

OLOC STAFF NEWS

Our Lady of Consolation
Aged Care & Services

ISSUE 3

JUNE 2024





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APPRECIATING DIFFERENCES + RESPECTING INDIVIDUALITY

you are welcome here

News Update

Welcome to our June/July issue of the Staff News! A new issue and a great opportunity to introduce David Maher, the new CEO of OLOC.

I was lucky enough to ask David his own set of 'Five in Five' questions, so we could all get to know him a bit better. If there's one thing I've learnt about David, it's not to be afraid to say hello!

Gemma Shorten, Editor



What was your first paid job?

I started out as a 9 year old riding the streets of Maitland on my bike each afternoon delivering newspapers. I remember I was paid \$2.50 per week, and thought I was rich! I was very excited after one year to get a "promotion", and graduated to delivering papers each day to the patients in Maitland hospital! And that's how I got introduced to Healthcare.

Is there anything you find particularly challenging about your role?

The greatest challenge I have always found with leadership in aged care is how to do more for our residents & clients than the funding envelope allows; and how to develop an aged care system for tomorrow capable of meeting our needs & desires. Recent government reforms are moving us in the right direction, but I think this challenge will remain with us across the coming decade with the large increase in the ageing baby-boomer population.

What are you most excited for at OLOC?

OLOC already has such a great reputation in Western Sydney built up over many years. I see OLOC continuing this sector leadership and being recognised as a centre of excellence in the aged care journey, particularly with the sector reforms we are currently experiencing. Our building renewals will set new standards in accommodation, and continued development of our wrap-around services to seniors wherever they are on their aged care journey will be recognised as special & unique, and others will want to copy.

What do you think makes OLOC stand out?

From an outside view, I thought OLOC's wellness model was a stand out. The focus on reablement, personal choice & supporting independence is truly lived out throughout OLOC's services – particularly residential, which is unusual within the sector. But from an inside view of only a couple of weeks, I can now add to that how much I have been struck by the palpable engaged culture of our people (our staff). There is such strong purpose, enthusiasm & friendship shown by our people with a singular focus on supporting our residents & clients, and each other, which is infectious! That's impressive!

If you weren't CEO of OLOC, you'd be...?

I honestly can't image another job I would value more than working with a team of people in the health and aged care field. Perhaps that's what you become accustomed to, but I do feel a passion for supporting & celebrating our seniors, who have developed over their lives the society we enjoy today, with justified respect & honour. They deserve nothing less.

What do you enjoy doing outside of work?

Family has always been a strong draw for me, so spending time with my wife & three young adult children is a focus. Otherwise, I enjoy keeping active with various sports (swimming, cycling, tennis, golf); and of course, I enjoy travel! I do spend a bit of time in the garden & other household chores – and I think I enjoy that!

Favourite sport/team:

My daughter's soccer team!

Favourite food:

Everything, except offal & oysters!

Favourite travel destination:

South Coast NSW & Norway

Must read book:

Bridge of Clay; Markus Zusak

Wellbeing

The Ultimate Winter Wellness Guide

Just because the weather has turned frosty and the days are short, it doesn't mean you need to go into hibernation mode. Here's how to stay energised, nourished, fit and happy all winter long.

There's something about a change of season that can get you out of sorts. The colder temperatures and fewer daylight hours make it harder for you to stick to your usual routine and can put you in a funk. When your body doesn't get as much sunlight, it's not uncommon to feel sluggish. To top it off, the cold, dark days coincide with cold and flu season. But you don't need to let winter win. Here's how to keep the season from dragging you down.

Beat Winter Mood Swing

If you're feeling more blue than usual in the cold, combat these feelings by soaking up as much sun as you can. The brain produces less serotonin without sunlight which can cause depression and less sunlight can also increase melatonin. Head outside between midday and 2pm when the sun is at its highest. If it's too cold to take a walk outside, open up the curtains and let the light inside.

Protect Yourself

While winter isn't the prime time for allergies, there are still plenty of allergens found in the home, add on the dry air indoors caused by the heater, and your allergies can flare up. Use a humidifier to reduce dryness, vacuum dust regularly and bath pets often to minimise triggers.

