

# OLOC STAFF NEWS

Our Lady of Consolation  
Aged Care & Services

ISSUE 4

**JULY 2021**



- FEEDBACK FROM FAMILIES
- NOTES FROM THE FMM

- HEALTH & WELLBEING
- COMPETENCY REVIEW

- EDUCATION & TRAINING
- NOTICE BOARD



# Contents

Your Editorial Team    Gemma Shorten - Iain Paterson

4	Recap Events at OLOC.
5	Feedback from Families Comments from Friends and Family on our Facebook Page.
6	Notes from the FMM What will be the new normal?
7	Wellbeing The 7 Types of Rest; Tech Support.
10	Health & Wellbeing The Lowdown on Lower Back Pain.
 11	Education & Training COVID Infection Control Training; Education Calendar.
12	Competency Review Falls - Client Incident Reporting.
14	Refresher Course Infection Control - Hand Hygiene; Personal Protective Equipment (PPE)
 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.

# Updates at OLOC

## Dear Staff Member,

I am writing to you on behalf of the Board of Our Lady of Consolation Aged Care & Services to acknowledge the work you are doing in keeping our residents and our community clients safe in these difficult times.

I also want to acknowledge the take up we have achieved in regard to staff vaccination against Covid. It is a great achievement that 97% of the staff who are available to work (not on extended leave) in residential care, in home care and in administration are now at least partly vaccinated and that by next Tuesday 68% of staff will be fully vaccinated. The current Covid outbreak is proving difficult to control, so this level of vaccination amongst staff gives our residents, our clients and their families some piece of mind. At a time like this, it is natural that some people worry about the risk of staff contracting the virus and spreading it in the course of their work. However, we all know that the vaccination also protects you and your family and friends.

To those staff who are having to be regularly Covid tested a number of times a week, I want to thank you for your patience and your perseverance. To you and to all staff, I hope you can maintain a sense of perspective over the coming weeks and some ways to ensure your sense of wellbeing.

Our management had to cancel the staff Christmas party last year, and instead they had hoped to have a "Christmas in July" party. Clearly, that is no longer possible either, but I think we need to find some small way to acknowledge your perseverance and spirit in working through this lockdown. We also need to celebrate the achievement of being an industry leader in terms of staff vaccination.


So on behalf of the Board I have approved the allocation of a \$60 gift card for each staff member as a small token of our appreciation and support. Our managers have come up with list of five gift vouchers that you can choose from and each of them has a link to wellbeing. They can all be delivered to you by email and can all be used online during the current shutdown in Sydney. The voucher options are as follows:

1. Booktopia
2. iTunes
3. Rebel Sport
4. JBHiFi
5. iSubscribe (which has a range of magazine subscriptions)

Gemma Shorten will be in touch with you this week to explain how this will work in practice.

Thank you again for your hard work and dedication to our residents here at OLOC and our clients in the community.

Yours sincerely



**Rodger Austin**  
Board Chairman

# Recap



## International Nurses Day

In May OLOC celebrated International Nurses Day by acknowledging the hard work and commitment of all of our nurses and care staff with a token of gratitude.

Each day we are grateful for all of our nurses and care staff who continually achieve high levels of essential care to our residents.

Thank you to all your staff for your dedication in taking care of all the residents. You are special people.

You all do an amazing job, thank you ♥

A very big thank you. Our family is very blessed to have such caring nurses at OLOC caring for our Dad.

<https://www.facebook.com/olocsydney>



## Inside Out

June was an exciting month for residents who attend Art at Heart with Lizzy, with the release of OLOC's first art therapy book; 'Inside Out.'

The book is a collection of art that depicts stories of the past, imaginative scenes and the creativity of residents of OLOC. Full of humour, beauty and whimsy, Inside Out is proof that creativity knows no bounds while showcasing the importance of storytelling, the power of perseverance and the positive impact of art therapy.

Inside Out is available from Reception for \$20.00.

## Staff Vaccinations

With the flu vaccinations complete for another year, we would like to thank everyone who was involved in the setup and running of our vaccination clinics, including our team of nurses who did an outstanding job vaccinating staff. Each clinic ran smoothly and professionally, making the days a lot easier for all.



# Feedback from Families

At Our Lady of Consolation care of our clients and residents continues to be our first priority. When we treat them as individuals, with due care and consideration- they know it and appreciate it and their friends and family do too.

What follows are comments left by friends and family members on our Facebook page who have noticed some of the exceptional care taken by OLOC Staff.

Such lovely caring people

I'm grateful that my mother is cared for by such wonderful staff keep up the good work

We are also very grateful for our loved ones ♥ & the caring staff who look after them where we can not. Thankyou

You are an amazing, outstanding fun team and thank you for working so hard to get Sylvia to her personal goals. This is much appreciated by all. ♥

What more can you say...look at those beautiful smiles

We are so grateful to Nenita and her team that care for our dear Dad. You are all very much appreciated!

Great team of staff ♥

Thank you to all who look after our precious family.

<https://www.facebook.com/olocsydney>



## What will be the new normal?

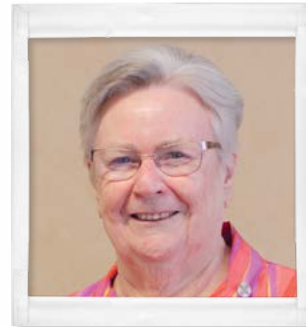
**Lately we have heard the words 'return to normal' or 'the new normal' in reference to what life might be like after the worst of this pandemic – but what do the words really mean?**

Personally speaking, I don't think we will return to exactly what we knew in the past, because this COVID has changed our lives and we will probably need to think and live in a slightly different way to the past.

