

An independent newsletter for people interested in Aged Care

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**Emailed to:
1903 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:

Sunhaven Rest home – Bell Block, New Plymouth

All the best wishes in this still challenging time.

SPECIAL DAYS THIS MONTH

- [Tuvaluan Language Week](#) Sunday 27 September – Saturday 3 October 2020
- [World Teachers' Day](#) Monday 5 October 2020
- [Fijian Language Week](#) Sunday 4 October – Saturday 10 October 2020
- World animal day Sunday 4 October 2020
- Pink Shirt Day Friday 16 October See further below more info
- [Niuean Language Week](#) Sunday 11 October – Saturday 17 October 2020
- New Zealand Election day - Saturday 17 October
- Hawke's Bay Anniversary Day – Friday 23 October
- [Tokelauan Language Week](#) Sunday 25 October – Saturday 31 October 2020
- Labour Day – Monday 26 October
- Halloween – Saturday 31 October



PINK RIBBON



First of all: A BIG THANK YOU FOR THE ANONYMOUS DONATION! Really very much appreciated!

The Pink Ribbon Walk events (14 November) celebrate survivors, remember those that we have lost, raise awareness and much needed funds to work towards our vision of zero deaths from breast cancer.

In New Zealand, nine women a day – more than 3,300 a year - are diagnosed with breast cancer. Around 25 men are diagnosed each year, too. With your help we can continue saving lives through early detection, expanding horizons in breast cancer research and supporting those in their time of need.

Thank you for making a donation towards my Pink Ribbon Walk fundraising effort and helping me to get one step closer to my fundraising target!

It would be great if you could spread the word about what I'm doing by sharing my fundraising page with your friends and family. The more people that know, the more money we can raise!

Please visit <https://pinkribbonwalk.co.nz/page/jessica>

Thank you once again; your support is truly appreciated.

STOP BULLYING -PINK SHIRT DAY 16 OCTOBER

When planning for Pink Shirt Day, you may be thinking about how your workplace can celebrate diversity, spread kindness and put an end to bullying.

free event pack and downloadable resources are brimming with activities and ideas to help get that kōrero started! See:

<https://events.mentalhealth.org.nz/shop/category/psdresources>

Our favourites include: Create good policies around bullying prevention.

Make sure these are equal in priority to other policies and accessible to everyone!

Worksafe has developed some tips and guidelines to help with this.

<https://worksafe.govt.nz/topic-and-industry/bullying/>

Diversi-tea Kōrero starter cards.

These provide an easy way for people to make connections through both commonality and differences! A great staffroom activity to help people connect over morning tea.

Organisational Values

Promote your workplace values and expected behaviours. Make sure these are displayed with clear processes and guidelines about what to do if they are not being applied.

Random Acts of Kindness.

Encourage people to practice acts of kindness. Give them an opportunity to reflect on how being kind or receiving kindness makes them feel. Use the free compliment stickers from our the event pack.

Fundraising: Hold a bake sale to give everyone the opportunity to get involved. People can come up with their own creative and fun ways of raising money.

Whatever you choose to do, we'd like you to know how much your efforts are appreciated. Your support helps us to help others to **Kōrero Mai, Kōrero Atu, Mauri Tū, Mauri Ora – Speak Up, Stand Together, Stop Bullying!**

HAVE YOUR SAY – BULLYING AND HARASSMENT AT WORK

MBIE is releasing an Issues Paper on bullying and harassment (including sexual harassment) at work in New Zealand.

We particularly want to hear about how effective the systems are that prevent and respond to bullying and harassment at work.

The issues paper on bullying and harassment at work in New Zealand sets out what we know about the nature and extent of bullying and harassment at work, how effective the current systems are that prevent and respond to these issues, and what the evidence says about what good practice looks like.

We want to hear from any person or group who is familiar with or has experience or knowledge of systems that prevent or respond to bullying and harassment at work. We want to hear how effective the policies and systems are, what areas are working well and not so well, and what opportunities for improvement there may be.

[Read the issues paper and see how to make a submission – MBIE website](https://www.mbie.govt.nz/have-your-say/bullying-and-harassment-at-work/)

<https://www.mbie.govt.nz/have-your-say/bullying-and-harassment-at-work/>

2020
Never has the
message
“positive” been
so negative

THINKING ABOUT HIRING FRIENDS OR FAMILY?

Source: *Employment New Zealand*.

Hiring friends or family can result in a successful employment relationship for some. However, sometimes a close relationship can become strained due to the employer-employee relationship.

