

*An independent newsletter for people interested in Aged Care*

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**Emailed to:  
1857 readers  
and counting**

**Welcome to my  
overseas readers**

**09jelica@gmail.com  
www.jelicatips.com  
mobile: 021 311055**

**4 YEAR CERTIFICATION**

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

**4 year certification**

My compliments and congratulations to:

**Forrest Hill Home and Hospital - Auckland  
Alexander Lodge Rest Home – Auckland  
Gracedale Home and Hospital - Auckland**

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

Where the Ministry of Health has concerns about the quality of the health care being provided an audit may be required

**SPECIAL DAYS THIS MONTH**

- 1 April Fools Day
- 2 April World Autism Awareness Day
- 5 April Day light savings end
- 7 April World Health Day
- 10 April Good Friday
- 12 April Easter Sunday
- 13 April Easter Monday
- 14 April Southland Anniversary
- 22 April Earth day
- 25 April ANZAC Day (Saturday)
- 27 April Anzac Day observance (Monday)
- 28 April World Day for Safety and Health at Work



**COVID 19**

We find ourselves in an unprecedented situation. We all must do what we can to the best of our abilities. Thank you all for doing a sterling job looking after our most vulnerable. I can tell you enough how marvellous everybody in our sector is!

It is important to stay in touch with the latest news from the only source that counts: <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-current-cases> and <https://www.COVID19.govt.nz>

Create a safe “bubble”. Keep visitors away. If entry by others (other than your own staff) is essential, prior to entry, someone in your team needs to ask that person the following questions:

- Do you or anyone you share a household / office with have flu-like symptoms?
- Have you or anyone in your household / office been in contact with or near anyone who has been suspected to have, or is confirmed as having, COVID-19?
- In the last 28 days, have you or anyone in your household / office returned from overseas?

## COVID 19 cont'd

As many of my readers are delivering essential services and thank you very much for doing a great job, it is important to also look after your own and your family's mental health.

The following might help:

- Get into a routine. This will help to keep some order and discipline in your life and help you feel good about still achieving things. Having a plan for the day reduces anxiety and unnecessary stress. Your routine should also include your normal meal and break times.
- Don't stop being in touch with others. There is always the phone, email, Skype, Zoom. There is no need to be isolated from friend and family. You just have to find another way to communicate and stay in touch. Virtual hugs are, at this stage, the new normal! Just imagine how good the real ones will feel when they are allowed again!!
- It is important to stay fit and healthy. Eat right and exercise. Being in isolation does not mean you can't exercise, go for a walk or work in the garden. Starting your own garden patch is a brilliant idea to grow your own veges! This is also a good time to stop smoking. Alcohol intake only in moderation.
- Keep your brain active as well. Word games, puzzles, quizzes, learning a new language, you name it, will keep that grey mass active and healthy as well.
- Turn the TV and radio station off as you are receiving information overload. If all you hear is the bad news it will increase anxiety, fear and stress. Watch a fun programme or movie, have a music only radio station. This does not mean that you stick your head in the sand but getting the news once a day is enough to stay informed.
- This is a great time to do the things you have put on hold for a long time.
- If you have done something that really helped you, write it down and share it as it might help other people.
- Keeping a diary might also help to keep your plans on track and you will have something to share with friends and family when we are all looking back at this situation we are now in and hopefully have learned valuable lessons from.
- If you feel anxious and overwhelmed don't hesitate to call a friend, somebody your trust, your GP, Healthline 0800 611 116 or Lifeline 0800 543 354

### COVID 19 Specific advice for businesses:

A collation of government information and advice for businesses relating to COVID19 and how to keep up-to-date with this information, [www.business.govt.nz/news/coronavirus-information-forbusinesses/](http://www.business.govt.nz/news/coronavirus-information-forbusinesses/)

**Health:** Health information, advice and updates on coronavirus including advice on self-isolation and mental well-being management, [www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novelcoronavirus](http://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novelcoronavirus) and [www.COVID19.co.nz](http://www.COVID19.co.nz)

**IRD:** Information about tax relief options available to affected businesses from IRD, [www.ird.govt.nz/updates/news-folder/tax-relief-coronavirus](http://www.ird.govt.nz/updates/news-folder/tax-relief-coronavirus) or call 0800 473 566

**MSD:** Financial support and advice for individuals and businesses, [www.workandincome.govt.nz/eligibility/emergencies/2020/coronavirus.html](http://www.workandincome.govt.nz/eligibility/emergencies/2020/coronavirus.html)

