

OLOC STAFF NEWS

Our Lady of Consolation
Aged Care & Services

ISSUE 3

MAY 2021



- UPDATES AT OLOC
- GETTING TO KNOW YOU
- TALKING TRANSPARENCY

- NOTES FROM THE FMM
- HEALTH & WELLBEING
- FOCUS ON

- REFRESHER COURSE
- EDUCATION & TRAINING
- NOTICE BOARD

Contents

Your Editorial Team Gemma Shorten - Iain Paterson

5	Talking Transparency Unit Survey Results.
6	Getting To Know You Getting To Know the OLOC Staff.
8	Notes from the FMM A Part of History.
9	Wellbeing Self Care.
10	Health & Wellbeing Boost Your Immunity.
12	Focus On Tracheotomies.
14	Refresher Course Serious Incident Response Scheme (SIRS).
17	Education & Training COVID Infection Control Training; Education Calendar.
18	Focus On Documentation and Records.
20	Notice Board Employee Assistance Program (EAP); Support FMM Sisters' Projects in Indonesia and Ethiopia; Public Holidays NSW 2021.

RESIDENTIAL
NEWS

HOME CARE
NEWS

Updates at OLOC



Jenny Fahy

Everybody at OLOC has taken the last 15 or so months very seriously and have worked hard at keeping our residents safe.

Last week saw us deliver what I think has been one of the biggest, most positive steps in managing the Covid crisis with the second Covid vaccination given to both the Hostel and Nursing home residents. Approximately 92% of our residents elected to get vaccinated. They were brave and calm about the whole process, with many of them expressing how pleased they were to have had it and hopeful they are to get back to some sort of normal, without the fear of being isolated from their families or contracting this terrible virus. As staff we can help them do this, especially now that the Pfizer vaccine is available to you as aged care workers and is very easy to get. If you need help in registering at any of the clinics please come forward and I will help you. The more of us that get vaccinated, the safer our work place and our world in general will become. Please don't listen to misinformation, make an informed decision. I don't think any of us want to be in the same situation that less fortunate countries than Australia are in at the present moment.

To the Clinical Management team and all the staff that worked on the days of the residents' vaccination clinics, thank you for your support and help. The days ran smoothly and everybody worked together as a team. The vaccination teams from Sonic Health congratulated us on how well we did the clinics and what a great display of team work and cooperation was shown by our staff.

I was very proud of you all, and just want to say, especially in this week of International Nurses Day, a big thank you.

In Barry's letter he has alerted you all to the

fact that the 2021 Flu Vaccination has been made mandatory for our work force from the 1st of June. Many of you have been juggling the time frame between the two vaccinations, so we will be running an in-house clinic on the 26th and 27th of May. If you haven't had the flu vaccination yet and it has been at least 14 days since your Covid vaccination, please ring Roz at reception (9832 5400) and put your name down for one of these days. The clinics will run from 9.00am-3.00pm on both days and you must have registered with us to have it.

If you can't get the flu vaccination on these days because you recently had the Covid vaccination please tell Roz so she can keep a record of your Covid vaccination date and we can arrange a third and final clinic if necessary. You will also need to contact me as we will need to discuss any extra precautions you will need to take and there will be a requirement for you to complete an exemption form as a short-term solution that will allow you to continue to work.

A reminder to everybody that once you have had your Covid vaccination or Flu Vaccination off site we need evidence of this. You can get your immunisation record from the Medicare website if you have linked your My Gov account to Medicare. If you are having difficulties, contact Solomon (9832 5440) as he can assist you and with your permission, be able to print it from Medicare directly. When you get this evidence, please give it to me directly or to your manager and ask them to give it to me. This information will be recorded in your personnel file.

I am asking you all to find a way to keep focused on the health messages. Please don't turn off, encourage everybody around you to focus and to do the right thing.

Seek clarification about the vaccination from a
Continued on Page 4

qualified health professional to help you make informed choices and help educate the people around you. This will keep us and the people we love safe.

The Covid virus has consumed us for such a long time and even this last week it is easy to see how quickly it can change. However, it's important not to forget that we are also doing many other things.

The Quality Team continue to provide us with regular feedback from residents to let us know how we are doing; this is valuable information from our consumers. These are random surveys that allow us to collect information daily on our services and to quickly identify if we need to be following up any issues for people. Please take the time to review the data in the newsletter especially for the areas that you work in. Take the time to reflect on how you are delivering care to people and see if you can improve on their experience.

Please continue to read the updated messages that are sent to your mobiles. This is valuable information that keeps you up to date with our visitor policy and any new Government requirements that we have to implement. If you change your mobile number or address, please notify us so we can adjust our records. Some of the changes that the Government makes are linked to Local Government Areas so it is extremely important we have the correct information on our system.

As Barry mentioned, we are still hopeful that we may be in a position to have some sort of celebration in July. We will continue to monitor the situation and watch what happens over the coming month to see if it is safe for us to come together.