For our Institute of the Franciscan Missionaries of Mary, even before COVID, we were beginning discussions on how we were to face the future. Last week we had 4 days of meetings involving 34 sisters from our Australian Province. For the past 50 years we have been a semi-autonomous Province within the Institute, all based in Australia. Now we are being asked to let that go of that thinking and become a region made up of Australia, Singapore, Malaysia, Myanmar and Japan. This will be a whole new structure for us and a lot of our meeting time was spent trying to imagine and adjust to how this different, more international province might operate.

Coming back to the future after COVID, today in Sydney we are facing renewed regulations, and we are again in lock down. What we are learning is that until there is a very large majority of the population vaccinated against COVID there is always going to be the possibility of an outbreak. So we must be patient and prepare ourselves to live a little differently and understand that vaccines can be an important pillar of our health and wellbeing. When I was young we all learnt how important the polio vaccine was to our health and wellbeing. More recently we have come to rely on flu vaccinations that are updated each year to better protect us.

When you look back in history there have been plenty of times when people just needed to adjust their thinking, their way of living and their dreams for the future. This is just another of those times when we have to face reality and realise that the new normal might include an ongoing battle with this COVID virus and an ongoing need to take sensible precautions to protect ourselves, our families and our neighbours.



- Sr Janice

I have included with this article a prayer attributed to Sir Francis Drake, who lived in the times of Elizabeth I. I have found it useful during this time so I hope you too can find something in that relates to you as together we look forward to creating a new normal for ourselves and our world.

*Disturb us, Lord, when we are  
too well pleased with ourselves,  
When our dreams have come true  
Because we have dreamed too little,  
When we arrived safely  
Because we sailed too close to the shore.*

*Disturb us, Lord, when  
With the abundance of things we possess  
We have lost our thirst  
For the waters of life.  
We have ceased to dream of eternity  
And in our efforts to build a new earth,  
We have allowed our vision  
Of the new Heaven to dim.*

*Disturb us, Lord, to dare more boldly,  
To venture on wider seas  
Where storms will show your mastery;  
Where losing sight of land,  
We shall find the stars.  
We ask You to push back  
The horizons of our hopes;  
And to push into the future  
In strength, courage, hope and love.*

- Sir Francis Drake

## The 7 Types of Rest

**Usually when we're feeling tired or we're told to get some rest the first thing we think of is sleep.**

**Without the right type of rest, even 8 hours of unbroken sleep could leave you feeling exhausted.**

Sleep and rest are not the same thing, although it is common to think rest is achieved by sleeping. While sleep is a key way to restore physical health, rest should promote an equal restoration of the seven key areas of our wellbeing. It's pivotal to identify which parts of your body and mind require rest so that you can enhance and maintain your wellbeing.

The 7 types of rest include:

### Physical

In addition to sleep, physical rest can include anything that restores and relaxes your body like getting a massage or doing some yoga. It's suggested that everybody gets some form of physical rest at least two or three times a week.

### Mental

Mental rest is about giving your mind a break especially when you're overwhelmed and struggling to shut off your thoughts. Take some time to ground yourself and get some mental rest. This might include activities like going for a walk to break up work, meditating or journaling before you go to bed.

### Emotional

Being honest with your feelings is key in achieving emotional rest which is particularly important for people who can't say no to the things they don't want to do or those who tell people they're 'great' when they're actually struggling. Get some emotional rest by talking your feelings out to a willing listener or seeking the help of a therapist.

### Sensory

Bright lights, computer screens and background noise can all make our senses feel overwhelmed. Being overstimulated causes tension in our bodies, strains our eyes and even affects our relationships. Catch up on sensory rest by intentionally unplugging from technology and electronics each day and take time to go for a walk, get some fresh air and talk to the people you love.

### Creative

Creative rest aims to reawaken our sense of wonder and encourages us to be creative without feeling the need to produce something. People need creative rest when they are feeling stuck, uninspired and unable to develop new ideas or solutions. Go for a walk in nature, read a book or spend time exposing yourself to the things that inspire you.

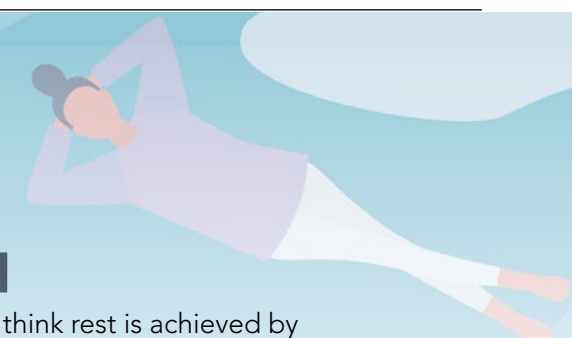
### Social

Social rest is about pursuing positive and supportive social connections, or just taking a break from the social scene all together. When people are drained and exhausted, they often need social rest and time to recharge and reset by themselves.

### Spiritual

Spiritual rest is about connecting with something larger than yourself. People need spiritual rest when they find themselves so caught up in their issues that they can't see or connect with the bigger picture. This could mean practicing your religion, volunteering or participating in anything that provides you with context.

If you're feeling exhausted, you won't be doing your best work and if you're not responding with the right type of rest, you'll find it harder to work through it. Getting the right type of rest is important for your health, wellbeing and ability to cope. While you should be aiming for at least 7 hours of physical rest each night, the other types of rest can easily become part of your everyday routine, even if it is only for a couple of minutes each day.



