

## An independent newsletter for people interested in Aged Care

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**Emailed to:  
1912 readers  
and counting**

**Welcome to my  
overseas readers**

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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:

**Somerfield Heritage GHG Ltd in Christchurch  
Ashlea Grove Rest Home, Heritage (GHG) Ltd -Milton  
Golden Age Rest Home Heritage (GHG) Ltd - Christchurch  
Camellia Rest Home Heritage (GHG) Ltd - Christchurch  
Albarosa Rest Home, Heritage (GHG) Ltd - Christchurch**

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

**All the best wishes in this still challenging time.**

**SPECIAL DAYS THIS MONTH**

Marlborough Anniversary Day – Monday 2 November

Guy Fawkes Nigh – Thursday 5 November

Canterbury Anniversary Day – Friday 13 November

[World Kindness Day](#) Friday 13 November 2020

[Diwali](#) Saturday 14 November 2020

[Universal Children's Day](#) Friday 20 November 2020

Chatham Islands Anniversary Day and Westland Anniversary Day – 30 November

**MEERKATS IN CHARGE OF SAFETY MESSAGE (Ref: Worksafe)**

If you can sense it, you can stop it. That is the message behind WorkSafe New Zealand's latest campaign, targeting workplaces with the aim of getting more people home healthy and safe. The message was inspired by meerkats and their ability to sense danger and protect one another. The new campaign will roll out over the next six months and is premised on the idea that like a meerkat we all have the instinct to sense danger.

In the last five years, WorkSafe has recorded 363 workplace deaths and more than 120,000 workplace injuries resulting in a week away from work.

WorkSafe Chief Executive Phil Parkes said that while the country had made great strides to improve its awareness of health and safety, it was not being reflected in the number of fatalities and serious harm injuries occurring each year.

"Too often following an incident, someone recounts that they had seen it coming, or that it was an accident waiting to happen. Our message to all people in a workplace – if you are concerned about something going wrong, then you should feel empowered to do something about it. That empowerment should extend from the shop floor right through to the boardroom.

"It's embedded in Kiwi culture to have one another's backs and we wanted to reflect this in our campaign.

"But it is clear that we can't do this alone. This mammoth task, of reducing our workplace harm needs to be shared by all New Zealanders. We all have a role to play."

## HEALTH AND DISABILITY SECTOR STANDARD REVIEW

NZS 8134: 2008 – *Health and disability services standard* is designed as the minimum requirements necessary to present fair and equitable health and disability services that aim to improve the experience and outcomes of people and whānau and reduce care variation.

This revised standard reflects shifts towards more person- and whānau-centred health and disability services. People are empowered to make decisions about their own care and support in order to achieve their goals, with a stronger focus on outcomes for people receiving support.

Earlier health and disability service Standards were published in 2007, 2008, and 2012. These were:

- a. NZS 8134:2008 – *Health and Disability Services Standards*
- b. NZS 8181:2007 – *Fertility Services Standard*
- c. NZS 8158:2012 – *Home and Community Support Sector Standard*.

Following consultation with the sector, NZS 8134:2008, NZS 8181:2007, and NZS 8158:2012 have been amalgamated to form NZS 8134:2021 – *Health and Disability Services Standard*. This amalgamation has significantly reduced duplication across the three standards.

Note: For the purposes of the public consultation document, Sector Solutions have been included, so people and organisations reviewing and providing feedback on the document can see all relevant content in one place. It is important to recognise that, ultimately, the Health and Disability Services Standard and the Sector Solutions will become separate documents.

The Health and Disability Services Standard will be published by Standards New Zealand, while the Sector Solutions will be published and retained by the Ministry of Health to allow for more frequent updates that reflect changing models of care and support.

This draft is available for public comment until 13 January 2021. All comments submitted during this period are reviewed by the standards development committee before the final standard is balloted on.

Standards New Zealand may have received your contact details from our Standards Development Partner, the Ministry of Health. As partners in this standard development process, the Ministry of Health and Standards New Zealand will ensure your contact details are removed from all Standards New Zealand's electronic systems following the period of public consultation on the Health & Disability Services Standards NZS 8134.

You can view or download the draft standard on the [Standards New Zealand website](#). The closing date for comments is **13 January 2021**.

