

*An independent newsletter for people interested in Aged Care*

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**Emailed to:  
1774 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:

**Reevedon Home – Levin**  
**Howick Baptist Healthcare – Howick, Auckland**

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

**SPECIAL DAYS IN MAY**

- |      |  |
|------|--|
| 2    | Brothers and Sisters Day                                 |
| 6-12 | NZ Sign Language Week                                    |
| 12   | International Nurses Day                                 |
| 12   | Mother's Day   |
| 15   | Police Officer's Memorial Day                            |
| 15   | International Day of Families                            |
| 16   | Wear Purple for Peace Day                                |
| 17   | Pink Shirt Day - Speak up. Stand together. Stop bullying |
| 28   | Amnesty International Day                                |
| 31   | World No Tobacco Day                                     |



**RECOMMENDED BOOKS**

***The Story of My Life***, first published in 1903, is **Helen Keller's** autobiography detailing her early life, especially her experiences with Anne Sullivan. The book is dedicated to inventor Alexander Graham Bell. The dedication reads, "To ALEXANDER GRAHAM BELL Who has taught the deaf to speak and enabled the listening ear to hear speech from the Atlantic to the Rockies, I dedicate this Story of My Life."

***The Bone People*** is a Booker Prize-winning 1984 novel by New Zealand writer Keri Hulme. Hulme was turned down by many publishing houses before she found a small publishing house in New Zealand called Spiral, a collective of feminist women including Maori leader Irihapeti Ramsden. In rejecting the manuscript, William Collins, Sons wrote: Undoubtedly Miss Hulme can write but unfortunately we don't understand what she is writing about.

**POLICE VETTING**

It is not compulsory for providers to police vet all their staff as long as they have a clear policy in place that explains when they will to ensure that their residents are kept safe. HealthCert has confirmed that: "best practice is to have police vetting within policy"

## FOODPLAN

Some issues that have been identified during food plan verification:

- Check temp of chilled foods when delivered
- Understand and know how to calibrate thermometer.
- Label the thermometers if you have more than one and identify this on the calibration monitoring form.
- Expiry after opening can be different than the expiry date. Always check label.  
*Please email me with any findings and experiences you have.*

## MAKE A STAND AGAINST BULLYING IN YOUR WORKPLACE

Get ready for [Pink Shirt Day](#), the annual bullying prevention campaign run by the Mental Health Foundation of New Zealand.

On **Friday 17 May** workplaces across Aotearoa will turn pink to Speak Up, Stand Together, Stop Bullying!

Bullying is a serious workplace issue in New Zealand, with between 15 to 20 percent of the workforce impacted. Pink Shirt Day can help you engage your people, start positive conversations and create a more inclusive workplace culture, where bullying can't flourish! To join the movement, [register your workplace](#) for Pink Shirt Day updates. You'll be the first to know when the new workplace bullying prevention resource, fundraising morning tea pack, official pink t-shirt and other workplace activities are available. Find out more about Pink Shirt Day [here](#).

You might also like to check out the Mental Health Foundation's new [Positive Communication at Work](#) resource, which supports leaders, managers and their teams to build a culture of positive, mana-enhancing communication together, with a focus on four key areas: having clear intentions, asking more than telling, valuing relationships and making it safe to speak up. It's broken down into practical and easy-to-read fact sheets. Use it alone or alongside the other [Working Well resources](#).

## BUILDING WARRANT OF FITNESS (BWOFF) AUDIT

To ensure owners are meeting their obligations under Section(s) 108 and 110 of the Building Act 2004, Section 111 enables the Council to inspect the building and its specified systems to ensure that the warrant of fitness and the associated reports are correct. The Council can inspect every building that has been issued with a Compliance Schedule.

You might be selected for an Initial BWoF Audit. This brief audit is to assess and determine that the owner obligations under the Building Act 2004 are met. You should be given a timeframe informing you when this audit can take place.

The Act requires that 2 years of the BWoF inspection and maintenance records are accessible for viewing upon request. These records have to be available when the agents visit. Without these records, the requirements under the Act are not being met.

It is advised that you contact the respective IQPs and ensure that documentation for each Specified System listed on the Compliance Schedule have been provided. These copies can be physical or digital. Failing to do so may result in further audits.

To assist with the Audit, the below should be available:

- All current IQP inspection and maintenance reports
- Any required access to the building.