# Wellbeing

## Tech Support

**In times of a pandemic, it is common to feel anxious and uncertain. Each day we face significant changes to our daily lives as we learn to live with the realities of restricted movement and a lack of physical contact. Asking for help can be especially hard, but knowing there is help at our fingertips, looking after ourselves is that much easier.**

Looking after your wellbeing and mental health not only allows you to function better, it also puts you in a better position to support others in your care, both at work and home. There are a wide range of sites and apps that you can use to support your mental health and wellbeing. With help at your fingertips, apps and websites can provide someone to talk to, advice and information when you need it. From tools to help you sleep, stay calm, manage your stress and support others, these apps and sites are worth taking the time to explore.

### Employee Assistance Program

[www.accesseap.com.au](http://www.accesseap.com.au) or call 1800 818 728

The OLOC Employee Assistance Program is available to all staff members. The program provides access to highly qualified counsellors who can assist you in dealing with personal, family and work-related concerns. While focused on short term solutions, the counsellors will provide referrals if longer term assistance is required. The EAP is confidential, professional and independent of OLOC, meaning that all information remains private and that no one in the organisation knows that you are using the service.

### Beyond Blue

<https://www.beyondblue.org.au>

Beyond Blue is one of Australia's leading resources for mental health. Full of information, podcasts and articles, Beyond Blue provides support, advice and options to help you with your mental wellbeing. The site includes information on all types of mental health support, including a Coronavirus Mental Wellbeing Support Service. Help is available 24/7 on this site, with phone support, web chats, online community forums and crisis support. They also provide links to translating services and resources in other languages.



### Headgear

Free on Apple and Google Play

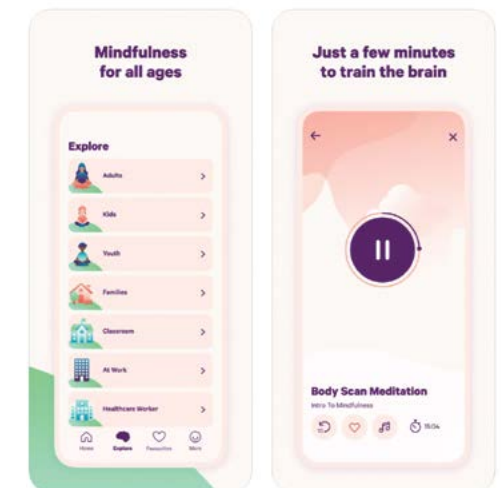
Created by the Black Dog Institute, Headgear is a 30-day challenge to improve your wellbeing, resilience and overall mental fitness. Taking 5 to 10 minutes each day, you will undertake practical activities that teach you skills to relax, manage stress, improve your sleep, connect better and deal with difficult situation. Although primarily targeted at the men, this app is useful for anyone who is looking to improve their mental health.



### Smiling Mind

Free on Apple and Google Play

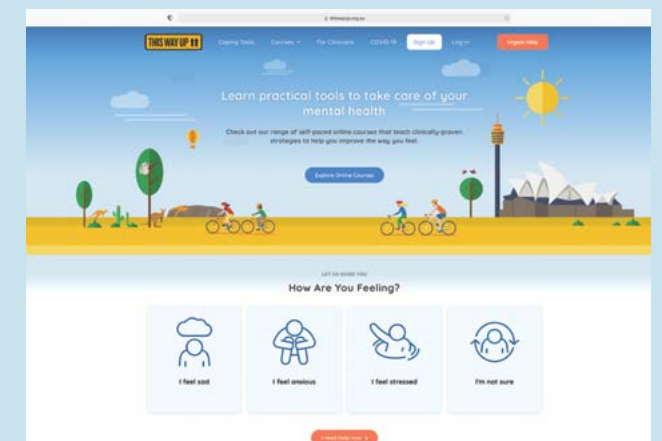
Developed by psychologists, Smiling Mind is focused on increasing calm and clarity while reducing stress through mindfulness and encouragement. Free and easy to use, the app continues to encourage your mindfulness journey by rewarding your efforts, recording your history and sending you reminders. With tailored programs for age groups, families and workplaces, Smiling Mind includes courses for stress, sleep, relationships, concentration, mindful eating and wellbeing.



### This Way Up

<https://thiswayup.org.au/>

This Way Up aims to help people learn practical tools and strategies to help improve their mental health. The site offers a 'Stress Test' questionnaire which asks questions about your mood before providing links to useful tips and suggestions for online courses that will help you manage your mental health. The courses are a combination of free and subscribed, offering support and guidance for key mental health concerns including worry, depression, social anxiety, insomnia and even an introduction to mindfulness.



### MindShift™ CBT

Free on Apple and Google Play

MindShift™ CBT uses Cognitive Behavioural Therapy (CBT) based strategies to help encourage relaxation and mindfulness while helping you to develop more effective ways of thinking and assisting you to manage your anxiety and phobias. With check-ins, goal setting, a journal space, quick relief tools and daily challenges, this app provides features that encourage lasting change by helping you identify and challenge restricting thought patterns.





The Lowdown on Lower Back Pain

When we hurt our back it's tempting to want to lie down and wait for the pain to go away. However, even though it hurts to walk, stand, bend and sit, movement is actually the best medicine.

Lower back pain is extremely common, with research estimating that 80% of adults will experience back pain at some point in their life. In many countries, chronic lower back pain is the most common cause of long-term disability in middle aged people. Fortunately, majority of these episodes are not caused by serious disease or damage and simple lifestyle choices can help resolve them. Prolonged exercise is the best-known intervention to prevent back pain from reoccurring and it's even said that daily exercise can halve the risk of a return attack.