### Key telephone numbers

- COVID-19 Healthline [0800 358 5453](tel:08003585453)
- For general health issues, phone your doctor.
- For emergencies dial [111](tel:111).
- If you are feeling anxious or just need someone to talk to (free 24/7) [call](tel:08001737) or text 1737

*Stay well. I am happy to lend a listening ear.*

We will always remember the year 2000 as Y2K. I guess 2020 will be remembered as Y 2PLY

## SHELLEY'S CORNER

### COVID-19: employee issues for essential services

With so much talk in the media of people working from home, or being made redundant, it could be easy to forget that for essential services, the COVID-19 pandemic raises some significantly different questions.

This month's article attempts to answer a few of the common questions being asked in aged care. The assumption is that aged care employers cannot access the wage subsidy due to not having their revenues affected by the required 30% downturn. If that is occurring, please note that the answers below will be different.

It's helpful to first talk about some underlying principles:

- Relevant obligations and entitlements are found in the Health and Safety at Work Act 2015 and the Holidays Act 2003. These provide the basic obligations on employers to provide healthy and safe workplaces, and the leave provisions for employees, whether sick or otherwise.
- The Holidays Act does not however provide answers for every scenario, especially non-voluntary self-isolation. Ultimately then the obligations on employers to act reasonably and in good faith are what will need to be leaned on for both parties.
- This is a movable feast. The situation is changing at least every day and sometimes more quickly than that. Legal advice on employee situations is therefore also shifting and changing as time passes and we settle into an understanding of the consequences of the pandemic.
- There is no 'one size fits all' answer for employees. It's important that employers understand that there needs to be an individualised and tailored approach as much as possible.
- The law still applies. That might seem pretty obvious, but there are a lot of examples of employers who are flouting the law or assuming that there is some special dispensation because of the crisis we are in. That is not the case.

#### ***Scenarios and their answers: the least that employers need to do***

#### ***An employee is sick with COVID-19 or has a dependant who is sick with COVID-19***

- These employees must not be required to work and indeed employees sick with COVID-19 should be directed to stay at home until advised by public health officials that they are cleared to work.
- Unwell employees are entitled to sick leave pursuant to the Holidays Act or their employment agreement, if they meet the criteria (i.e. have worked for the employer long enough to become entitled to sick leave). If they run out of sick leave then they may request annual leave, leave in advance, or unpaid sick leave by agreement with the employer. Annual leave cannot be imposed by the employer in this instance, it must be agreed to by the employee.
- As at the time of writing, it is not clear what Government support is available here. The latest Government position is:

**We should start referring to "age" as "levels". Because "I'm at level 56" sounds cooler than just being an old person**

## SHELLEY'S CORNER Cont'd

As of 3pm Friday 27 March 2020, the previous separate sick leave payment scheme has been folded into this Wage Subsidy Scheme, The Government is working on arrangements for those in essential work who require sick leave due to COVID-19.

### ***An employee is immunosuppressed or over 70 and has been advised to stay at home***

- Employees who have been advised to stay at home must not be required to work.
- This is difficult, because the employee is likely to be willing to work but cannot. The best advice for these employees at this time is to maintain their employment on a mix of annual leave, and either paid or unpaid special leave – all by agreement with the employee. These employees' situations should be monitored. And await further Government advice for support.

### ***Staff member must self-isolate in line with MOH guidelines (has just returned from overseas, or has had contact with someone with COVID-19) but is not sick***

- Employees who are required to self-isolate in line with MOH guidelines again must not be required to attend work at the workplace.
- The employee should be retained on a mix of whatever Government support is available, annual leave, and either paid or unpaid special leave – all by agreement with the employee. Again, these employees' situation should be monitored. And await further Government advice for support.

### ***An employee has to stay at home to take care of a dependent who is required to self-isolate, but neither the dependent nor the employee is sick.***

- The employee must not be required to work at the workplace.
- MBIE guidance recommends that the employer and employee consider paid special leave (i.e. allowing the employee to continue to receive their ordinary pay, without any deduction of leave) or the use of other forms of leave by agreement. The employee would be entitled to apply for annual leave for the period, and the employer has to act reasonably when deciding whether to grant it or not. Otherwise leave without pay. And await further advice re Government support.

