <https://www.health.govt.nz/our-work/disability-services/disability-publications/disability-support-services-newsletter>; <https://worksafe.govt.nz/>

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.