Pain is created as a warning sign from the nervous system to alert you that something is not right. Acute pain is a direct result from injury and chronic pain is the continuation of that experience well after the expected recovery time. Pain that is not managed can easily become chronic and can impact your body and wellbeing. Chronic pain can also be linked to depression and mental health problems, both of which can be alleviated by exercise.

Lower back pain is caused by weak back muscles. The problem with back pain is that we only notice after the harm has been done. It's easy to spend hours hunched over a laptop or phone without realising the damage you are causing. Screen time slouching leaves you sore and stressed but in the long term, using laptops, phones and tablets all day can lead to chronic back pain.

When the back muscles fail to help the spine carry its load, it puts unnecessary pressure on your spinal disks, causing pain and discomfort. It is essential to maintain strong back and core muscles and to learn to exercise with lower back pain to help prevent future occurrences. Exercising can strengthen the muscles to support the spine, while also stretching to improve the mobility in any tight muscles around the back.

Exercise programs won't make the pain go away completely but they often relieve the pain while improving your overall fitness and mobility. Unless your back pain is caused by a severe condition like a fracture or chronic disease, most low intensity cardio and weight training can actually help you to manage the pain.

There is no specific type of exercise that improves back pain the most or fastest. It does not matter what type of exercise you do, as long as you enjoy it and are sensible in your movement. It is essential that you continue to enjoy exercising as lower back pain prevention is an ongoing commitment and does not have an expiration date.

Technology as a Cause of Back Pain

While laptops, computers, phones and tablets are a great way of accessing information and keeping in contact, they're posing a problem for your back. Our devices contribute to back pain through poor posture, awkward positioning and prolonged sitting.

Tips:

- Don't use your phone or tablet for extended periods of time.
- Use a desktop computer or laptop that is ergonomically arranged for extended work.
- When you are using your phone, bring the phone level or just below your face instead of bending your head down to look at it.
- Make sure you take breaks from devices and technology every half an hour, particularly if you're sitting at a desk for long periods of time.

COVID-19  
INFECTION  
CONTROL  
TRAINING

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.

EDUCATION  
CALENDAR

AUGUST 2021

WEDNESDAY 4TH	St Francis RN Meeting St Francis Staff Meeting
THURSDAY 5TH	Wellness Centre Staff Fire Safety
TUESDAY 10TH	Alverna Fire Safety
WEDNESDAY 11TH	St Joseph RN Meeting St Joseph Staff Meeting St Helens Staff Meeting
TUESDAY 17TH	Alverna Staff Meeting
WEDNESDAY 18TH	Assunta Staff Meeting
THURSDAY 19TH	Laundry & Maintenance Staff Meeting
THURSDAY 26TH	St Anthony Staff Meeting

SEPTEMBER 2021

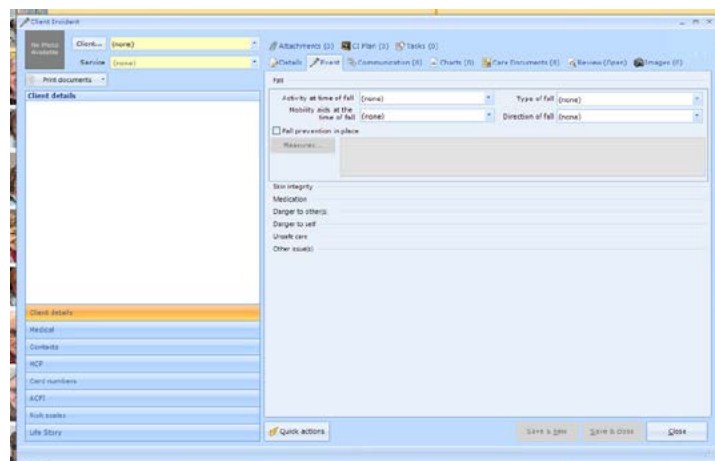
WEDNESDAY 1ST	St Francis RN Meeting St Francis Staff Meeting
WEDNESDAY 8TH	St Joseph RN Meeting St Joseph Staff Meeting St Helens Staff Meeting
TUESDAY 14TH	Administration Fire Safety
WEDNESDAY 15TH	Assunta Staff Meeting
THURSDAY 16TH	St Clare RN Meeting St Clare Staff Meeting
TUESDAY 21ST	Alverna Staff Meeting
THURSDAY 23RD	St Anthony Staff Meeting
FRIDAY 24TH	St Francis Fire Safety

## Falls - Client Incident Reporting

From July 2021 all RACFs have to submit information regarding resident falls and major injury to the National Aged Care Mandatory Quality Indicator Program.

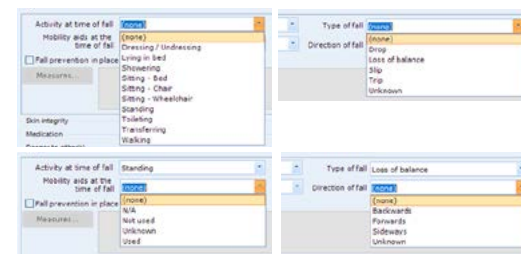
To assist in the collection of data and the provision of appropriate follow up the GYM & QA Teams have developed a template for the information that MUST be reported in a CLIENT INCIDENT following a resident fall.

All falls must be properly investigated prior to completing the Client Incident. It is the responsibility of the RN completing the Client Incident to ensure that all information entered is concise and accurate.