Kind regards
- Jenny Fahy,
Operations and Development Manager

Resident Feedback

At Our Lady of Consolation care of our clients and residents continues to be first priority. Allowing them to voice their concerns and make suggestions is how we continue to improve our levels of care. The following issues were brought up at recent resident meetings:

Speeding

Please remember that OLOC is a high pedestrian area with residents, staff and families regularly using walkways and crossings. Please drive for the conditions, do the speed limit and be particularly cautious of pedestrians.



Name Badges

With staff numbers this large, it can be challenging to remember everyone's name. Not only do residents like addressing you by your name, it is also extremely helpful for new residents and staff to recognise you. Please ensure your name badge is worn during your shifts and can be easily seen by residents.

FLU VACCINATIONS

GET YOUR FLU SHOT

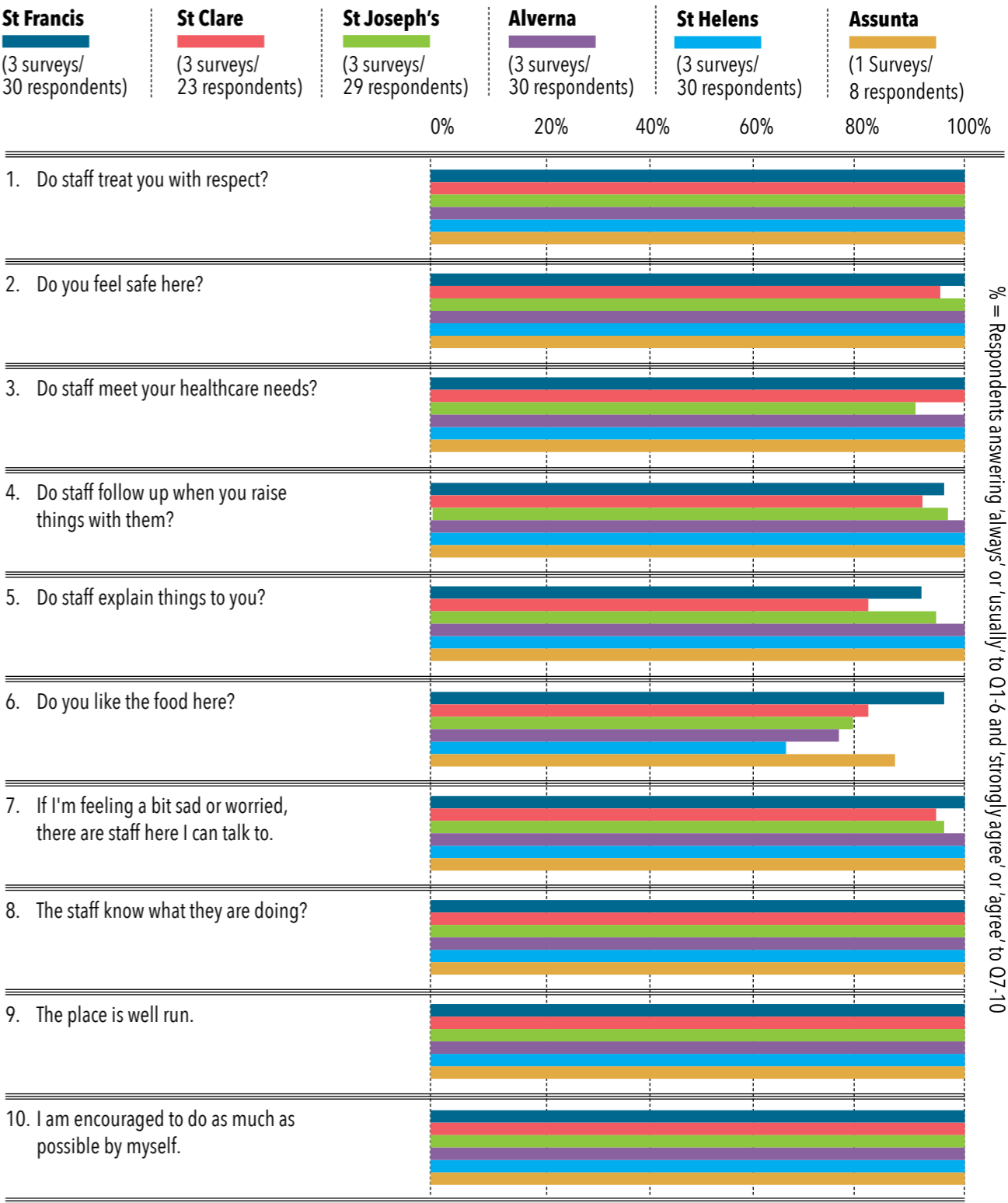
Wednesday 26th May & Thursday 27th May 2021

Between 9.00am - 3.00pm
Call Roz on 9832 5400 to make a booking

Unit Survey Results

From 1 January - 30 April 2021 by Area

OLOC has committed to a more frequent survey of residents, and to publishing the results. We do this so that we can identify potential areas of weakness and improve.



Getting to Know You

We'll be getting to know you in each edition of the OLOC Staff News. It would be great if you would keep the conversation going and get to know one another a little better.