Kind regards,  
Inge Mautz-Cooreman, Standards New Zealand

*You can also copy and paste the following link:*

<https://shop.standards.govt.nz/default.htm?mod=drafts&action=browseDrafts&draftTypeId=1#>

It is an absolute crucial time to have your say. (These standards will likely be in place for the next 10 years!)

Please don't lose this opportunity to have a say.

*Jessica*

**The first step is  
you have to say  
that you can**  
Will Smith

## INTERNATIONAL DAY OF OLDER PERSONS

*I missed this in the October issue. My apologies. So here is the story about the day of Older persons.*

International Day of Older Persons is a United Nations initiative celebrated around the world.

This special day was designated by the World Health Organization (WHO) back in 1990 to respond to the opportunities and challenges of population ageing in the 21st century and to promote the development of a society for all ages.

This day is also special as it marks the start of the WHO's Decade of Healthy Ageing 2020 to 2030. The Decade was endorsed by the 73rd World Health Assembly at the start of August and marks an important opportunity to bring together governments, civil society, international agencies, professionals, academia, the media, and the private sector for 10 years of 'concerted, catalytic and collaborative' action to improve the lives of older people, their families, and the communities in which they live.

It's a time for everyone, families and organisations to acknowledge and say thank you for the huge contribution older people make to communities throughout New Zealand. Mentoring, volunteering, looking out for the neighbourhood, caring for children, sharing wisdom and experience and of course, being in paid work and leading businesses are some of the many ways senior New Zealanders aged 65 and older contribute.

Across the world the number of seniors is expected to more than double to over 2 billion in 2050, and in around thirty years time it's expected that there will be more older people than children - the first time in our history.

Here in New Zealand we will have 1.2 million New Zealanders aged over 65 years in just twenty years.

This demographic change makes it important to plan for how and where we live. We need to look at creating a more enabling and inclusive environment that is supportive and inclusive to people of all ages, including older people. This includes access to affordable, reliable, safe and physically accessible transportation, which is one of the cornerstones of older persons' participation, independence and social inclusion.

The WHO's 194 member states have agreed a plan for the Decade of Healthy Ageing 2020 to which outlines four interconnected areas.

The four areas are:

- changing how we think, feel and act towards age and ageing
- ensuring that communities foster the abilities of older people
- delivering person-centred integrated care and primary health services responsive to older people
- providing access to long-term care for older people who need it.

*In New Zealand, achievement of the actions outlined in each of the four areas will be contributed to by work that is underway and or proposed as part of the Better Later Life He Oranga Kaumātua 2019 to 2034 Strategy and Action Plan and the Healthy Ageing Strategy and Priority Actions 2019 – 2022*

Ref: <http://www.superseniors.msd.govt.nz/news-events/international-days/international-day-of-older-persons.html>

**We may be  
getting older  
but that does  
not mean we  
have to be  
boring and act  
our age!**  
Laugh out loudly

## ARE YOU READY – THE NEW PRIVACY ACT COMES INTO FORCE ON 1 DECEMBER 2020

The Privacy Act 2020 (the Act) implements long-awaited changes to New Zealand's privacy laws. Parts of the Act came into force in mid-2020, with the rest due to come into force on 1 December 2020. The Act overhauls the previous outmoded regime of the Privacy Act 1993 to better protect the privacy of people's information in the digital age.

The Act achieves this in several ways:

Increasing businesses' and organisations' obligations by:

introducing new reporting requirements if there has been a privacy breach that has caused serious harm or is likely to do so (sections 112 – 114 of the Act);

- limiting the disclosure of personal information to overseas agencies by requiring New Zealand businesses and organisations to ensure that the overseas agency has a similar level of protection to New Zealand, or to obtain the informed consent of the individual (IPP 12 at section 22 of the Act); and
- widening the net of privacy obligations to include overseas businesses and organisations that operate in New Zealand, but which do not have a physical address in the country – think, Google™ and Facebook™ (section 4 of the Act).