### In the Event Tab:

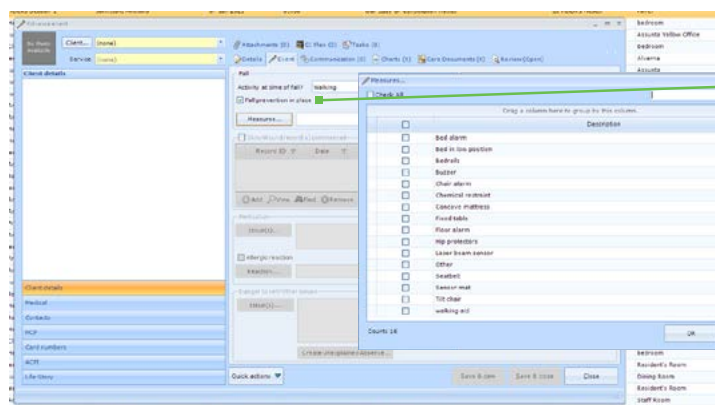
Select the:  
Activity at time of fall  
Type of fall  
Mobility aids at the time of fall  
Direction of fall



☒ Fall prevention in place

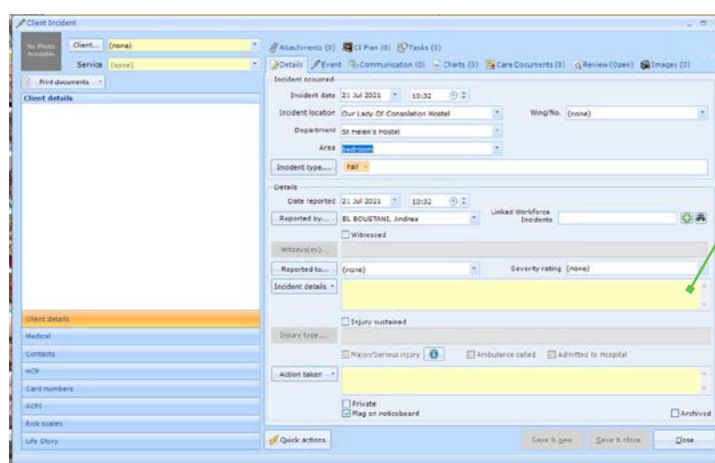
Tick 'Fall Prevention in place'

Select the measures that in were place at the time of the fall  
(note: there may be more than one)

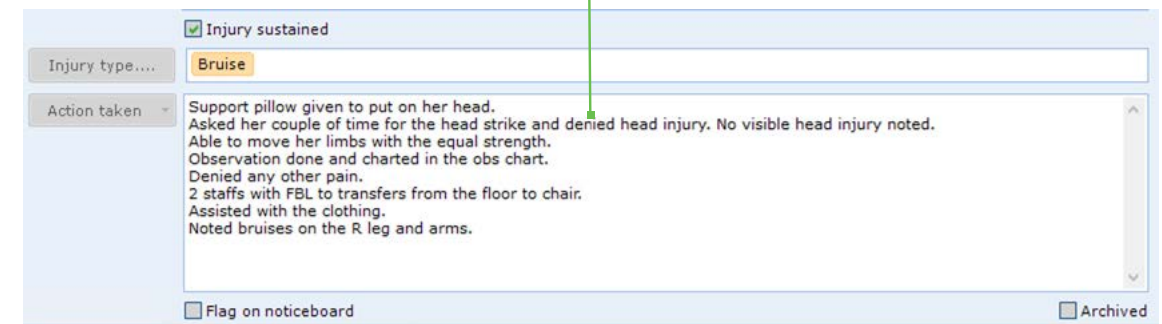


The following information **must** appear in the **Incident Details** on the Manad Client Incident.