Stay Active No Matter What

Winter puts a strain on the immune system, and exercise can provide the boost your body needs to keep you well. While going to the gym sounds like the last thing you want to do, keep in mind that every little bit of activity counts. Try some low intensity workouts or look at page 4 for some 'snacks-ercise' ideas.

Eat Well

Load up on the seasonal vegetables and fruit this season to keep well. Root vegetables are high in potassium, while citrus fruit offer fibre and vitamin C to boost immunity. It's also a great time to increase your uptake of vitamin D through food like salmon and tuna. Vitamin D helps the body absorb calcium and boosts brain and immune function.

Keep your skin hydrated

Not only do the outdoor elements work against your skin in winter, so does the heat indoors. Use a humidifier, and make friends with moisturizer. Don't neglect sunscreen either, harmful UV rays can still beat down in cold weather and can reach through clouds.

Resist the urge to stay in bed

When the sun goes down early you may be tempted to slip into hibernation mode. Fight the urge and try to keep your sleep schedule on track, waking up the same time every day – no matter if it's a Monday in July or a Saturday in February. By keeping your bedtime and wake up time consistent, you'll train your circadian rhythm meaning you'll be more ready to fall asleep when it's time and wake up feeling more energised.



Health & Wellbeing

Get More Movement in Your Day

With life becoming increasingly busier, finding time for exercise may seem quite challenging. However, with a little creativity, incorporating small increments of physical exercise each day can lead to big benefits.

It's Monday morning and the alarm is going off; all you want to do is hit the snooze button. The notions of the day start to flood in: work, meetings, housework, food shopping; where does exercise fit in?

Life seems to be constantly getting busier. With work deadlines, family obligations and social events, it's easy to see how our physical health can slip down on the priority list, even though we know how vital staying active is for our health and wellbeing.

Instead of trying to find a block of time to exercise, try a different approach by taking smaller steps to exercise, a great term for it is 'snacks-ercise.'

The Art of Snacks-ercise

Time is of the essence, and how we use our time really matters. When time is valuable it's about making the moments count. Every little small moment of exercise can lead to big outcomes.

Here are some ways to get some snacks-ercise into your already busy day:

Morning:

Before you get out of bed, try some glute bridges, knee rocks or pelvic tilts, and while waiting for the kettle to boil, try some calf raises, bench pushups and bench tricep dips.

During the workday:

Park away from your destination, take standing breaks every 30-60 minutes to reduce your sitting time.

Break up long periods of sitting by going for a walk around the office space or try some walking lunges or office yoga. Encourage your colleagues to join in to make it fun.

After the workday:

It's understandable to want to call it a day after a long day at work but you should still take every opportunity for movement.

Play with your kids, identify where you can get incidental movement into your day, such as cooking and cleaning. Go for a quick walk around the block or do some gentle evening yoga to wind down before bed. Try some single leg balances while you brush your teeth or throw in a few sit ups when lying down to go to bed.



Notes from the FMM

Love & Respect

This month, I have prepared two articles for you to read and meditate on. The first is a Prayer to end Domestic Violence, the second, a short exert from an article written in 2019 by Pope Francis; 'Reflections on Mothers.'



- Sr Janice

This is a topic that has been very much in the news lately and is something we should all be aware of and be active in doing what we can to support those who suffer through no fault of their own.

In our world today there is much uncertainty and unrest, which has often led to a war between countries, much like Israel, Gaza & Palestine; Sudan: Ukraine & Russia. One thing for certain is that in war those who suffer most are not those directly involved, but rather those, mainly women and children, who are caught up in the fighting. The other thing for certain is that in the end there are no winners in any war. One side may appear to win, but at what cost?

Here in Australia, we have not experienced this kind of war, but it does play a part in our lives. In such a multi-cultural society there is bound to be relatives still living in war areas who not only suffer the loss of their homes, but also their lives. Often our feelings for one side or the other may get the better of us, however, as Christians or members of other faiths or belief systems, it is up to us to always show Love and Respect for all.