Without rain  
nothing grows,  
learn to  
embrace the  
storms in your  
life.  
Power of Positivity

## LEGISLATION CHANGES COMING IN EFFECT ON 6 MAY 2019

The right to set rest and meal breaks will be restored, the number and duration of which depends on the hours worked. For example: If your employee works an eight hour day, they will be entitled to two 10 minute paid rest breaks (morning and afternoon) and one half hour unpaid meal break. These breaks will need to be taken at agreed times or at times set by the Act.

Rest breaks benefit workplaces by helping employees work safely and productively. Employers must pay for minimum rest breaks but don't have to pay for minimum meal breaks. Employers and employees will agree when to take their breaks. If they cannot agree, the law will require the breaks to be in the middle of the work period, so long as it's reasonable and practicable to do so.

Some limited exemptions may apply for employers in specified essential services or national security services.

- 90-day trial periods will be restricted to businesses with less than 20 employees. This change means the majority of employees will have protections against unjustified dismissal from when they start a job.  
Businesses with 20 or more employees can continue to use probationary periods to assess an employee's skills against the role's responsibilities. A probationary period lays out a fair process for managing performance issues and ending employment if the issues aren't resolved.
- Employees in specified 'vulnerable industries' will be able to transfer on their current terms and conditions in their employment agreement if their work is restructured, regardless of the size of their employer.
- Changes also include a longer notice period for employees to elect to transfer to the new employer; this notice period is a minimum of 10 working days.
- The duty to conclude bargaining will be restored for single-employer collective bargaining, unless there are genuine reasons based on reasonable grounds not to. This ensures that parties genuinely attempt to reach an agreement.
- The 30-day rule will be restored. This means that for the first 30 days, new employees must be employed under terms consistent with the collective agreement. The employer and employee may agree more favourable terms than the collective.
- Pay rates will need to be included in collective agreements, along with an indication of how the rate of wages or salary payable may increase over the agreement's term.
- Employers will need to provide new employees with an approved 'active choice form' within the first ten days of employment and return it to the applicable union, unless the employee objects.
- Employers will need to allow for reasonable paid time for union delegates to undertake their union activities, such as representing employees in collective bargaining. Employees will need to agree with their employer to do so or, at a minimum, notify them in advance.
- An employer will be able to deny the request if it will unreasonably disrupt the business or the performance of the employee's duties.
- Employers will need to pass on information about the role and function of unions to prospective employees. Unions must bear the costs if they want printed materials to be passed on.

**Ref: Employment New Zealand (Ministry of Business, Innovation and Employment)**

**Note:** This is general information only, and is not intended to replace legal advice tailored to the particular circumstances. It is strongly recommended that legal advice be obtained prior to undertaking a disciplinary process.

*No point in  
stressing over  
something you  
can't change.  
Move on and  
grow stronger.*  
Power of Positivity

## DOMESTIC VIOLENCE NEW LEGISLATION

Holly Carrington for [The Spinoff](#). Newshub

- [Domestic violence leave no problem, employers say](#)
- [New law gives 10 days' paid leave to domestic violence victims](#)
- [New Zealand passes Bill giving 10 days' leave to domestic violence victims](#)

The Domestic Violence – Victims' Protection Act (DVVPA) came into force on 1<sup>st</sup> of April, and has made clear to many employers that domestic violence is a workplace issue. The Act requires some basic workplace supports for employees who experience domestic violence. In New Zealand, domestic violence happens across socioeconomic groups, ethnicities, and educational backgrounds.

Domestic violence doesn't stay at home. Most victims who are employed say the abuse follows them to work, most commonly in the form of stalking and monitoring their behaviour – phone calls, texts, and emails, which are sometimes threatening and often distracting and upsetting. They are also often depressed or anxious. Hence, domestic violence nearly always affects their productivity.

But domestic violence is often invisible in the workplace until victims feel reassured that it is safe—and worthwhile—to disclose. So it's easy for employers to believe it doesn't happen 'in my business' or 'in this sector'.

The DVVPA legislates key provisions for employees who experience domestic violence, including paid domestic violence leave and short term flexible work arrangements, and makes clear that employers may not discriminate against potential employees on the basis of being affected or victimised by domestic violence.

But the new law does not require a safe and effective response from employers, and does not specifically require protection in the workplace for these employees.