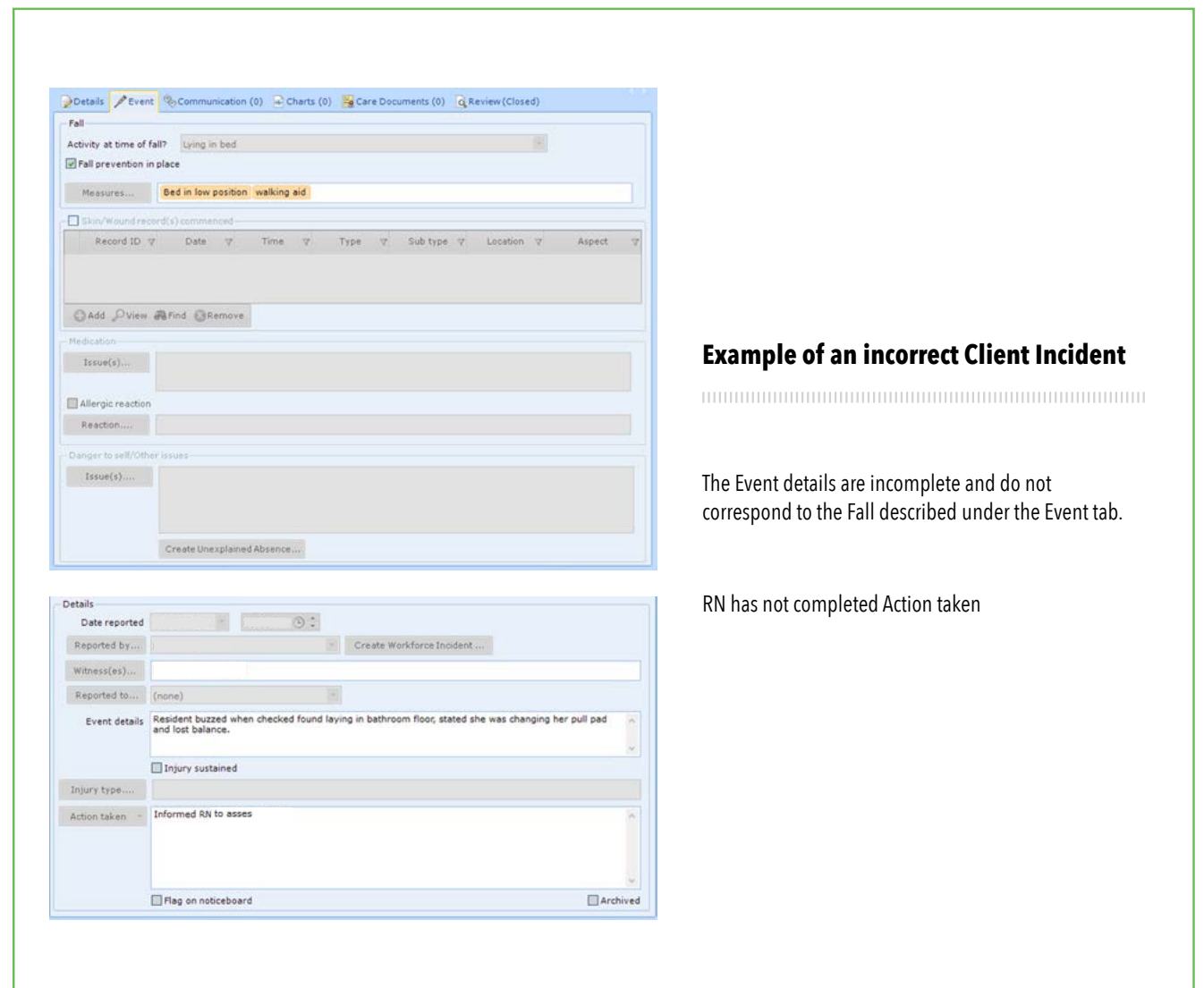
- Where did the fall happen? (eg: bathroom, activity room etc.)
- Was the fall witnessed? (eg: staff member, visitor, another residents)
- How did the fall happen? (eg: ask the resident or witness)
- What position was the resident found in? (eg: sitting on their bottom, lying on their side etc)
- What was the resident doing before the fall? (eg: walking to the bathroom)
- Was the resident using their walking aid when the fall happened?



The **Action taken** should be filled out by a RN and briefly detail what was done for the resident after the fall (eg: transfer, observations, wound dressing etc.) and must include if they were transferred to hospital.



Example of a correct Action taken



### Example of an incorrect Client Incident

The Event details are incomplete and do not correspond to the Fall described under the Event tab.

RN has not completed Action taken



## Infection Control - Hand Hygiene

**Good hand hygiene is vital for minimising the spread of infections. It is the most efficient and simplest method that can be easily maintained by using alcohol-based hand rubs or soap and water. Cleaning our hands properly is essential in providing the highest level of care, not only for our residents but for ourselves.**

Our hands are the major site where infections can spread as they are in constant contact with so many surfaces. From greeting other people and shaking their hands, preparing and serving food; cleaning in a manner of all places and performing procedures on residents; it is unlikely that care workers don't have microorganisms on their hands.

An infection is caused when these microscopic organisms enter the body and multiply. Infections are easily transmitted between people and environments through contact. This includes viruses, parasites and bacteria that are easily transmitted between people as we are unable to detect them with our naked eye. Clean hands are an integral part in preventing the spread of infection and maintaining the health of our residents.

### FIVE KEY MOMENTS

Where care providers must clean their hands:

1

Before touching a patient – Including shaking hands, touching medical devices, bathing, dressing, performing observations and non-invasive treatments, administering medications and feeding.

2

Before a procedure – Including the administration of any of medications via invasive medical devices, procedures involving needles, or contact with non-intact or mucous membranes.

3

After a procedure or any exposure to body fluid – Including contact with tissues, cups, drain tubes, samples, bedpans or any cleaning spills of bodily fluids and substances.

4

After touching a patient – As per the first key moment, any physical contact with the resident.

5

After touching a patient's surroundings – Including bedding, bedrails, remotes, chairs, mobility aids and light switches.

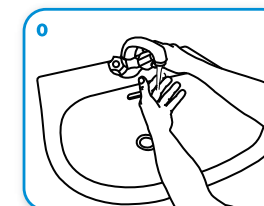
**THESE STEPS ARE ESSENTIAL IN ENSURING THAT THERE IS NO CONTAMINATION OF THE ENVIRONMENT, AND PROTECTION FOR BOTH THE RESIDENTS AND YOURSELF FROM ANY TRANSMISSION OF MICROORGANISMS BETWEEN DUTIES.**

## Hand Hygiene tips:

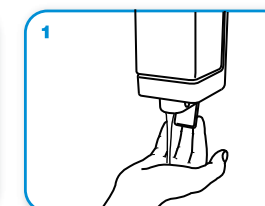
1. With both a soap and alcohol-based hand rub available, it is a general rule that soap and water is required if your hands are visibly soiled, but either can be used if they are visibly clean.
2. Wet hands have the potential to acquire and spread microorganisms. Drying your hands properly is an integral part of the hand hygiene routine. Single use paper towels both reduce the risk of transmission and are effective in drying your hands.



