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**Emailed to:
1597 readers
and counting**

**Welcome to my
overseas readers**

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4 YEAR CERTIFICATION

I am very pleased to mention more facilities achieving

4 year certification

My compliments and congratulations to:

Northbridge Residential Home and Hospital, Auckland

Geraldine Retirement Village in Geraldine

Merivale Retirement Village Christchurch

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

If you are one of the very few achieving this then please let me know as it deserves a special place and recognition! If you don't let me know I can not publish it.

SHORT AND SWEET HEALTH TIPS

Get what you give! Always giving and never taking? This is the short road to [compassion fatigue](#). Give to yourself and receive from others, otherwise you'll get to a point where you have nothing left to give. And hey, if you can't receive from others, how can you expect them to receive from you?

ARCC

With regard to payment for temporary absences, it could be useful to point out that the periods of leave are as accumulated within a DHB financial year (July – June). Remember to contact your DHB portfolio manager if a resident exceeds the 21 days in hospital. For hospital absences, it is advisable for a provider to be talking to their DHB &/or NASC (depending on their local systems) **before** the period of time has expired as a number of them won't approve payment retrospectively. However, discussion beforehand is in everyone's interest.

Thanks Joanne

25 April
Lest we Forget



BECOME PART OF YOUR COMMUNITY

The below are some initiatives facilities have initiated to establish a link between their facility and the community. They have shared their story with all of us and hope it provides you with some ideas for your community.

Merivale Retirement Village are holding two special events, in support of their nominated local charity, Nurse Maude Hospice.

It is the directors and staff of Merivale's belief that aged care facilities should strive to become the hubs of their local communities, providing exciting opportunities for residents to participate in and become involved with local community projects working to bridge the intergenerational gap between the oldest and youngest members of society. The Retirement Village is continuing their commitment of being recognised as being a good neighbour by formally adopting Nurse Maude Hospice as the charitable fundraising cause.

BED PUSH AROUND THE 6K CITY2SURF

The first event consists of Merivale entering a team of staff into this year's City2Surf who will not only be running but pushing a specially adapted Hospital bed around the entire 6K course. There will be Village staff and Hospice staff pushing the bed, collecting money in buckets around the route. The bed is being specially decorated by the children of the Angelcare preschool in Somme Street with their own artwork and designs. The bed was kindly adapted and donated by InvaCareNZ.

THE MERIVALE CHARITY GALA NIGHT

The second event is a charity gala night to be held at The Happening Bar & Restaurant. We will be having our own MC for the night, a local live band, a fabulous dinner and dancing, spot prizes, free drink on the door and an auction of goods generously donated by local businesses. The event, will take place on May 4th and all profits will go directly to Nurse Maude. If you are interested contact Jon at Merivale

Jon Amesbury, said he would encourage other aged care villages to engage on a meaningful level with their local communities, ensuring that aged care businesses are recognised not only for the amazing work they do in providing compassionate care to our older citizens but also as being passionate about community engagement at a local level.

JON M. AMESBURY R.N, Regional Manager

AWANUI REST HOME

Is also always looking for ways to make the general public aware that aged care facilities are places where everybody is welcome and treated with the same care and respect no matter what their background, race, or orientation etc is.

The general principle of equality and non-discrimination is a fundamental element of Awanui's philosophy.

This year they were the first aged care facility to ever participated in the Pride Parade in Auckland




Management and staff participated on the night and were in full support of the initiative. Their attendance did sent a clear message to the onlookers that aged care facilities are places where they will be well cared for and treated as they wish to be treated.