Our belief in God calls us to love one another as God has loved us. Hopefully as we ponder on the words of Pope Francis and the Prayer to end Domestic Violence, we will allow our hearts, minds and actions to lead us to Love and Respect for all.

Prayer to End Domestic and Family Violence

Loving God,

We thank you for inviting us to work and end domestic and family violence in our community.

We ask for your wisdom and guidance.

We pray for constancy in seeking a society where all people are safe in their home, families and close relationships, and where all relationships respect the equality and dignity of each person.

We pray for all those affected by violence, that they may find safety and healing.

We pray that all women and children will find a place and life free from violence, and children will be cared for in nurturing, protective and supportive ways.

We pray for young men that they may find models of respectful relationships, and reject the violent and demeaning images of manhood current in our society.

We ask for the courage to confront the causes of family violence, including the prevalence of violence in society, abuse of power and the unequal position of women in the community.

We pray for right and just relations between all people, so that together we may transform and overcome violence in all its forms.

We long for the time you have promised, when violence is banished, women and men are open to love and be loved, children are protected, and the work and wealth of our world is justly shared.

Through Christ our Lord. Amen.

Pope Francis – Reflections on Mothers

*“The gaze of the Mother, and the gaze of every mother. A world that looks to the future without a mother’s gaze is short-sighted. It may well increase its profits, but it will no longer see others as children. It will make money, but not for everyone. We will all dwell in the same house, but not as brothers and sisters. The human family is built upon mothers. A world in which maternal tenderness is dismissed as mere sentiment may be rich materially, but poor where the future is concerned. Mother of God, teach us to see life as you do. Turn your gaze upon us, upon our misery, our poverty.
Turn to us thine eyes of mercy.*”

In today’s fragmented world, where we risk losing our bearings, a Mother’s embrace is essential. How much dispersion and solitude there is all around us! The world is completely connected, yet seems increasingly disjointed. We need to entrust ourselves to our Mother. In the Scriptures, Our Lady embraces any number of concrete situations; she is present wherever she is needed. She visits her cousin Elizabeth; she comes to the aid of the newlyweds in Cana; she encourages the disciples in the Upper Room... Mary is a cure for solitude and dispersion. She is the Mother of con-solation: she stands “with” those who are “alone”. She knows that words are not enough to console; presence is needed, and she is present as a mother. Let us allow her to embrace our lives. In the Salve Regina, we call her “our life”. This may seem exaggerated, for Christ himself is “life” (cf. Jn 14:6), yet Mary is so closely united to him, and so close to us, that we can do no better than to put our hands in hers and to acknowledge her as “our life, our sweetness and our hope.”

*And in the journey of life, let us allow ourselves to be taken by the hand...
And let Mary teach us that heroism is shown in self-giving, strength in compassion,
wisdom in meekness.”*

Pope Francis January 2019



Fact Sheet

Caring for Older People

How can trauma affect me?

Working in aged care and looking after people can be very rewarding, but sometimes it can be difficult or stressful. The people you provide care for may have experienced trauma and grief in their lives and this can have an effect on you.

Caring for people who have suffered a lot in their lives can be draining or upsetting.

- They may tell you stories of things that have happened to them that are hard to listen to.
- They may become very sad, anxious or irritable and it's hard to help them calm down.
- Some people you are providing care for may become abusive when they are upset or confused.
- You may be with a person when they die or you have lost several people you have been caring for over a short period of time.

These kind of experiences at work can build up over time until you feel you've reached your limit. If work is busy, stressful and you don't feel supported, this can make it even harder.

Warning signs that suggest you may need help:

Look out for warning signs that you need to take care of yourself and get some support. You might notice changes in your body and changes in the way you feel. For example:

- Tired all the time, not sleeping well
- Constant headaches or upset stomach
- Loss of appetite
- Taking sick days to avoid going to work
- Feeling anxious when going to work
- Avoiding certain residents or becoming irritable with them
- Feeling that you can't do enough to help the people you are looking after
- Not enjoying your work anymore
- Finding it hard to concentrate or remember things
- Feeling negative most of the time.