### ***An employee wants to choose to stay home even though they are not sick or covered by a Government mandate***

- The employee will need to advise the employer as to why they consider they are at special risk of spreading or catching COVID-19. If the employer agrees and cannot manage the risk, then the employee would stay home paid. If the risk can be moderated or the employer does not agree with the risk assessment, then the employer will need to act reasonably in considering applications for annual leave or leave without pay. Likely these applications should be granted.
- If the employee is needed however and leave applications cannot be granted, then ultimately, failing to attend the workplace when it is reasonable to do so is a failure to obey a lawful and reasonable request, and the employee could be disciplined including dismissed for this failure to comply. Advice should be sought.

For a tree to  
grow tall it  
must grow  
tough roots  
among the  
rocks.

Friedrich Nietzsche

## SHELLEY'S CORNER Cont'd

### ***What if an employee becomes sick at work due to a work outbreak?***

- Sick leave will apply. If the employee runs out of sick leave, the employer should act reasonably in accordance with the situation. So if the employer's systems have been inadequate then likely the employer would want to grant the additional paid sick leave.

### ***If an employee decides to self-isolate, can the employer ask for a medical certificate?***

- If the staff member has been self-isolating because of actual or likely exposure to the virus, or because they travelled from overseas, then it is reasonable to expect a medical clearance before accepting them back into the facility, yes.

### ***What if the employee claims to have an existing medical condition and that their GP told them to self-isolate? But the employer is not aware of the medical condition. Can the employer ask for a medical certificate?***

- This is tricky. If an employee is seeking sick leave, then the employer can require proof. It will need to be at the cost of the employer if it is for leave of three days or more.
- But if the employee is just saying that they do not want to work, without requesting sick leave, there is no statutory basis for requiring a medical certificate. It can be requested. The employer will have to work in good faith with the employee to ascertain if the reason for not working is genuine. If it is not genuine, then dismissal could follow. Advice for the particular situation should be sought.

### ***If staff can not find babysitters for the young children now being at home, and they decide to stay at home. What can employers do?***

- If an employee needs to stay home because they have school age children and the school is closed, then they will need to apply for leave, and the employer to act reasonably in granting leave. If the employer cannot grant leave due to operational reasons (ie there are not enough staff available, then leave does not have to be granted and, ultimately, failing to attend the workplace is very likely a failure to obey a lawful and reasonable request, and the employee could be disciplined including dismissed for this failure to comply.

Stay well everyone! Wishing you all the very best in these difficult times.

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

### ***Applying for the wage subsidy scheme:***

<https://workandincome.govt.nz/products/a-z-benefits/covid-19-support.html>

The adult minimum wage rate will increase \$1.20 from \$17.70 to \$18.90 per hour on 1 April 2020.

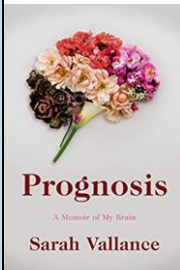
The starting-out and training minimum wage rates will increase 96 cents from \$14.16 to \$15.12 per hour, and will remain at 80% of the adult rate.

**Source:** <https://www.employment.govt.nz/>

Sometimes the best thing you can do is not think, not wonder, not imagine, not obsess, just breathe, and have faith that everything will work out for the best.

Unknown

## RECOMMENDED READING



### **The searing, wry memoir about a woman's fight for a new life after a devastating brain injury.**

When Sarah Vallance is thrown from a horse and suffers a jarring blow to the head, she believes she's walked away unscathed. The next morning, things take a sharp turn as she's led from work to the emergency room. By the end of the week, a neurologist delivers a devastating prognosis: Sarah suffered a traumatic brain injury that has caused her IQ to plummet, with no hope of recovery. Her brain has irrevocably changed.

Afraid of judgment and deemed no longer fit for work, Sarah isolates herself from the outside world. She spends months at home, with her dogs as her only source of companionship, battling a personality she no longer recognizes and her shock and rage over losing simple functions she'd taken for granted. Her life is consumed by fear and shame until a chance encounter gives Sarah hope that her brain can heal. That conversation lights a small flame of determination, and Sarah begins to push back, painstakingly reteaching herself to read and write, and eventually reentering the workforce and a new, if unpredictable, life.

## CHECK IF YOUR MAIL MESSAGE IS AUTHENTICATED


**Be strong when you are weak, brave when you are scared, and humble when you are victorious.**

*So far I have received one message from somebody who received a message, she thought, came from me in her Spam folder. The email address it came from was not mine, but my name was on it. I have checked and can not find why this happened and I have not received any message from other people. But just in case it happens, please let me know. For that reason, I thought the below might be helpful. I found the following tips on the internet explaining how to verify.*

If you see a question mark next to the sender's name, the message isn't authenticated. When an email isn't authenticated, that means Gmail doesn't know if the message is coming from the person who appears to be sending it. If you see this, be careful about replying or downloading any attachments.