THE QUESTIONS

1. What are your hobbies?
2. If you had one extra hour of free time a day, how would you use it?
3. What sorts of things would you do on your perfect day off?
4. Do you have any pet peeves?
5. What job would you be terrible at? Why?
6. If you could spend a day in someone else's shoes, whose would they be?
7. A genie gives you three wishes - what are they?

Liz
Leisure and Lifestyle Staff



1. Watching movies, nothing in particular just all-time kind of movies.
2. I'm going to sound a little boring, but I'd probably just spend it with family.
3. I'd go out, probably to the beach, have a picnic and just hang out with my family.
4. Slow drivers! Especially people who don't know how to use roundabouts!
5. A musician, because I can't play music. I'd love to know how though!
6. My mum. She did such a good job raising five children, never raised her voice, never smacked us. She is just so patient, or just really good at hiding it.
7. I'd ask to be able to speak more languages, because you can help so many more people. I'd use the others to ask to live forever and to have a good memory so I never lose all the memories I have.

Jeanette
Leisure and Lifestyle Staff



1. I don't have any do I? I love dining out (I'm not a great cook myself), going for walks along the Nepean.
2. I'd spend it with my family.
3. I'd catch up with girlfriends and go out for a really nice lunch. Somewhere really lovely, somewhere we can be in nature and let the afternoon pass us by, or somewhere we can go for a walk after.
4. Yes! If I've bought a new magazine and somebody goes through it before I get to it.
5. Being a chef. Cooking. I hate cooking.
6. You know those people who can achieve a fully relaxed, connected, meditative state. Like monks or yogis, gurus or whatever? I'd like to spend a day as one of those people. Feel a completely still state of mind.
7. Good health, for anybody who is suffering, or in pain, I'd like to take all that away and I'd like to go back and have more quality time with my son when he was little.

Kim
GYM Staff



1. I like to exercise, go swimming, bushwalking, weight lifting, I've even been boxing (before the pandemic).
2. Sleeping, obviously.
3. Honestly? Cleaning and baking.
4. Clutter. I can't stand things being out of place.
5. Anything sitting at a desk. When I worked as a receptionist I'd have to get up and pace every ten or fifteen minutes.
6. Elon Musk, or the Zara guy. Imagine what you could do with all that money.
7. Can I wish for more wishes?
Ed: *No.* K: How do you know? Have you tried?
No more coronavirus, or its mutations; no more cockroaches and an unlimited supply of lobster noodles.

Mona
Alverna Care Staff



1. I love driving! And cooking, I'm good at cooking Indian dishes.
2. I would dance, drive or do some gardening. Maybe not all at the same time, although I do dance a little when I drive!
3. I'd stay in bed and sleep.
4. *laughs* I don't want to say, I might get in trouble!
5. I'd be a terrible criminal lawyer. I'm never quiet and I'd talk too much.
6. I'd like to be a navy officer for a day. I actually got selected to be in the military but my injuries stopped me, so I'd like to see what it was like for a day.
7. I'd wish to never change the way I am, even when I'm 90; that I could eat as much as food as I wanted whenever and that I could be a race car driver with a V8 commodore.

Yogesh
St Francis Care Staff



1. Travelling, white water rafting, bungee jumping. Many of these hobbies have been affected by the pandemic.
2. I would sleep. If you gave me three hours, I would probably still use them to sleep.
3. Normally I would go for a trip to the beach. A beach like Bondi. Hang out most of the morning, go for lunch, then head home in the afternoon.
4. Loud, piercing voices. It doesn't drive me crazy or anything, I'd just rather not have to deal with it.
5. Sitting at a desk. I like to be with people.
6. Maybe my one of my grandparents. My grandmother has been through so much and loves us so much, it would be revealing to know how she truly feels, and where she's coming from.
7. I'd wish to be able to travel back and forward in time; a big house, in the middle of the jungle. I grew up in the shadow of Mt Everest; and I'd ask for my grandfather to be back with us.

FUTURE EDITIONS

If you'd like to nominate somebody to be in the magazine, talk to your manager or coordinator.

A Part of History

I like watching history documentaries, mostly because I like hearing the stories of people who lived at another time.

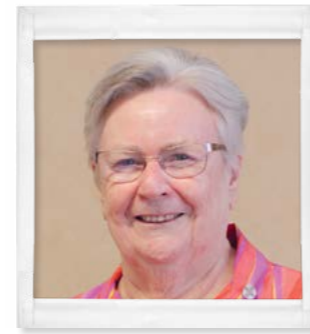
One thing I have learnt from these stories of people that lived at another time is that very often the problems they faced are similar to the problems that we meet in our world today. This even seems to apply in the case of the people of Pompeii, even though Mt Vesuvius' last major eruption, which destroyed Pompeii, was in 79 AD.

This year on World Communications Day Pope Francis said this about people's stories:

"Stories leave their mark on us; they shape our convictions and behaviour. They can help us understand and communicate who we are."