Duration of the entire procedure: **40-60 sec.**



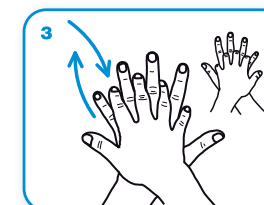
Wet hands with water



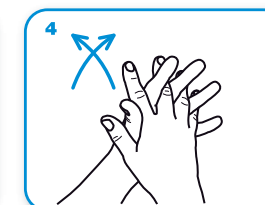
apply enough soap to cover all hand surfaces.



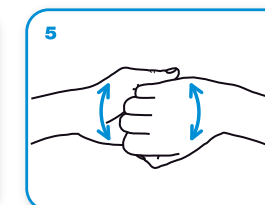
Rub hands palm to palm



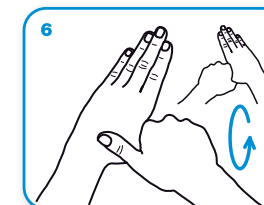
right palm over left dorsum with interlaced fingers and vice versa



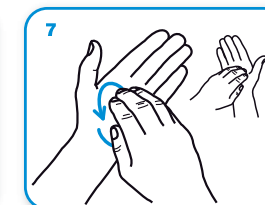
palm to palm with fingers interlaced



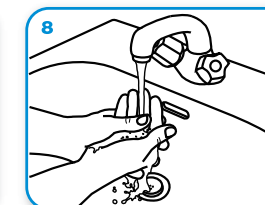
backs of fingers to opposing palms with fingers interlocked



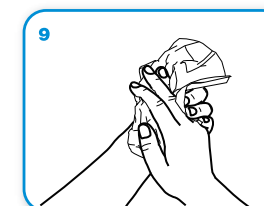
rotational rubbing of left thumb clasped in right palm and vice versa



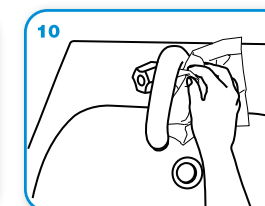
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



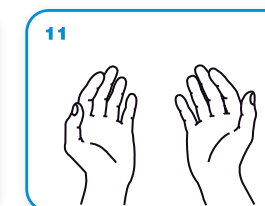
Rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



...and your hands are safe.

### A NOTE ON GLOVES

Gloves do not provide complete protection and do not replace the need for hand hygiene.

Hand hygiene is still required with glove use as hands need to be cleaned before putting them on and after removing them. Single use gloves should always be discarded after use.

### ALWAYS ASK YOURSELF:

- > Why am I wearing gloves?
- > Am I wearing gloves instead of cleaning my hands?
- > Who am I trying to protect?
- > Would frequent hand hygiene be better?



## Infection Control - Personal Protective Equipment (PPE)

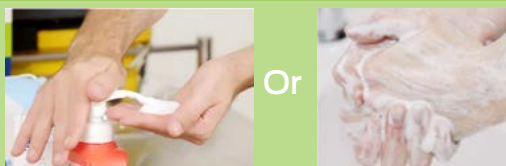
**Personal protective equipment (PPE) stops the transmission of infectious diseases and protects our residents. It isn't the only infection control measure we deploy but it is one of our most important and is only effective when used correctly.**

It is very important that we use PPE correctly. PPE is designed for use in a protected environment and should not be worn outside that area. The steps for donning (putting on) and doffing (taking off) PPE that we outline here are for use at OLOC in a *standard infection control scenario*.

### Procedure for putting on PPE (Donning)

Put on PPE before patient contact and generally before entering the patient's room

#### 1. Hand Hygiene



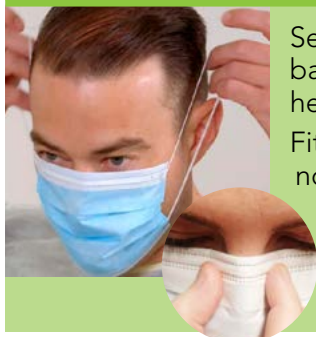
Hand hygiene **must** be performed before putting on PPE using soap and water or hand gel/foam.

#### 2. Gown



Fully cover torso from neck to knees, arms to end of wrists and wrap around the back. Fasten at the back of neck and waist

#### 3. Mask



Secure ties or elastic bands at middle of head and neck. Fit flexible band to nose bridge. Fit snug to face and below chin.

#### 4. Hand Hygiene (again)



Hand hygiene **must** be performed using soap and water or hand gel/foam **before putting on gloves**.

#### 5. Gloves



Extend to cover wrists of isolation gown

**IMPORTANT  
NOTE**

*This is the PPE process used in OLOC's standard infection control scenario. In the case of a non-standard infection an enhanced PPE process and extra precautions need to be taken.*

### Procedure for removing PPE (Doffing)

Remove PPE at doorway before entering any other area

#### 1. Gloves



**NOTE: The outside of the gloves is contaminated!**

Grasp the outside of the glove with the opposite gloved hand; peel off (hold removed glove in gloved hand). Slide fingers of ungloved hand under remaining glove at wrist. Peel second glove off over the first. Discard both gloves in a waste container.

#### 2. Hand Hygiene



Hand hygiene **must** be performed using soap and water or hand gel/foam.

#### 3. Gown



**NOTE: The outside and sleeves of the gown are contaminated!**

Pull away from neck and shoulders, touching inside of gown only. Turn gown inside out. Fold or roll into a bundle and discard.

#### 4. Hand Hygiene



Hand hygiene **must** be performed using soap and water or hand gel/foam.