Enhancing the powers of the Office of the Privacy Commissioner (OPC):

- The OPC will be able to compel a business to provide an individual with access to their personal information if the request is initially denied or not responded to (section 92 of the Act).
- The OPC will also be able to issue compliance notices to businesses and organisations that are not meeting their obligations under the Act (section 123 of the Act).
- Imposing harsher consequences for existing offences by increasing the penalty from a maximum of \$2,000 to \$10,000, and introducing new criminal offences including for (section 212 of the Act):
  - engaging in deceptive behaviour to induce a business or organisation to disclose personal information belonging to someone else; and
  - knowingly destroying personal information which is the subject of an information request under the Act.

The new offences will also carry a maximum fine of up to \$10,000.

Updating existing Information Privacy Principles (IPP) and introducing a new IPP (section 22 of the Act):

Principle 1 (updated) – Clarifying that personal information can only be collected if necessary and only to the extent that it is for a lawful purpose connected with a function or activity of a business or organisation.

Principle 4 (updated) – Requiring businesses and organisations to treat the collection of personal information from children fairly and in ways which do not unreasonably intrude on their personal affairs.

**My love is  
unconditional,  
but my trust  
and respect are  
not.**

Science and  
Metaphysics

## ARE YOU READY – THE NEW PRIVACY ACT COMES INTO FORCE ON 1 DECEMBER 2020

Cont'd

Principle 12 (new) – Regulating cross-border disclosure of personal information including limiting such activity only in so far as the overseas agency has a similar level of protection to New Zealand, or with the express, informed consent of the individual concerned.

Principle 13 (updated) – Requiring businesses and organisations to undertake reasonable steps to protect unique identifiers from being misused.

If you haven't yet implemented mechanisms in your business to ensure it will be compliant with the new and stricter obligations under the Act, here are a few suggestions to help you get started:

**Privacy Policy** – Check your Privacy Policy and update it to ensure that it reflects the requirements of the new Act. Disseminate the updated Privacy Policy document within your organisation.

**Employment Agreements** – Check and update employment agreements within your business to ensure these are also compliant when the Act comes into force.

**Privacy Statements** – You should inform your clients of the type of information you are collecting from them and how you intend to use it. Creating a privacy statement is a sensible way to achieve this.

**Cloud Storage** – Consider how you are currently storing clients' and / or staff members' personal information, and check if this will be compliant under the new regime. The new IPP 12 captures the transfer of personal information to offshore, cloud-based storage. You must carefully investigate your cloud provider's privacy policy to ensure that the protections are comparable to the Act.

Visit the Office of the Privacy Commissioner's website, <https://www.privacy.org.nz/privacy-act-2020/privacy-act-2020/> to start to learn more about your general obligations and rights under the Act. For tailored advice, contact our team of experts.

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

## MANAGE YOUR THOUGHTS

*By Jane Davis, Director, The Flourishing Institute*

### **Intro to four healthy thinking habits**

Your mental wellbeing depends less on things that happen to you and more on things that your brain pays attention to. This means what you think about is incredibly important. learn why it is so important to manage worry and rumination (constantly thinking the same thoughts). You will learn about the long-term impact of rumination on your health and wellbeing. For more tips and hints check out the below website.

*The Flourishing Institute offer a unique set of evidence-based programmes designed to optimise individual, team and organisational performance.*

<http://theflourishinginstitute.com/>

**We all have a past. We all made choices that maybe weren't the best ones. But we get a fresh start everyday to be a better person than we were yesterday.**

Sally Morgan

## PROTECT YOURSELF AGAINST CYBER ATTACKS

Ref: CertNZ. <https://www.cert.govt.nz/cybersmart/>

Cyber attacks are becoming more common, and anyone can be targeted. It may come as a surprise, but your personal information is highly valuable to attackers. Yes, cyber baddies are interested in getting your stuff – whether it's to steal your money or your identity, or just cause mayhem in your online world. As with many risks, prevention is the best approach, which is why we're encouraging all New Zealanders to increase their cyber resilience so they're less vulnerable to attacks.

So, step up your cyber defence by taking these four steps – they're known to improve cyber security and are pretty straightforward to implement.

### Step 1. Use a password manager

Using strong and unique passwords for each online account is so important. The easiest way to keep track of them all is with a password manager. It's like an online safe that stores and manages your passwords. You'll only have to remember the one master password for your password manager, and it'll do the rest.