During this pandemic we too are part of a history that will be written in the future, telling of the devastation suffered throughout our world. There will be countless stories told, not only of suffering but of heroism and devotion. When I say this about heroism and devotion I think of the front line doctors and nurses working in overcrowded hospitals in hotspots like New York early last year and New Delhi, in India at the moment.

Occasionally I have read individual stories from people in various countries, about how they reacted during periods of lock downs, or about being in quarantine.



- Sr Janice

Many of them showed a renewed hope in the good that people can do; others talked about the extreme loneliness or feelings of isolation that they experienced. Others spoke of their fear of contracting COVID-19.

So for the month of May I'm suggesting that you take some time to sit and contemplate what was happening for you over the last 12 months. What were your thoughts and feelings when you realised how dangerous COVID could be? How did you cope? Did you learn something new about yourself? Do you see our world in a different light to how you saw it before COVID 19? What gave you a sense of hope and what are your hopes for the future? Or any other thoughts that might come to mind about the last 12 months?

Finally, if you feel comfortable about sharing your experience, your hopes and fears, or your achievements, I invite you to write them down and send them to me. As I say, I am interested in people's stories, so I would like to hear your story. Rest assured I will protect your privacy and I won't use anyone's name. You can email me at SisterJ@oloc.com.au or put it in a letter and send it to the office in the main Admin building, where I will collect it. It doesn't have to be too long, just a sentence or a few lines if you like. I thought this might help us pull together our own OLOC story.



Self Care

All the stress relieving activities in the world won't make a difference if you aren't taking care of yourself. Unfortunately, self-care is a process that requires effort each day and many see it as a luxury rather than a priority.

Self-care is anything you do with the intention of enhancing your energy, restoring your health and reducing stress. By taking time to care for ourselves we are helping ourselves manage stress, increase our resilience and reduce any symptoms of mental health problems. Many don't make time for self-care as they feel they don't deserve it or they're guilty about focusing solely on themselves. Self-care is not selfish, rather it enhances our wellbeing so that we are more capable and in a better position to support others and live our best life.

Self-care is different for everyone. It is important to stick to methods that are genuinely nourishing and relevant to you. For some it may be exercise, reading a book or even just spending half an hour at a café each afternoon. It is not always easy to make time for yourself, but doing something small each day, week or month is a good place to start.

Even the smallest of actions add up and can make a huge positive impact on your mental health. Here are some self-care moments you can add into your day.

Get Active

Do something that energises your body. Run, swim, dance, do yoga or stretch; exercise is an important part of self-care.

Do Something New

Try a new recipe, pick up that guitar or try your hand at knitting. All those hobbies or new skills you've been trying to pick up or learn? Go for it.

Go for a Morning Walk

Start your day with some fresh air and let the physical activity kickstart a positive mindset for your day.

Read Something

You know that book you bought 6 months ago? Pick it up and read it. Exercise your mind and escape reality for a few hours with a good book.

Write It Down

Take a few minutes to journal and jot down whatever is on your mind. Release your daily stresses and worries onto the page and out of your mind.

Sleep It Off

Take an afternoon nap or go to bed early and give yourself that much needed rest.



Health & Wellbeing

Boost Your Immunity

When the weather cools down it's tempting to reach for the comfort food and spend more time indoors, but it's important to continue to make healthy lifestyle choices to give your immune system the best chance to help you stay cold-free this season.

Building strong dietary and lifestyle habits helps you keep fighting fit and better able to deal with stress or infection when it crosses your path. Your immune system is designed to fight off harmful germs and for it to function efficiently it needs to be fuelled with adequate nutrients. While not one lifestyle choice is capable of boosting your immunity on its own, eating a nutrient packed and balanced diet, drinking water and sleeping well can help the body and immune system to function at its best.

Brightly Coloured Foods and Spices

Our bodies benefit from variety and eating a diversity of coloured foods can be an easy way to get a complete range of the vitamins and minerals our bodies need to thrive. The variety of vitamins, minerals and antioxidants in fruit and vegetables all have immune boosting properties. Antioxidants are often pigmented and this is what gives fruit and vegetables their vibrant hues. Aim for 2 serves of fruit and 5 serves of vegetables each day.

Here are some tips to add more fruit and vegetables into your day:

Start the Day Right

► Enjoy a vegetable loaded omelette in the morning or a smoothie that contains a mix of fruit and vegetables. Top your cereal with pears, dates, berries or bananas.

Snack Away

► Try carrots, celery or cucumber with some dip, or turn beets, sweet potatoes and kale into chips by baking thin slices with a little salt. Even easier than that, keep pieces of fruit in the fridge or in your bag so you can grab them on the go.

Warm Up with Soup

► Soups are always a winner in winter, warm up with a vegetable soup.

For Something Sweet

► Finish the day with something sweet, create a fruit salad by mixing different coloured fruits or enjoy fresh fruit with yoghurt.

WHAT IS A SERVE?

One serve of fruit is approximately 150g and one serve of vegetables is approximately 75g.