Note: Messages that aren't authenticated aren't necessarily spam. Sometimes authentication doesn't work for real organisations who send mail to big groups, like messages sent to mailing lists.

Check messages

1. On your computer, open [Gmail](#).
2. Open an email.
3. Below the sender's name, click the Down arrow .

The message is authenticated if you see:

- "Mailed by" header with the domain name, like google.com.
- "Signed by" header with the sending domain.

The message isn't authenticated if you see a question mark next to the sender's name. If you see this, be careful about replying or downloading any attachments.

Checking messages in Outlook or Apple mail

If you're checking your email on another email client, you can check the [message headers](#).

1. Open an email message.
2. Find the "Authentication-Results" header.
3. If the message was authenticated by [SPF/DKIM](#), you'll see "spf=pass" or "dkim=pass."

## FILLING UP WITH THE WRONG FUEL

*From AA Motoring*

Sometimes it's not until your vehicle breaks down on a petrol station forecourt, or it comes to a halt as you leave the pump, that you realise you've filled your car with the wrong fuel. Either way, it can be frustrating and often a costly experience. So, what should you do if you put in the wrong fuel? And what can you do to avoid being in that situation in the first place? Here some helpful tips to curb your frustrations and save you from unnecessary costs.

### **Don't turn on the ignition**

Many vehicles have an electric, low-pressure pump in the fuel tank that operates the moment you turn on the ignition. Leaving the ignition off gives you a better chance of minimising the damage and you may only need to get the tank drained and topped up with new fuel, to be able to get you on your way again.

### **Petrol into a diesel system**

It's more common to put petrol into a diesel system than the other way around and, unfortunately, it has potential to be the most damaging (aside from diesel exhaust fluid). A vehicle's diesel fuel pump operates on very fine tolerances and they're lubricated by the viscose diesel fuel. Therefore, if you run petrol through a diesel system you'll strip the lubricant, causing the pumps to run dry and ultimately damage them from the metal-to-metal contact.

If the fuel pump is damaged, or contaminated fuel reaches the common rail system, you'll need to pay for the fuel pumps, injectors, fuel rail, filters and tank to be cleaned out, and you might even need replacements.

In worst case scenarios, bills can be in the thousands of dollars.

### **Diesel into a petrol system**

Diesel motorists will be aware they need to unlock the pump before using it. Picking up a petrol pump without having to unlock it first should automatically trigger warning bells.

This may explain why fuelling your petrol vehicle with diesel is less common, but it still happens. Luckily though, it generally doesn't cause too many problems. After putting diesel in a petrol vehicle you'll probably find that the engine may just simply fail to start or if it does, it'll soon splutter out afterwards. In some cases your vehicle may continue to run but you'll certainly notice that it's not running as well as usual. Typically your car will display symptoms such as pinking (a noise from the engine), exhaust smoke and a loss of power.

### **Different grades of petrol**

If a certain grade of petrol is specified for your vehicle i.e. 95 Octane, and you accidently fill it with a 91 Octane, there is no need to panic and drain the tank - just fill up when you can with the recommended fuel. Modern vehicle engine management systems are designed to constantly adapt to the conditions and the computer should adjust the engine operation to cope with the fuel. You may experience lower power output than usual until back to normal.

To help avoid fuelling up with the wrong fuel it always pays to double check what fuel is recommended for your vehicle, which is often shown on a sticker inside the fuel flap. If you do, there are companies located throughout New Zealand that can come to your rescue if you need — as long as you haven't touched the ignition. For a fee, they can siphon out the contaminated fuel from your car's tank allowing you to refill and hit the road again in no time.

**Failure is not the opposite of success. It is part of success.**

## WISE WORDS

"Every hand that we don't shake  
must become a phone call that we place."  
"Every embrace that we avoid  
must become a verbal expression of warmth and concern."  
"Every inch and every foot that we physically place between ourselves and another,  
must become a thought as to how we might be of help to that other, should the need  
arise."  
Rabbi Yosef Kanefsky

## 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.



Be in love with  
your life. Every  
minute of it.



<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="color: #4f81bd; font-style: italic; font-size: small;">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*

**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.