Getting Help

Sometimes it can take a while before you realise that you are not coping so well.

You don't need to feel embarrassed or ashamed. Anyone can be affected by the things they see or hear when caring for people who are grieving and have experienced trauma.

Get Help:

- Talk to your manager about how you are feeling and how this affecting you and your work.
- Engage with the EAP to receive counselling to help you work out what is happening and how to manage it.
- Talk to family and friends, if you feel comfortable. They can be an important part of helping you to feel better.

Support Services

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.



Free Counselling Service

Free Call 1800 008 774

www.clan.org.au

The CLAN Counselling Service is for people who were raised in orphanages, Children's Homes, Missions, Foster Care and any other Institutions. Also, anybody who is a Family Member of a Care Leaver.

You do not have to be a member of CLAN to use or access this free service.



Eftpos now available at Café Assisi

Celebrating the Diversity of our Staff

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. How would your friends describe you?
2. Where did you grow up?
3. What do you do on your days off?
4. Where is the best place you've ever travelled to?
5. What is your favourite family tradition?
6. What's on your bucket list?

Kim

St Helens Care Staff



1. Friendly and jolly!
2. I grew up in Manilla, Philippines.
3. I go out with my friends and family.
4. Everywhere I have been in Australia; Sydney, Hobart, Melbourne and Darwin.
5. We have Christmas dinner together.
6. I want to travel more, especially to the Asia!

Minnu

Nursing Home RN



1. Very calm, patient and quiet.
2. I grew up in Kerala, in the south of India. It's beautiful; big green mountains and beaches.
3. Cleaning, cleaning, cleaning! Other than that I do short day trips and walks or watch movies and relax.
4. Tasmania, it's beautiful; I liked everything about it.
5. The festival of Onam, it's like a new year. We feast and create floral carpets.
6. I want to visit Europe; Switzerland mainly.

FUTURE EDITIONS

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

Peter

Hotel Services



1. Friendly, easy to be with and a workaholic!
2. In Manila; I moved to Australia last September!
3. I usually do some house cleaning and organising or I study.
4. Taiwan; it's cheap, the locals are hospitable and it's very diverse.
5. At Christmas we exchange gifts, and cook our favourite dishes. At New Year we always do a count down.
6. To be a permanent resident of Australia!

Maureen

St Helens Care Staff



1. Sweet, friendly, a hardworker and kind of cool!
2. Batangas province in the Philippines; it has lovely beaches.
3. I try to relax with my husband.
4. Here in Sydney! It's nice and peaceful, there's plenty to do. It's very different from the Philippines.
5. We just get together for special occasions.
6. Travel to Europe, Japan and Korea.

Sarah

Hotel Services



1. Friendly and lovely.
2. I grew up between Syria, Egypt and Australia.
3. I spend time with my mum; we go shopping or for walks. I am also studying to get my Bachelor of Business.
4. When we went to Dubai. My sister lives there and we hadn't seen each other in 13 years so it was amazing. The lifestyle there is so similar to here; it's very multicultural.
5. Ramadan, we decorate the house with lights, pray and break our fast with good food.
6. I would love to travel anywhere!



Community Care Update

In April, Community Care hosted second Block Training. There were a lot of questions from care staff on the Evaluation Forms, and I have picked a handful to answer for you.

Q1. Better understanding of our clients and their individual needs services?

At the moment, we have 343 community clients ranging from Level 1 to Level 4. Every assessment that is done by Magda and the Care Coordinators is designed with what care needs a client needs and wants.

Each program is individually designed, meaning no two clients have the same services. Each client has an assessment via ACAT which determines what level of care they require. Once that is complete, we do our own assessment based on the ACAT referral and the clients' needs, to put together a service. The main principle of our services is to care and support our clients so that they can remain in their own home for as long as they are safe and able to do so.

Q2. More information about Dementia?