Nutrients for Immunity

Zinc

Zinc is essential for the normal development and functioning of the cells and antibodies that make up our immune system. Meat, fish and poultry are best for adding zinc to your diet, but wholegrain cereals, fortified cereals, nuts and dairy can also provide substantial amounts.

Vitamin C

Vitamin C is important for maintaining a strong immune system. However it can't be stored by the body, meaning it needs to be replaced daily. Having your 2 serves of fruit and 5 serves of vegetables a day would ensure you are getting enough vitamin C in your diet.

Keep Your Fluids Up

We drink less water in the cold months as we tend to not feel as thirsty. Dehydration can actually worsen cold and flu symptoms and slow down your digestion. It is recommended that you should drink at least 6-8 glasses of fluid a day. If you find water harder to drink in the colder seasons try drinking warm water with a slice of lemon, or herbal teas such as peppermint, jasmine or lemon and ginger.

Get Some Shut Eye

A lack of sleep can reduce your immunity, as during sleep the immune system releases protective proteins to fight inflammation and fight infection. If you are sleep deprived there is a decreased production of these proteins, leaving you more vulnerable to viruses and colds. The recommended amount of sleep for adults is between 7-8 hours a night.

Scrub Up

It goes without saying that handwashing is key in fighting off infection. Make sure you continue to practice hand hygiene by washing your hands frequently, particularly before eating and preparing food and after using the bathroom.

MORE INFO:

To find out more about eating for immunity and the Australian Dietary Guidelines, visit: <https://nutritionaustralia.org>

IMMUNE SYSTEM FACTS

■ Vaccines Educate Your Immune System

Vaccines work by stimulating the immune system to produce antibodies without actually infecting you with the disease. As a result, when the body encounters that infection, it knows how to fight it off.

■ Not all Germs are Bad

While bacteria have a bad name, our bodies are also home to 100 trillion 'good bacteria.' Good bacteria help our bodies digest food and absorb nutrients. They also produce several vitamins in the intestinal tract including folic acid, niacin and vitamins B6 and B12.

■ Stress Stresses your Immune System

Stress can cause an increase in cortisol, a steroid hormone that is important for the functioning of our body, but too much can lead to a decrease in immunity.

■ Happiness Boosts your Immunity

Research suggests that optimism can actually make our immune system work better, especially as you're more likely to eat right and be less stressed.

■ Allergies are Immune System False Alarms

When you experience an allergic reaction, your immune system is responding to a harmless allergen that it is perceiving as a threat.

Tracheostomies

A tracheostomy is a medical intervention that helps people to breathe. It substitutes the existing airway, if a person's breathing is somehow blocked or reduced. An understanding of the purpose and function of this intervention will help us with our approaches to care.



WHAT IS A TRACHEOSTOMY?

A tracheostomy is a medical procedure that involves creating an opening into the trachea in the front of the neck. A tube is then inserted into the opening, thereby creating a temporary or permanent surgical airway. This allows air into the lungs, as breathing is done through the tube, bypassing the mouth, nose and throat.

A tracheostomy is performed for many reasons, but all involve restricted airways. Sometimes it is required in emergency situations and in other occasions it is used when a disease or health issue has made normal breathing impossible.

Tracheostomies are carried out to:

- Deliver oxygen to the lungs if you cannot breathe normally after an accident or injury, or because your muscles are very weak
- Allow you to breathe if your throat is blocked, for example with a swelling, tumour or something stuck in your throat
- Reduce the risk of food or fluid entering the lungs

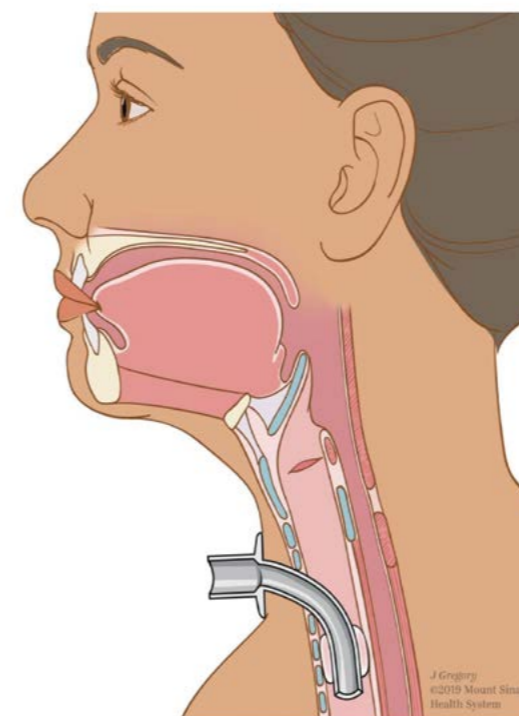
People with tracheostomies are at an increased risk of infection because of the foreign object inside the neck provides a new portal for infection and an interrupted natural filtration and humidification process. To minimise the risk of complications, it's important to know how to care for a person with a tracheostomy.