Having friends or family help out in your business can seem like a good way to support them and your business. However, an informal arrangement could be considered employment and turn out to be costly

It's important to remember that employers and employees should, even if they are a friend or family member, communicate clearly with each other so each party understands what is expected of them and what their work arrangements are.

This includes having the correct employment agreement and keeping accurate records.

Having written documentation makes things clearer for both employees and employers, and can reduce the chance of a dispute.

If you are thinking about having friends or family help with your business, it's worth considering the employment implications of the arrangement. The situation can become an employment relationship and could turn out to be costly.

Business owners must act carefully and follow proper processes when hiring staff, regardless of their relationship with the person.

<https://www.employment.govt.nz/about/news-and-updates/hiring-friends-and-family-can-be-costly/>

Ministry of Health Library Health Improvement and Innovation Digest

Estimated inequities in Covid 19 infection fatality rates by ethnicity for Aotearoa NZ

There is limited evidence as to how clinical outcomes of COVID-19 including fatality rates may vary by ethnicity. This study, published in the *New Zealand Medical Journal*, aims to estimate inequities in infection fatality rates in New Zealand by ethnicity.

<https://www.nzma.org.nz/journal-articles/estimated-inequities-in-covid-19-infection-fatality-rates-by-ethnicity-for-aotearoa-new-zealand>

Racism and health in Aotearoa NZ: a systematic review of quantitative studies.

Racism is an underlying cause of ethnic health inequities both in Aotearoa New Zealand and internationally. It is timely to synthesise racism and health research within New Zealand particularly given the current policy environment and shift towards addressing the health effects of racism. The aim of this study, published in the *New Zealand Medical Journal*, was to review quantitative research examining self-reported experiences of racial discrimination and associations with measures of health (health conditions, health risk, health status and healthcare) in New Zealand

<https://www.nzma.org.nz/journal-articles/racism-and-health-in-aotearoa-new-zealand-a-systematic-review-of-quantitative-studies>

Finally, my
winter fat is
gone.....
Now I have
spring rolls..

PATIENT SAFETY DAY VIDEO

Request from Health Quality and Safety Commission

Can you help us find some volunteers to assist us with promoting Aotearoa Patient Safety Day on Tuesday 17 November 2020.

The focus for Aotearoa PSD is to acknowledge healthcare workers for their efforts and dedication through the times of crisis response and encouraging them, together with their organisations, to look after their individual health and wellbeing to support an environment of worker and resident safety. One way that we intend to promote this is through the use of short videos from health care workers, and consumers, acknowledging the extra pressures for them of responding to recent crisis situations, and what they find helpful for their own mental health and wellbeing.

We think it's essential given the stressors that the aged care sector has been under this year that it is well represented in Patient Safety Day. We'd be welcome to videos from any view point – residents, staff, family/whānau, or what management teams might be doing to support their teams. While this will obviously have a COVID-19 focus, it doesn't necessarily have to be directly linked.

The video would be no more than 3 minutes and recorded on a personal device. It could cover:

- Personal wellbeing strategies during this time of stress (maintaining personal resilience);
- Strategies shared with others that could be used again;
- How the organisations worked for supported their staff wellbeing through the crisis.

We do recognise that there is pressure on facilities at the moment, however if you know of anyone or have heard any stories of resilience that you feel would be good to share we'd love to hear from you or some of your members.

Thanks very much for your help, let me know if we can be of further assistance,
Ngā mihi,

Corry Joseph, Programme Coordinator, Health Quality & Safety Commission
DDI: 04 912 0307 | M: 021 578 941 E: corry.joseph@hqsc.govt.nz

**Be like a tree.
Stay grounded.
Connect with
your roots.
Turn over a
new leaf.
Bend before
you break.
Enjoy your
unique natural
beauty.
Keep growing.**
Joanne Rapits

MENTAL HEALTH FOR YOU AND YOUR STAFF

Source: Business.govt.nz

Your own mental health

As a manager, employer, owner/operator, don't forget about building and protecting your own mental health and wellbeing – for the sake of yourself, your family and your business.

Here's how to look after yourself and your employees when it comes to mental health. You set the workplace culture for the entire organisation.

Employers and managers who have good mental wellbeing habits in their own lives will experience the benefits personally while encouraging employees to do the same.

The below Ways to Wellbeing outline ways to think about how you can create good mental wellbeing – within your workplace and within yourself.

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MENTAL HEALTH FOR YOU AND YOUR STAFF Cont'd

Give;

Get involved (along with your staff, perhaps) in community-based activities, supporting fundraising for a good cause or charity (strong businesses need strong communities and vice versa). It's also about appropriately, authentically and publicly showing gratitude to others.