Dementia is an umbrella term used to describe a collection of Symptoms that are severe enough to interfere with normal daily activities. There are a number of types of conditions associated with dementia including Dementia Alzheimer's Disease, Vascular Dementia, Dementia with Lewy bodies includes Parkinson's Disease, Frontotemporal Dementia, Other Dementias include Hunting Disease, Head trauma, HIV, Alcohol related dementia, Korsakoffs Syndrome, and Creutzfeldt-Jakob Disease. This is something that we will go into with more detail in the November Block Training.

Q3. Information on restraints

Restraints are anything that restricts a consumer's movement, for example installing bed rails so it is more difficult for a consumer to get out of bed, placing a table in front of them in order to limit their ability to move, locking a consumer's door so they can't get out of their house or the use of a bed belt or lap restraint.

Q4. P.P.E

Personal Protective Equipment (PPE) is equipment designed to protect against the transmission of bodily fluids and infections, for example COVID-19.

Q5. How to deal with clients their complaints?

If a client complains to you, you have a duty of care to report that complaint or concern to your care coordinator. As a carer you have the client's ear and they may vent to you in regards to their families, other care staff or even your care coordinator. The first thing to remember is that it is not your issue or problem. You are not betraying the client if you report the issues to care coordinator, but always do it with respect and out of ear shot from your client. If you don't report it little issues can turn into big issues it is best to rectify them as soon as possible.

Q6. Importance of asking Covid Questions

Over the last four years we have been asking these questions to our clients and yes it may seem reductive and repetitive, but it has made you all aware that Covid 19 and theflu are still very much around. This small daily conversation you have every day with every client will protect both the client and yourself.

Our next block training will be in November. These are some of the topics we will be looking into.

- Fire Training
- SIRS
- Dementia more in-depth
- Manual handling
- Infection Control

I look forward to seeing you all then

Deborah

Care and Services Coordinator

Maintenance Requests

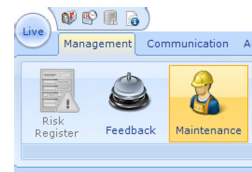
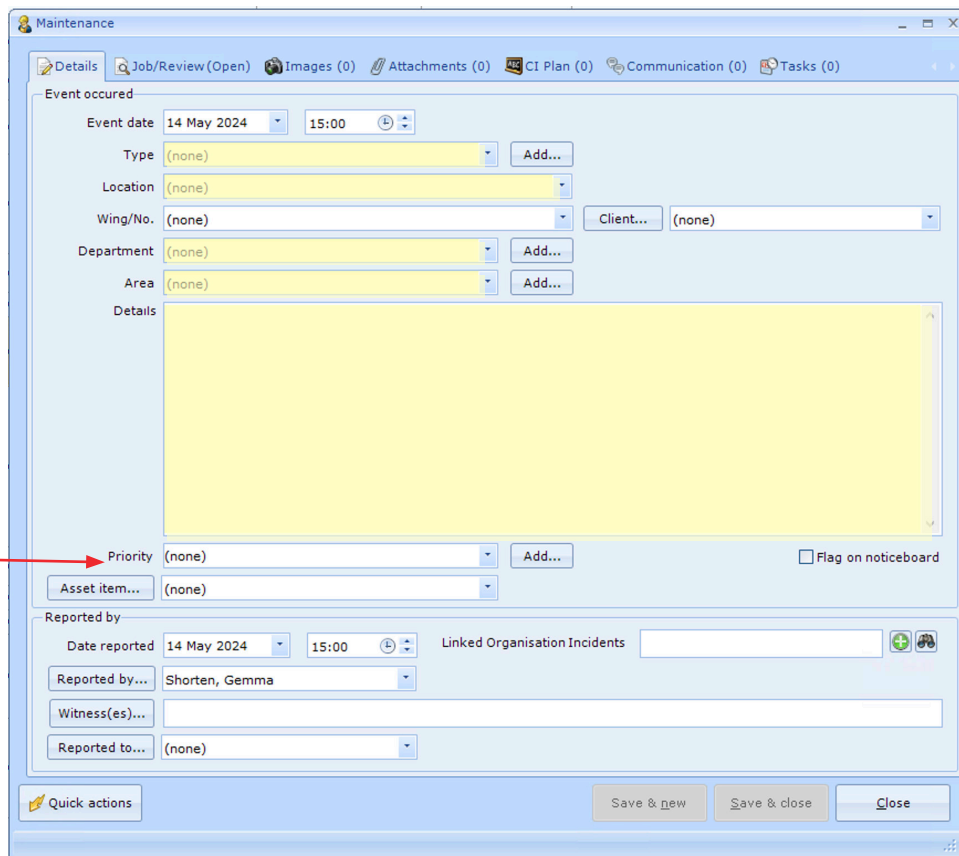
The Maintenance team work off a schedule of requests that have been input into Manad, allowing them to prioritise urgent tasks and plan out their day.