Conditions that may require a tracheostomy include:

- facial burns or burns of the airway from inhalation
- lung disease or severe pneumonia
- anaphylaxis
- injury to the larynx or chest wall
- obstruction to the airways
- obstructive sleep apnea
- paralysis of muscles needed for swallowing
- tumors
- vocal cord paralysis
- severe neck or mouth injuries

Tracheostomy Components

Note: Not all tracheostomy cases are the same, components, equipment and procedures will vary for each person.



Outer Cannula



Flange

Inner Cannula



Swedish Nose



Velcro Strap



Split Gauze Dressing



FACEPLATE/FLANGE

This is the collar of the trach tube which ties are connected to in order to secure the tube in place.

OUTER CANNULA/TRACHY TUBE

The outer cannula is connected to the face plate and stays in place until the tube needs to be replaced. The outer cannula is the part of the tube that is placed inside the body. The fenestration is the hole in the outer cannula which is design to allow airflow upward through the vocal cords to facilitate speech.

INNER CANNULA

The inner cannula fits inside the outer cannula and acts as a liner. It is designed to be removed and cleaned or replaced to prevent the build-up of mucus inside the tube.

SWEDISH NOSE (FILTER)

A one-way valve that attaches to the end of the trach tube. Designed to attach to the tracheostomy tube to help maintain humidity.

VELCRO STRAP

Feeding through the flange, the velcro strap secures the trachy tube in place.

SPLIT GAUZE DRESSING

Placed under the flange to stop any drainage from the tracheostomy site or prevent any irritation from the trachy tube rubbing on the skin.

Serious Incident Response Scheme (SIRS)

The purpose of the SIRS is to protect residents from harm and reduce the number of incidents of abuse and neglect.

The scheme requires OLOC to identify, record, manage, resolve and report all serious events including alleged incidents or those that are suspected to have occurred. This means that any incident must be reported externally, even when the alleged or known perpetrator has a cognitive deficit. It's important to understand that this process is more than just reporting, it is about learning and preventing recurrence.

The SIRS focuses on 8 incident types:

Unreasonable use of Force Against a Resident

Physical contact with a consumer, ranging from unwarranted physical force to a deliberate and violent physical attack, including cases between residents. This includes hitting, pushing, shoving or rough handling. Force can be unreasonable even if it does not require medical treatment or cause visible harm.

Unlawful Sexual Contact

Inappropriate sexual conduct that is inflicted on a resident, including sexual threats, stalking or sexual activities without consent.

Psychological or Emotional Abuse of a Resident

Any conduct which has caused or could cause the resident psychological or emotional distress including humiliation, intimidation, yelling, ignoring them and placing unreasonable restrictions on them as a form of punishment.

Unexpected Death of a Resident

When reasonable steps were not taken to prevent a death, including failing to provide care or appropriately treat injuries, making a clinical mistake or not preventing an incident that results or contributes to death.

Stealing from or Financial Coercion of a Resident by a Staff Member of the Provider

Encouraging, bullying and deceiving a resident in any way to obtain financial benefit. This includes coercing a resident to change their will to your advantage or stealing any of their valuables.

Neglect of a Resident

A gross breach of professional standards in providing care, by repeatedly failing to meet a resident's needs. This can include withholding personal care, leaving wounds untreated, insufficient assistance during meals or any action or failure to act that results in harm, poor health, emotional distress or the death of a resident.

Use of Physical or Chemical Restraint Without Authorisation or Consent

Where physical or chemical restraint is used in a non-emergency situation, failing to notify the resident's representation as soon as possible or issuing a drug to act as a chemical restraint to change their behaviour.

Unexplained Absence of a Resident from the Service

When a resident is missing from their care without reason, it is unexplained and reported to the police.

SIRS Reporting Procedure

SERIOUS INCIDENT RESPONSE SCHEME (SIRS)

A REPORTABLE ASSAULT IS:

- Unreasonable use of force on a resident, ranging from deliberate and violent physical attacks on residents to the use of unwarranted physical force;
- Unlawful sexual contact, meaning any sexual contact with residents where there has been no consent;
- Psychological or emotional abuse of a resident;
- Unexpected death of a resident;
- Stealing from, or financial coercion of a resident by a staff member;
- Neglect of a resident;
- Use of physical or chemical restraint of a resident without authorisation or consent;
- Unexplained absence of a resident from a service

IMPORTANT NOTE

Only Senior Management/Quality Team are authorised by OLOC to make a report or to apply limited discretion not to make a report and to document all decisions.
All reporting must be completed within 24 hours.