Be Active;

When away from work, find something active that you enjoy, eg biking, walking a dog, or hiking.

Keep Learning;

Seek out opportunities to learn and sharpen your skills, and set interesting challenges for yourself. Encourage and enable your staff to do the same.

Connect:

At work, encourage social interaction and collaboration. This might be daily, at team meetings, shared lunches and various workplace competitions. When away from work, spend time with friends and family.

Take Notice:

Think about how the physical work environment could be improved. Encourage and role-model mindfulness – take breaks during the day, eat away from work (when possible), get up and stretch. Notice when employees have done well and compliment them.

A healthy work environment includes:

- **Zero tolerance of discrimination** – Observe any signs of discrimination and manage this right away. Staff training to explain with discrimination is and your policy around this. Ensuring any mental health issues are treated the same as physical health.
- **Zero tolerance of bullying** – Be alert of any signs and take immediate action if observed or reported, no matter who it involves.
- **Mentally healthy behaviours are part of your work culture** – Positive ways of working are reinforced, and activities and exercises supporting these are promoted.
- **Positive interactions based on trust and respect** – Role-model these by following through on what you say, and immediately addressing rude or unacceptable behaviour.
- **Strength-based support for employees** – Recognise what employees can do in their work and build on their strengths.
- **Promote teamwork and reduce social isolation** – Make sure the team work together for a common aim, even if their tasks don't overlap.
- **Acknowledge emotions in the workplace** – Be aware of how people are feeling and respond with empathy and support.
- **Build a culture where people feel they can ask for support** – Make discussing emotions easy to talk about, and have support readily available.

The Mental Health Foundation has many resources to help you build mental wellbeing in your workplace, including ways to promote positive communication, reduce workplace stress, and prevent bullying.

<https://www.mentalhealth.org.nz/home/our-work/category/44/working-well-guide-and-resources>

Rise above the storm and you will find the sunshine.

Mario Fernandez.

HEALTH AND DISABILITY SECTOR STANDARDS

The Committee has concluded their last meeting on the first of October. The committee meetings were conducted via Zoom and spread out over 23 half days between the 30th of June and 1 October.

I was one of the aged care representatives and I have to say it was a mammoth task and a big commitment of all involved.

These standards are going to cover 9 very diverse sectors.

Aged Care, Home and Community, Fertility services, Residential Disability, Residential Mental Health and Addiction, DHB overnight inpatient / Private Hospitals, Birthing units, Hospices, Abortion services.

The Standard will now be made ready for **public consultation** (between 1/11/20 and 13/1/2021), and this 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. Check the MOH or Standards NZ website <https://www.health.govt.nz/> <https://www.standards.govt.nz/>

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 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/>

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

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 to find out how you can book Silver Rainbow education for your organisation.



I believe my house is haunted. Every time I look in my mirror a crazy old lady stands in front of me so I can't see my reflection!

<p><i>“Goodbyes are not forever, Goodbyes are not the end. They simply mean I’ll miss you, until we meet again.”</i> <i>Author Unknown</i></p>	<p>NEWSLETTERS BACK ISSUES</p>
	<p>All newsletters are on my website including an alphabetical list of topics. 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>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. 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. <i>Jessica</i></p>

Some interesting websites:

www.careassociation.co.nz; www.eldernet.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; <https://www.health.govt.nz/our-work/disability-services/disability-publications/disability-support-services-newsletter>; <https://worksafe.govt.nz/>

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

The information contained in this publication is of a general nature and should not be relied upon as a substitute for professional advice in specific cases.

REMEMBER!

Send your feedback, suggestions and articles showcasing your local, regional and workforce activities for publication in future issues.

This brings me to the end of this issue. I hope you enjoyed reading it and welcome any feedback you have. With your help I hope to keep this a very informative newsletter with something for everyone.

CONFIDENTIALITY AND SECURITY

- I send this with due respect to, and awareness of, the “The Unsolicited Electronic Messages Act 2007”.
- My contact list consists ONLY of e-mail addresses, I do not keep any other details unless I have developed personal contact with people or organisations in regard to provision of services etc.
- E-mail addresses in my contact list are accessible to no one but me
- Jelica Ltd uses Trend antivirus protection in all aspects of e-mail sending and receiving

Signing off for this month!!

Jessica

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- If you do not wish to continue to receive emails from me, all you need to do is e-mail me and write “Unsubscribe”. I will then remove you from my contact list (though I will be sorry to lose you from my list).
- If you know of others who you think would benefit from receiving my newsletter, please pass on my details and have them sending me an email with the subscribe request.