If you have any maintenance requests, you must enter your requests into Manad so that the team can respond accordingly.

Please do not email or call your requests through, unless the job is extremely urgent.

To put a Maintenance Request into Manad

1. In Manad, select the Management tab, followed by Maintenance
2. Click the Add button > Add New
3. The coloured fields inside the form are required. Select the most suitable options from the drop-down boxes.
4. Write further information in the 'Details' section.
5. Make sure to create a priority on the job by selecting the appropriate risk level associated with the task. *For example, bed rails are considered a 'high risk' as they impact a resident's safety.*
6. To complete the request, click 'Save & close.'

Legend:

- Extreme (Red)
- High Risk (Orange)
- Low Risk (Green)
- Moderate (Yellow)



JULY 2024

TUESDAY 9TH	Wound Management Training
WEDNESDAY 10TH	St Josephs Staff Meeting
WEDNESDAY 17TH	St Francis Staff Meeting
THURSDAY 18TH	St Anthony Staff Meeting
TUESDAY 23RD	WMG Meeting
THURSDAY 25TH	Nursing Home RN Meeting

AUGUST 2024

TUESDAY 6TH	WMG Meeting
WEDNESDAY 14TH	St Joseph Staff Meeting
THURSDAY 15TH	St Anthony Staff Meeting
TUESDAY 20TH	WMG Meeting
WEDNESDAY 21ST	St Francis Fire Safety
THURSDAY 22ND	Nursing Home RN Meeting

CODE OF CONDUCT FOR AGED CARE

- A.** Act with respect for people's rights to freedom of expression, self-determination and decision making in accordance with applicable laws and conventions.
- B.** Act in a way that treats people with dignity and respect and values their diversity.
- C.** Act with respect for the privacy of people.
- D.** Provide care, supports and services in a safe and competent manner with care and skill.
- E.** Act with integrity, honesty and transparency.
- F.** Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.
- G.** Provide care, supports and services free from:
 - i. all forms of violence, discrimination, exploitation, neglect and abuse and
 - ii. sexual misconduct.
- H.** Take all reasonable steps to prevent and respond to:
 - i. all forms of violence, discrimination, exploitation, neglect and abuse and
 - ii. sexual misconduct.

Notice Board

SUPPORT FMM SISTERS' PROJECTS IN INDONESIA AND ETHIOPIA

Please speak to your manager or payroll officer to complete a Fortnightly Payroll Deduction Form to assist the FMM Sisters in providing HIV/AIDS Education in Ethiopia.



CHARTER OF AGED CARE RIGHTS

I have the right to:

1. safe and high quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated

CHARTER OF AGED CARE RIGHTS 1ST JULY 2019

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**.

PUBLIC HOLIDAYS NSW 2024/2025

King's Birthday

Monday 10th June 2024

Labour Day

Monday 7th October 2024

Christmas Day

Wednesday 25th December 2024

Boxing Day

Thursday 26th December 2024

New Year's Day

Wednesday 1st January 2025

Australia Day

Monday 27th January 2025

Good Friday

Friday 18th April 2025

Easter Monday

Monday 21st April 2025

ANZAC Day

Friday 25th April 2025