REPORTABLE ASSAULT

Step One

Make sure the resident is safe.
****See over page for more.**

Step Two

Report all allegations, suspicions or incidents of assaults immediately, to your immediate Supervisor/Manager and commence an Adverse Event and Progress Note Entry

Step Three

The Registered Nurse/Supervisor-in-charge will then notify Senior Management/Quality Team of the incident, suspicion(s) or allegation(s)

Step Four

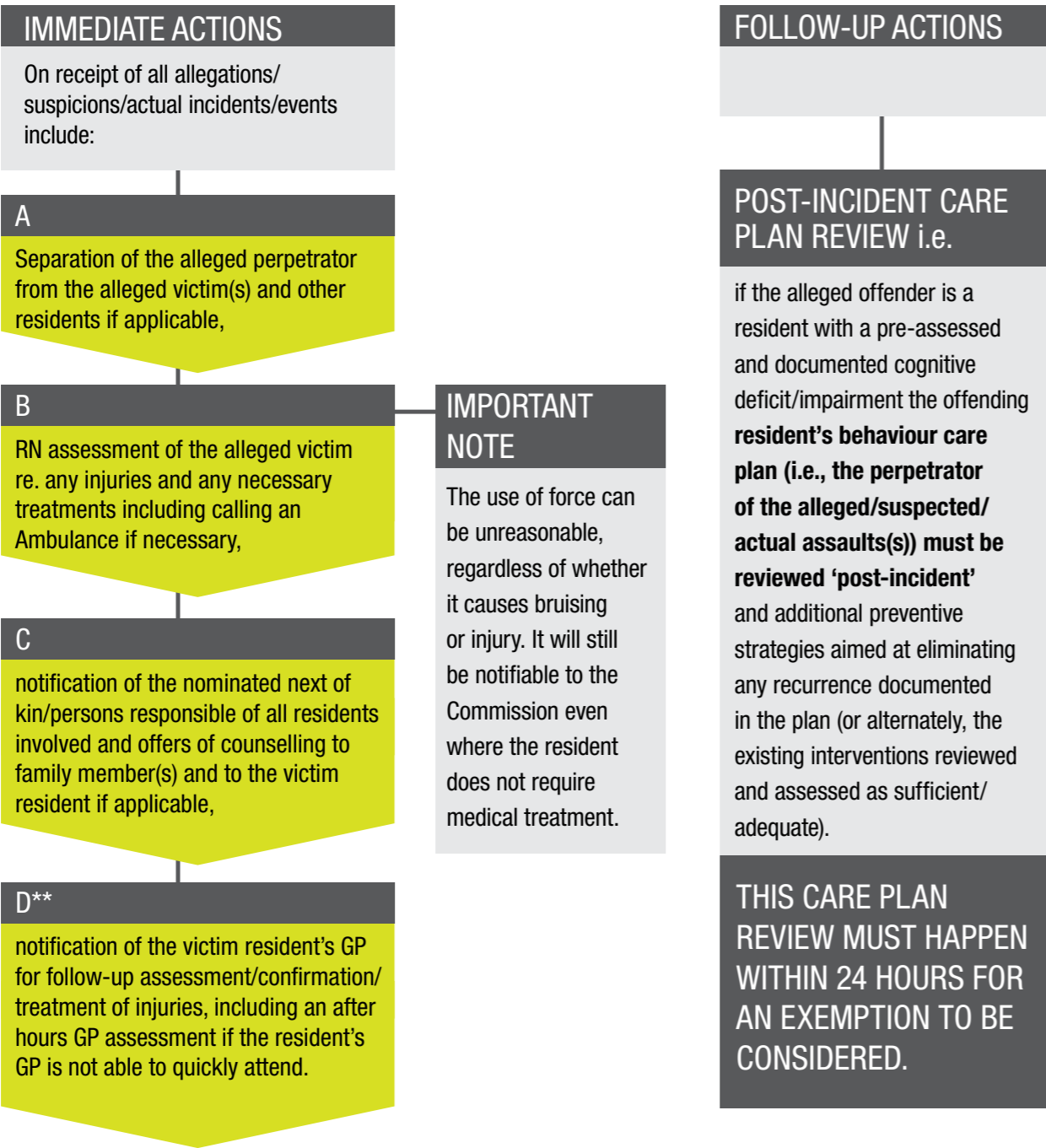
Senior Management/Quality Team will then notify the Commission and the NSW Police if the incident indicates an offence of a criminal nature.

REPORTING PROCESS CONCLUDED

NOTE:

It is important to note that with all of the above incident types, the requirements under SIRS mean that all allegations and suspicions of incidents must be reported, and not just actual events.

SERIOUS INCIDENT RESPONSE SCHEME (SIRS)
Additional Notes: re Step 1: Make Sure the Resident is Safe



COVID-19 INFECTION CONTROL TRAINING IS AVAILABLE ONLINE. PLEASE ENSURE THAT YOU HAVE COMPLETED ALL MODULES AVAILABLE.

The course covers the fundamentals of infection prevention and control for COVID-19 and is necessary for all staff.

As you complete the modules you will receive a certificate, please provide Sonja with a copy for her training records.

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

Please note:
Training can be added or cancelled at short notice.

Please contact
Sonja Paynter on
Ext. 494 if you have any enquiries.