Set up a password manager: <https://www.cert.govt.nz/individuals/guides/getting-started-with-cyber-security/keep-your-data-safe-with-a-password-manager/>

### Step 2. Turn on two-factor authentication

Turning on two-factor authentication (2FA) is an easy way to add another layer of security to your logins and accounts.

It's a simple extra step after you log in, such as entering a code from an app. You can enable 2FA on most of your online accounts, and your devices. You'll usually find the option to turn it on in the privacy settings.

Turn on two-factor authentication: <https://www.cert.govt.nz/individuals/guides/getting-started-with-cyber-security/two-factor-authentication/>

### Step 3. Update your devices

When you're alerted to a software update for your device, don't ignore it - install it as soon as possible. Updates not only add new features, they fix bugs and vulnerabilities attackers can use to gain access to your information.

Set updates to happen automatically whenever a new version is available. Then you don't have to think about it!

Update your devices and software: <https://www.cert.govt.nz/individuals/guides/getting-started-with-cyber-security/keep-up-with-your-updates/>

### Step 4. Check your privacy

To maintain your privacy online, it's important to know and control who can see your stuff. Attackers could use your information to access your data or steal your identity. Lock down your accounts – starting with social media.

Check that requests for personal information are legitimate before you give any details. If you're not sure, don't provide the information.

Protect your privacy: <https://www.cert.govt.nz/individuals/guides/getting-started-with-cyber-security/protecting-your-privacy-online/>

Love is a seed,  
if you care, it  
grows.  
Worth sharing.

## PURE FOOD COMPANY: FREE TRAINING

In this introductory training module, you will learn how to create a positive dining experience, that has a significant impact on overall well-being. Learn how you can improve the dining environment, enhance flavours, improve presentation and contribute to improved quality of life through food enjoyment and positive mealtime experience for older people living in care & retirement villages. Some of the learnings can be adapted accordingly to improve dining experience for older people living at home.

### Introductory Pure Food Training:

This is an Introductory course that teaches topic specific content. It will take approximately 25-35 minutes to complete this training.

### Get a Certificate:

You can earn a certificate for this Pure Food Training by passing the quiz (answer at least 80% of all questions correctly). Certificates will automatically be issued at the end and will also be emailed to you.

### Who Developed this Training:

The content for this training module was developed by The Pure Food Co in collaboration with thought leader and dining experience specialist Jo Cleary.

### Click this link:

[https://thepurefoodco.teachable.com/p/dining-experience?utm\\_medium=email&\\_hsmi=98782314&\\_hsenc=p2ANqtz-\\_H9mTgpgWL\\_qJU78UEdPyYd7qgRMxCA3GBck0fVugRbcbmNVwCZjHjBMs\\_G4QZG3s\\_TOy4-PRI\\_NEVJFCC9PVPOZYd\\_Q&utm\\_content=98782314&utm\\_source=hs\\_email](https://thepurefoodco.teachable.com/p/dining-experience?utm_medium=email&_hsmi=98782314&_hsenc=p2ANqtz-_H9mTgpgWL_qJU78UEdPyYd7qgRMxCA3GBck0fVugRbcbmNVwCZjHjBMs_G4QZG3s_TOy4-PRI_NEVJFCC9PVPOZYd_Q&utm_content=98782314&utm_source=hs_email)

*This could be a brilliant quality initiative and a chance to achieve a CI.*

## MOBILE HEALTH

The topics offered are presented by health professionals based in either Christchurch, Dunedin or Auckland. Presenters are suitably qualified nurses, doctors, or other health professionals, usually currently practicing clinically. Their specialty areas include acute and chronic medicine, mental health, aged care topics, age related illness, women's health and emergency care. Rural sites choose topics from our Presenters Portfolio and we arrange the delivery of the education sessions.

For further information on our professional development education for rural health professionals please contact

Sandra van Hout – [sandra@mobilehealth.co.nz](mailto:sandra@mobilehealth.co.nz) or 027 567 7337.

The topics are chosen based on requests we receive so if there is a topic you would like contact us: <https://mobilehealth.co.nz/webinars/>

## 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.



Even though the world may be in chaos right now, I am so grateful to have a house, food, warmth and love. May I never take these things for granted.

Think Positive power



<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>All newsletters are on my website including an alphabetical list of topics.  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>
	<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.  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.</p> <p style="text-align: right; font-style: italic;">Jessica</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.