	SCAM PROOF YOUR BUSINESS
<p>Every day might not be good but there is something good in every day.</p>	<p>Scams and scammers become more sophisticated every day. No surprises there. They rely on keeping a jump ahead of people. As businesses step up their investment in new technology and media platforms, scammers find new ways to worm their way in.</p> <p>FYI... Social engineering Many scams fall under the umbrella term ‘social engineering’. These techniques aim to gain people’s trust and con them into letting their guard down to leave themselves (or potentially your business) open to fraud. You might have the most high tech security system in the world but it’s useless if a human is conned into propping the door open. Social engineering approaches want you to act without thinking, to click the link, open the attachment, to be helpful and friendly and open the door.</p> <p>Social engineering manipulates people into giving away valuable information or unwittingly giving a scammer system access. It is often the first opening that exposes a business to a security breach. These techniques have emerged as security risks.</p> <p>Brief your team to minimise the risk of cyber-attack or fraud.</p> <p>Types of popular scams attacks include: Phishing: the email from the bank or a supplier asking us to click this link or open that attachment or reply with our account details SMiShing: short for ‘SMS phishing’, it uses text message technology to fool you. It can trick a user into downloading malware such as a virus or Trojan horse, onto his or her mobile phone or other device. If the device is set up to synch with your office system, you can see the problem. SMiShers can use text messages to obtain financial data from users for identity theft or fraud Scareware: this involves convincing the user that their computer has been hacked or infected with malware or they have inadvertently made an illegal download. Predictably the problem can be fixed by clicking on the enclosed link. And then of course, the user’s computer really has been infected with malware Baiting: who doesn’t like free stuff? Baiting plays on this by leaving around USB flash drives infected with malware. A user reaches for a handy flash drive and then unwittingly infects their computer and potentially the network Vishing: short for ‘voice phishing’. This scammer fools the victim into thinking that he or she is assisting a genuine business contact. Some can display a fake number or caller ID on your phone. Automated recordings may direct you to call a given number or enter account details. Vishers may intercept your follow up call to confirm the call was genuine. A common trick is for the scammer not to hang up so they are able to stay on the line on your phone and impersonate a genuine contact Ransomware: a user inadvertently downloads malware which locks up the computer or the whole network. The firm literally is held to ransom as it must pay the extortionist to be able to access its data, or else all files will be deleted, permanently encrypted or otherwise impossible to access</p>

<p>Do the right thing even when no one is looking.</p> <p>It's called integrity</p>	SCAM PROOF YOUR BUSINESS Cont'd
	<p>BLOCKING SCAMMERS</p> <p>Because there are so many variations on scams, brainstorm examples with your team. Role play scenarios so that you maintain good security for your business but don't accidentally enrage genuine customers and business contacts by being obstructive:</p> <ul style="list-style-type: none"> • Be alert to any requests for credit card or bank numbers, but be equally suspicious of requests for other business information such as contact details for the business' directors, for personal identifying information such as birthdates or other clues to passwords paving the way for hackers • Have a secure backup solution • Think about whether to invest in a comprehensive mobile security application that includes SMS (text) filtering as well as anti-theft, antivirus and web protection • Brief the team that, if a call seems suspect, they should take the caller's details, and confirm with a manager, your IT provider or the supplier in question (whoever the scammer has masqueraded as) that the approach is legitimate. When calling to confirm, do so from a different phone. <p style="text-align: right;"><i>Moore Stephens Markhams Auckland</i></p>
	FBT changes on the horizon
	<p>Currently, companies that provide a motor vehicle for the private use of their employees must register for and pay FBT. Draft legislation has been introduced that will enable some small businesses to avoid having to pay FBT.</p> <p>The proposed amendment will allow close companies (where five or fewer natural persons own 50 percent or more of the shares) that only provide one or two vehicles to shareholder employees (and no other benefits) to apply the rules currently available to sole traders and partnerships. Using these rules, the company will claim a deduction for the use of a vehicle to the extent it is used in the business and not pay FBT in respect of the private use.</p> <p>To apply the treatment to a particular vehicle, it needs to be adopted from the time a vehicle is acquired, or first used in the business. Hence, the method won't be available for company vehicles currently held. Once a particular vehicle is subject to the new treatment, it must continue to be applied until the vehicle is either sold or is no longer used in the business.</p> <p>The Bill introducing the change is currently going through its second reading in Parliament and will apply from the 2017- 2018 year. With the new rules coming into play soon, it may be the right time to think about your current business vehicle usage and whether it is a good excuse to splash out on a new vehicle.</p> <p style="text-align: right;"><i>Moore Stephens Markhams Auckland</i></p>
	MENU REVIEWS
	<p>I regularly have providers asking me how often the menu needs to be reviewed. In my opinion you review the menu when you change it to see if the changes are still reflecting good nutrition. Changing the menu should be an internal decision. For instance as a result of resident's feedback.</p> <p>Why would you spend hundreds of dollars to review something that is already reviewed? That money is better spend on the residents.</p> <p>Shop around as there are vast differences in price for reviews. Ask if not sure!</p>