Possibly the most important thing an employer can do is to appoint the right people as 'first responders', and provide these people with specialist training. The second important step to take is to make sure that all staff know they can go to one of these people for help and support if they are experiencing domestic violence.

Many employers have been picking up on this idea, and the demand for DVFREE First Responder training has soared over the last year. Since 2001, DVFREE has supported employers to make workplaces safe havens for victims and to be better prepared for managing staff who perpetrate domestic violence.

Until recently DVFREE First Responder training was only available to groups of staff trained at their employer's venue. Shine has recently begun offering these workshops in Auckland and Wellington (and soon in Christchurch) that individuals, or groups of up to four people from one employer, can register to attend.

There are a number of further key steps employers can and should take to ensure an effective workplace response to domestic violence. Based on Shine's experience supporting thousands of victims and helping employers in this space, Shine developed DVFREE Guidelines on Policy & Procedures to provide this guidance for employers. The guidelines are free to download and contain a number of essential recommendations and additional suggestions in the areas of policy, procedures, training for first responders and managers, and awareness raising for all staff.

Minimally, employers should ensure that staff know how access support from domestic violence specialists in the community. The Shine Helpline (0508-744-633) is a toll-free number answered 7 days a week. It is staffed by specialists who provide emotional support, information, help with risk assessment and safety planning, and referrals to any local services that are needed.

The helpline can also be a resource for managers and others who need support or guidance to help a colleague or someone they know.

Give the ones  
you love wings  
to fly, roots to  
come back, and  
reasons to stay

Dalai Lama

<p>If your eyes are opened, you'll see the things worth seeing.</p> <p>Rumi</p>	DOMESTIC VIOLENCE NEW LEGISLATION Cont'd
	<p>For employers that want to provide the best possible support for their people, Shine provides the DVFREE Tick workplace accreditation. To date, employers awarded the DVFREE Tick include Westpac, the Ministry of Justice, Parliamentary Service and Stuff, with a further twenty employers working towards their accreditation.</p> <p>For employers whose immediate priority is meeting new legislative requirements, you need to know that the new DVVPA allows employees to access up to ten days' paid domestic violence leave annually and short term flexible work arrangements.</p> <p>The law says employees must apply in writing and employers must respond within ten days. Shine recommends that employees be able to talk to a first responder or manager who can make the application on their behalf, without any requirement to put their reasons in writing – a terrifying prospect for many victims. And we recommend employers respond to such requests within two working days or sooner, depending on the urgency of the request.</p> <p>The law also allows employers to require 'proof' of the domestic violence before responding to such requests. Shine strongly urges employers to NOT require such proof. This is akin to telling an employee experiencing domestic violence that 'we will not believe you', and will stop people from requesting this support.</p> <p>Many employees like Carol do not have proof beyond their own word. They have never had police involvement, never disclosed the abuse to their GP, or – like Carol – never explained the true cause of their injuries to medical professionals.</p> <p>A number of large employers like Westpac and Stuff have been offering paid domestic violence leave without requiring proof for a couple of years or more. These employers vouch that the uptake is low, generally in increments of hours or 1-2 days, with no suspected or known instances of employees lying about their situation to access this leave. In fact, it is exceedingly rare for people to lie about domestic violence – probably about as rare as people lying about having cancer.</p> <p>In one New Zealand study that interviewed women who had experienced domestic violence, 75 percent said they told someone they knew about the abuse, and 40 percent of those women said that after telling someone, nobody helped them.</p> <p><i>Ensure that your workplace is somewhere people can talk about domestic violence and get the help they need. Contact us today to find out more at <a href="mailto:dvfree@2shine.org.nz">dvfree@2shine.org.nz</a>. Shine also offers a free online workplace learning module created in partnership with Westpac several years ago.</i></p> <p><i>Holly Carrington is Shine's DVFREE &amp; Policy Advisor.</i></p>
	USE OF PHOTOS IN POLICIES
	<p>Thank you Rachel for recommending this as a really good idea for staff that are new in NZ and not familiar with the different pieces of equipment mentioned in your fire manual.</p> <p>Make photos of the equipment mentioned in the manual allowing staff to learn visually. Extinguishers, fire hose, fire door, exit sign, manual call points etc.</p> <p>Photos can be used in a number of other policies as well. For instance: how does an appropriately set table looks like? <i>Any other ideas most welcome!</i></p>