JUNE 2021

WEDNESDAY 2ND	St Francis RN Meeting St Francis Staff Meeting
FRIDAY 4TH	Block Training
WEDNESDAY 9TH	St Joseph RN Meeting St Joseph Staff Meeting St Helens Staff Meeting
TUESDAY 15TH	Alverna Staff Meeting
WEDNESDAY 16TH	Assunta Staff Meeting
THURSDAY 17TH	St Clare RN Meeting St Clare Staff Meeting
FRIDAY 18TH	St Joseph Fire Safety
WEDNESDAY 23RD	Block Training
THURSDAY 24TH	St Anthony Staff Meeting

JULY 2021

WEDNESDAY 7TH	St Francis RN Meeting St Francis Staff Meeting
WEDNESDAY 14TH	St Joseph RN Meeting St Joseph Staff Meeting St Helens Staff Meeting
THURSDAY 15TH	St Clare RN Meeting St Clare Staff Meeting
MONDAY 19TH	Block Training
TUESDAY 20TH	Alverna Staff Meeting
WEDNESDAY 21ST	Assunta Staff Meeting
THURSDAY 22ND	St Anthony Staff Meeting Block Training
FRIDAY 23RD	St Francis Fire Safety
THURSDAY 29TH	Laundry/Maintenance Fire Safety

Documentation and Records

As a continuation on last issue's article about documentation and records, this issue we are focusing on Communication Notes and Care Plans which allow us to understand the care we need to provide our consumers while also providing a thorough documentation of the tasks we complete each shift.

Communication Notes

Communications Notes document the tasks you complete with a consumer during their shift. All staff are required to fill in a Communication Note for each consumer they visit.

Procedure

- Write in blue or black pen only.
- All writing needs to be legible so it can be read.
- Ensure the consumers name is clearly written at the top of each page.
- Ensure the date is added for each note.
- Time needs to be listed as the time you are with your client, for example 1.30pm/3.30pm.
- Be precise and clear in noting the tasks you have carried out.
- Do not write anything that is offensive to your client or colleagues. If something has occurred that could be deemed inappropriate or unprofessional, please ring your Care and Service Coordinator.
- Appointments are not to be written into communication notes. Text or ring your Care and Service Coordinator with the details of any appointments you attend.
- Do not leave a gap between previous notes and finish the note with a line and your name (see example of the Communications Notes sample).
- You must sign each note off with your signature.
- Once a Communications Note is filled out, return it to the office for filing the next time you are in.
- Ensure you have extra Communications Notes to replace completed sheets.

Care Plans

Care Plans outline what needs your consumer has and what tasks need to be completed on your visit. All consumers have Care Plans in their folders and it is the responsibility of care staff to read them and sign off each time they visit. By reading the Care Plan, you are provided with an opportunity to plan your shift with your consumer and also identify any changes in their needs or plan.

Procedure:

- All care staff must read, sign and date the back page of the Care Plan as shown in the example.
- If you notice a change in a Care Plan, let your Care and Services Coordinator know so the changes can be amended in their Care Plan.
- Please do not add to a Care Plan unless you have been told to do so by your Care and Services Coordinator.

Simple procedures such as filling out Communication Notes and Care Plans allows us to continue to provide transparent, safe, thorough and respectful care to our consumers.

- Deborah Cromie
Care and Service Coordinator

[illegible][illegible]

Notice Board

- EMPLOYEE ASSISTANCE PROGRAM (EAP)

ACCESS Programs have been engaged by OLOC to provide an Employee Assistance Program for staff members. They provide confidential, professional and free counselling for work related, family and personal problems. Through access to qualified counsellors, our staff have the opportunity to identify problems and find the best way to resolve them. You can contact ACCESS to make a confidential appointment on: **1800 818 728**.

Support FMM Sisters' Projects in Indonesia and Ethiopia

Please complete the following form by ticking the box next to your preferred option and inserting your personal details and signature in the space provided: Commence Fortnightly Payroll Deduction Form:

I _____
(insert name in block letters) hereby authorise:
(Tick the box below that applies):

☐ \$2.00 or

☐ \$ _____ (Alternative amount per fortnight)
to be deducted from my fortnightly pay to assist the FMM Sisters in HIV/AIDS Education in Ethiopia.

I authorize this deduction to commence from my next available pay until such time as I notify otherwise in writing or until the project ceases.

Signed: _____

Date: ____/____/____

Bundy No./Payroll ID _____

MANAD
SUPER USERS

SONJA PAYNTER
JULIE KOBERLER
SOLOMON KEBEDE
MARYANN PETERS
CYNTHIA CALUBAD
HEIDI GHER
NENITA RONQUILLO
ANDREA EL BOUSTANI
ROBYN DICKENS

PUBLIC
HOLIDAYS
NSW
2021

Queen's Birthday
Monday 14 June 2021

Labour Day
Monday 4 October 2021

Christmas Day
25 December (Day in lieu)
Monday 27 December 2021

Boxing Day
26 December (Day in lieu)
Tuesday 28 December 2021

OLOC nominated Public Holiday
in lieu of Bank Holiday
To be nominated

New Year's Day (Day in lieu)
Monday 3 January 2022

Australia Day
Wednesday 26 January 2022

Good Friday
Friday 15 April 2022

Easter Saturday
Saturday 16 April 2022

Easter Sunday
Sunday 17 April 2022

Easter Monday
Monday 18 April 2022