<p>You are not rich until you have something that money can't buy.</p> <p><i>Brightside</i></p>	<p style="text-align: center;">MOOC Dementia training</p> <p><i>A number of my readers have asked me to inform them when this training was becoming available again.</i></p> <p><i>Well I am very happy to share this email with you that I received to inform me that it starts again on 24 April! I have completed this now twice over the last couple of years and highly recommend you to do the same if you are interested in dementia.</i></p> <p>“Thanks to dedicated participants, such as yourself, our inaugural running of Preventing Dementia attained one of the highest completion rates ever for a Massive Open Online Course (MOOC). It was wonderful to see so many people keen to examine the evidence, and learn how they can reduce their dementia risk.</p> <p>We have been overwhelmed by the positive feedback we have received, such as in our 2016 feedback survey, where over 99.5% of participants agreed that they would recommend the course to others.</p> <p>Enrolments have just opened again for the 2017 Preventing Dementia MOOC and we would be grateful if you would help us spread the word about the course, so that we can further share knowledge about dementia risk reduction</p> <p>Opens 24 April 2017</p> <p>If you know of someone who might be interested, please encourage them to sign up at https://mooc.utas.edu.au/courses/preventing-dementia-2017-03</p> <p>Wicking Dementia Research and Education Centre, University of Tasmania, Private Bag 143 Hobart, Tasmania, Australia, 7001 www.utas.edu.au/wicking</p>
	<p style="text-align: center;">SILVER RAINBOW</p>
	<div> <div> <p>Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) Education for Caregivers</p> <p>If you are interested please contact</p> <p>Julie.Watson@affinityservices.co.nz</p> </div> <div>  </div> </div>
	<p style="text-align: center;">PALLIATIVE CARE ACTION PLAN</p>
	<p>New Zealand's population is ageing and an increasing number of people are living longer. All sectors recognise the imperative to prepare for these trends. In the health sector, our system needs to change to meet the growing demand for palliative care, which is projected to increase by 51 percent over the next 22 years. So it is in everyone's interests to plan now for a refreshed direction for palliative care to meet increasing demands on (and ex</p> <p>This document is available at http://www.health.govt.nz/publication/review-adult-palliative-care-services-new-zealand</p> <p>There are currently more initiatives underway regarding this topic. I will keep you posted and will add any further information when I hear about it.</p>

<p>Always remember to fall asleep with a dream and wake up with a purpose</p>	<h2>SEXUALITY IN AGED CARE SYMPOSIUM</h2>	
	<p>This symposium will be of interest for anyone working in residential aged care, and especially nurses, social workers, physicians, psychologists, counsellors, pastors, occupational and diversional therapists, attorneys, managers, caregivers and others working in aged and/or dementia care, and the rights of residents and patients in care.</p> <p>We are delighted to welcome Joy Solomon, Esq, to Aotearoa New Zealand for a symposium on intimacy and sexuality in aged care on</p> <p style="text-align: center;">Wednesday, 19 April 2017, from 9 am to 1 pm.</p> <p>She is the Director and Managing Attorney at the Weinberg Center for Elder Abuse Prevention at the Hebrew Home at Riverdale, New York. The Hebrew Home is internationally known for its innovative practices and policies on intimacy and sexuality in residential aged care.</p> <p>More information on Joy Solomon is available at https://www.weinberg-center.org/ and on the Hebrew Home at https://www.riverspringhealth.org/</p> <p>Payment: The cost to participants is \$15, or \$10 per person for groups of four or more. Registration will be essential. This is the payment hyperlink: click here</p> <p>Venue: Massey University, Albany East Precinct (opposite Albany Mega-centre on Dairy Flat Highway). Use student parking in front of the university (see map). Room: Quadrangle B lecture theatre 5 – follow signage. Building 9 on map of East precinct: click here</p> <p>Mark Henrickson, PhD, RSW, Associate Professor, School of Social Work</p>	
	<h2>The Garden of Daily Living</h2>	
	<p>Plant three rows of peas Peace of mind Peace of heart Peace of soul</p> <p>Plant four rows of squash Squash gossip Squash indifference Squash grumbling Squash selfishness</p> <p>Plant four rows of lettuce Lettuce be faithful Lettuce be kind Lettuce be patient Lettuce really love one another</p>	<p>No garden is without turnips Turnip for meetings Turnip for service Turnip to help one another</p> <p>To conclude your garden you must have thyme Thyme for each other Thyme for family Thyme for friends</p> 

<p>Use your voice for kindness, your ears for compassion, your hands for charity, your mind for truth, and your heart for love. <i>Livelifehappy</i></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>To succeed in life, you need three things: a wishbone, a backbone and a funny bone. Reba McEntire</p>	<p align="center">NEWSLETTERS BACK ISSUES</p>
	<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: www.jelicatips.com 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>
	<p align="center">HELP ME KEEPING THE DATABASE UP TO DATE!</p>
	<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.</p> <p align="right"><i>Jessica</i></p>

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

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.

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Signing off for now.

Jessica

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