<p><i>Never blame anyone in your life. Good people give you happiness. Bad people give you experience. Unkind people give you a lesson and the awesome people give you memories.</i></p> <p>Positive thoughts</p>	<h2>Infection Prevention &amp; Control and Management of Carbapenemase-producing Enterobacteriaceae (CPE)</h2>
	<p>Guidelines for health care providers in New Zealand acute and residential care facilities</p> <p><b>Summary</b></p> <p>Antimicrobial resistance (AMR) is a growing threat globally and to the entire New Zealand population, because it hinders our ability to manage infections. It has been estimated that Carbapenemase-producing Enterobacteriaceae (CPE) have the greatest potential to contribute to the overall problem of antimicrobial resistance.</p> <p>CPE is the newest in a long line of ‘superbugs’ and are a particular problem in hospital settings. CPE are (typically) resistant to nearly all known antibiotics; they increase patient morbidity and mortality and have the potential to spread and act as a reservoir of resistant genes for transmission to other organisms.</p> <p>While CPE are not currently considered to be endemic in either New Zealand healthcare facilities or the wider community, their transmission here is considered to be evolving rapidly, with the window of opportunity to minimise the risk of spread in healthcare facilities likely to be narrow.</p> <p>In New Zealand, the rate of CPE carriage and infection has increased sharply in recent years, and while until very recently nearly all CPE have been imported from overseas, there is now evidence of secondary spread in the community and in health care facilities. Patients at highest risk would be those most reliant on antibiotics for survival, including those in intensive care units; those undergoing treatment for cancers; those undergoing bone marrow and solid organ transplantation; those with complex urological problems; and those undergoing major surgery.</p> <p>This Guideline is intended for health care providers. It sets out recommendations, requirements and response actions for the prevention, management, including outbreak response measures and control of health care-associated infections due to CPE in healthcare facilities in New Zealand. Section one of the Guideline includes background information, roles and responsibilities and epidemiology of CPE. Section two provides an operational framework for health care workers managing CPE and outbreak response measures.</p> <p style="text-align: right;">Owned by the Ministry of Health</p> <p><a href="https://www.health.govt.nz/publication/infection-prevention-control-and-management-carbapenemase-producing-enterobacteriaceae-cpe">https://www.health.govt.nz/publication/infection-prevention-control-and-management-carbapenemase-producing-enterobacteriaceae-cpe</a></p>
	<p style="text-align: center;"><b>SILVER RAINBOW</b></p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: center;"> <p><b>Lesbian, Gay, Bisexual, Trans and Intersex (LGBTI) Education for Caregivers</b></p> </div> <div style="text-align: center;">  </div> </div> <p style="text-align: center;"><b>If you are interested please contact</b></p> <p style="text-align: center;">Julie on <a href="mailto:Julie.Watson@kahuitukaha.co.nz">Julie.Watson@kahuitukaha.co.nz</a> to find out how you can book Silver Rainbow education for your organisation.</p>



<p><b>I admire people who chose to shine even after all the storms they have been through.</b></p> <p>Positive thoughts.</p>	HAVE YOU HEARD ABOUT GREY MATTER?
	<p>We'd like to introduce you to another newsletter that the Ministry of Health Library prepares.</p> <p>The <a href="#">Grey Matter</a> 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 <a href="mailto:library@moh.govt.nz">library@moh.govt.nz</a></p>
	TOTAL QUALITY PROGRAMME
	<p><b>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?</b></p> <p>If the answer to the above is yes then</p> <p><b><a href="#">Join hundreds of other aged care providers</a></b></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 <a href="mailto:09jelica@gmail.com">09jelica@gmail.com</a></p>
	TRAINING SESSIONS
	<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 &amp; 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> Author Unknown</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: <a href="http://www.jelicatips.com">www.jelicatips.com</a> 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.	
	Jessica	

#### Some interesting websites:

[www.careassociation.co.nz](http://www.careassociation.co.nz); [www.eldernet.co.nz](http://www.eldernet.co.nz), [www.insitenewspaper.co.nz](http://www.insitenewspaper.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>

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

**Disclaimer:** The information contained in this publication is of a general nature and should not be relied upon or regarded as a substitute for professional and/ or legal advice in specific cases.  
While every effort has been made to ensure the information in this guidance is accurate, Jelica Ltd does not accept any responsibility or liability whatsoever for any error of fact, omission, interpretation or opinion that may be present, however it may have occurred

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.