#### 5. Mask



**NOTE: The outside of the mask is contaminated! DO NOT TOUCH**

Grasp bottom, then top ties or elastics and remove. Discard in a waste container.

#### 6. Hand Hygiene



Hand hygiene **must** be performed using soap and water or hand gel/foam.

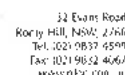
In the final instalment of the Community Care documentation and records spotlight, we will be focusing on Fire Plans and Treatment Sheets. These documents are vital for ensuring the safety of our clients and ourselves while we continue to provide the highest level of care.

Consumers have treatment sheets for a variety of reasons, including:

- As care staff you may be asked by your consumer to help with these tasks, however please do not attempt to do anything unless you have been asked to and have checked with your Care Coordinator first. Assistant Care Coordinators usually do majority of the dressings that need to be done.

- Day
- Date
- Treatment and/or dressing
- Evaluation
- Sign and print your name.

If there is a significant change in the client or treatment, report to your Care and Services Coordinator as soon as possible. You may be asked to take a picture and send it to your coordinator so they can see the situation, but make sure to ask the consumer before taking any pictures.



Client's Name: Mrs Smith  
Area to be treated: eye drops  
opened 6/7/21 one drop each eye

[illegible]

Every consumer has a fire evacuation plan in their Community Care folder. The plan details where all the exits and smoke alarms are located and is designed to assist you in an emergency so that you can locate the quickest exit from the home you are in.

Smoke alarm audits are completed twice a year to ensure that they are working. The audits are recorded on a spreadsheet and any follow up will be completed by the care coordinator who will contact the family or a handy man.

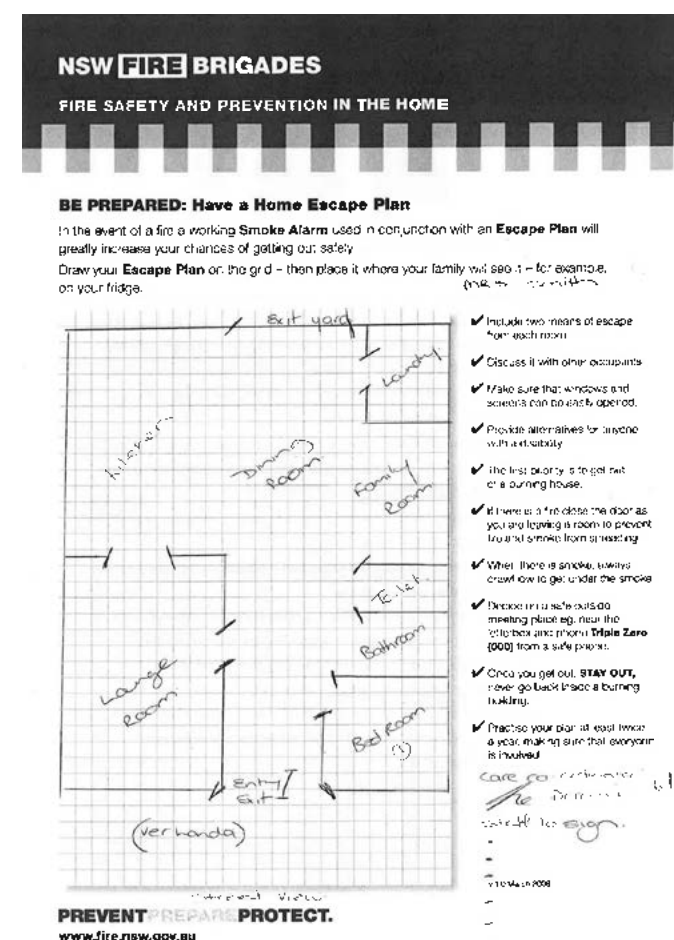
All care staff need to sign and date the fire plan to confirm they have read it and understand where the exits are located. If any changes occur to your consumers home, please report them to your Care and Services Coordinator immediately so the changes can be noted.

On the back of the fire plan, there is more information to assist you in preparing for a fire emergency including details on all the cooking and electrical appliances, power points and evacuation packs.

All Community Care staff must carry equipment with them including a safety switch that is to be used at all times and a fire blanket that should be used if you are able to.

By completing these documents correctly, we can continue to provide safe, thorough and respectful care to our consumers while ensuring our own personal safety. Documentation provides proof of completed tasks and allows the high standard of care we do to be continued each day under any circumstance.

- Deborah & Jodie



- **Home escape plan** – be prepared and know your escape plan (*know your escape route from each client's home*)
- **Smoke alarms** – should be tested monthly and batteries changed yearly (*contact your coordinator before attending for clients*)
- **Fire blankets** – recommended for all homes, should be kept on way into kitchen and not above stove (*staff should take their supplied blankets into each house*)
- **Cooking** – do not leave items on stoves unattended and ensure handles on pots turned inwards
- **Electrical appliances** – check cords yearly; keep heaters away from flammable items (curtains, drapes etc); clean crumbs from toaster; vacuum back of dryer
- **Power points** – avoid double adaptors; don't overload power points; use surge protected power boards
- **Smoke alarms for hearing impaired** – vibrating pads placed under pillow or strobe lights flashing
- **SABRE** (smoke alarm battery replacement for elderly) – is available for elderly people through local fire station (*contact coordinator for clients that would benefit from this service*)
- **Emergency evacuation pack** – small torch; copies of medical prescriptions; spare medication; small plastic raincoat; address book; medical information; memory stick (with copies of important documents, photos)



# 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**  
**2021/2022**

**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

**Anzac Day**  
Monday 25 April 2022