

# OLOC STAFF NEWS

Our Lady of Consolation  
Aged Care & Services

ISSUE 4

**AUGUST 2024**



- NOTES FROM THE FMM
- WELLBEING
- HEALTH & WELLBEING

- CELEBRATING DIVERSITY
- QUALITY
- DEMENTIA CARE

- STAFF SURVEY
- EDUCATION & TRAINING
- NOTICE BOARD

# Contents

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3	Wellbeing Spring Resolutions.
4	Staff Events Jenny's Farewell.
6	Notes from the FMM Reach Out to Others.
8	Celebrating the Diversity of our Staff Getting To Know the OLOC Staff.
10	Health & Wellbeing Beyond the Olympics.
11	Fact Sheet Supporting Choice and the Dignity of Risk.
12	Training Communication Notes & Care Plans.
13	Education & Training Code of Conduct for Aged Care; Education Calendar.
14	Refresher Course Navigating Behaviours in Respite Care.
16	Notice Board Support FMM Sisters' Projects in Indonesia and Ethiopia; Charter of Aged Care Rights; Employee Assistance Program (EAP); Public Holidays NSW 2024/2025.

HOME CARE  
NEWS

RESIDENTIAL  
NEWS



APPRECIATING DIFFERENCES + RESPECTING INDIVIDUALITY

*you are welcome here*

# Wellbeing

## *Spring Resolutions*

As the chill of winter melts into the promise of spring, the arrival of spring for many is the opportune time to restore and refresh – time to clean out the cupboards, toss the old and make room for new. Spring is also a time of renewal and so it can be a great time to declutter your mind and clear out those mental cobwebs.

### Making Conscious Choices

As with spring cleaning your home, making changes means making conscious and informed decisions. It's a great time to re-evaluate your life and commit yourself to changing the things that no longer bring you joy. Are there things stopping you from creating the life you want? Perhaps you need to revamp your perceptions and toss out those old ways of thinking so you can overcome any issues that are holding you back. It's never too late to make changes in your life.

### Destress and Simplify

To gain some perspective in the chaos of everyday life, take stock of where you are. Many people are unwittingly caught up in the frantic pace of life and are living in a constant state of stress. When living in a state of perpetual anxiety, it's easy to lose sight of what is important to you. Slow down, smell the roses and ditch the not-so-important stuff.

### Fearing Failure

Change strikes fear in the hearts of many, even when they know it is good for them. If you struggle with the fear of failing, remember that failure is often part of the journey on the road to success, when we discover a way that doesn't work, we're just one step closer to finding a way that does. You can't predict the future and sometimes in life you just have to take a leap of faith, you never know, success could be right around the corner.

### Quit Quitting

Some people are great at starting projects but rarely get them finished. As a result, their homes and minds are littered with incomplete projects leading to feelings of inadequacy and stress. Overcome these emotions by reevaluating your projects, if you're not passionate about it any longer, ditch it or turn it into something else. Set your goals or redirect them and have a deadline for achieving them.

### Find Forgiveness

There may be moments that weigh heavily on your heart – unless you let them go. Saying goodbye to harmful relationships and grievances is liberating. Offer an apology for something you have done or forgive those who you feel have done you an injustice and lighten your emotional load so you can move on.



# Staff Events

## *Jenny's Farewell Breakfast BBQ*





# Notes from the FMM

## Reach Out to Others

Recently in my readings I came across the following quotation: "It's easy in this self-focused world to become ... self-focused. Our needs, our wants, our desires and ambitions can be so consuming that they crowd out other people. When our pursuit of personal growth and happiness causes us to ignore others, it becomes selfish-ness, and that leads to stagnation, not growth; despair, not happiness; and ultimately, loneliness".

(Elder Neal A Maxwell)



- Sr Janice

Earlier this year, certain parts of India suffered devastating floods, particularly in the South. A group of FMM sisters living in Coimbatore, with the help of school students and others working with the FMM's, decided to put together food and supply parcels. With helpers they set off to take these parcels to another of our Convents in Tuticorin, which is further South in Tamil Nadu which had been severely damaged by the floods. The distance is about 350 kms. When they arrived, they found that our convent in Tuticorin and the hospital were still surrounded by flood waters and they would have to carry all the parcels and wade through the waters. And indeed, this is what the sisters and their collaborators did!

The quotation above was admirably lived out by the sisters and all those involved with them in Coimbatore. In Australia, in the midst of various natural disasters of floods and fires, we have witnessed efforts from many self-less people sacrificing their time and personal safety to help others.

How can you and I contemplate/meditate on the above quotation in our somewhat restricted lives today and to become more self-less people? One way I would suggest is to be aware of those around us; to be aware of our neighbours and staff, and also of the world and the many people whose lives are constant suffering. Be aware .... And be thankful for all that we have and enjoy each day.

At this stage in our lives, we have more time for prayer and reflection. We do not look for immediate answers, but we pray in the total belief that God will hear our prayer. I will leave you with a prayer reflection I recently received from one of our FMM Sisters.

The big picture is daunting  
The picture of war  
The picture of suffering  
The picture of death  
The tears of children falling  
Like petals on their own thorns

I turn the page to something  
Not torn  
Calm  
Kind  
Compassionate  
Pages that I have not earned  
That have been offered me as gift  
And which I hold in trust for those who wait for their  
time  
An embrace in faith without understanding  
Yet hopeful  
I ask  
Is this prayer?  
If not then, What Is?

Judith FMM



*Pictures: FMM sisters preparing and delivering food parcels to flooded Tuticorin.*

# 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?

**Erica**  
Servery



1. Jolly, sometimes serious; depends on the situation!
2. I grew up in Pampanga, a province in the Philippines. It's rural, but not remote, very peaceful and quiet.
3. I do my assessments, I am studying Commerical Cookery. If I'm not studying, I'm doing chores or going out with friends, if I have time!
4. I lived and worked in the US from 2017 to 2019, I loved New York.
5. We always go out to dinner together on our birthdays. We have a tradition that each summer we go somewhere on an outing together.
6. I have always dreamt of going to Japan, or I would like to visit my mother.

**Mac**  
Cleaning



1. Too friendly and approachable.
2. I grew up in the Philippines, lived in the USA and moved to Australia in 2023.
3. In summer, I go fishing and in winter I drink wine!
4. I lived in Hawaii for 14 years; I love it there. The weather is perfect; not too hot and not too cold.
5. On Christmas Eve we get together at midnight to have a big dinner.
6. I want to go to Japan and Paris.

FUTURE EDITIONS

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



## Ranjini

Reception



1. Dependable, reliable and a fun person to be with.
2. I was born and raised in the Fiji islands. Lived in Vancouver, Canada for 18 years before moving to Sydney. I've been here for an year now.
3. Exploring nature and relaxing.
4. There are few – the West Rim of the Grand canyon in Arizona, USA, Niagara Falls, Freemont Street party in Las Vegas and Times Square, New York. I have also enjoyed visiting many beautiful beaches here in Australia.
5. Home Food festival whenever opportunities arise and siblings gathered in the same room over long night chit chats.
6. A Europe tour with my best travel partner (hubby) having a special focus on Switzerland, Greece and Spain. Would love to visit India and Japan as well in the near future.

## Kate

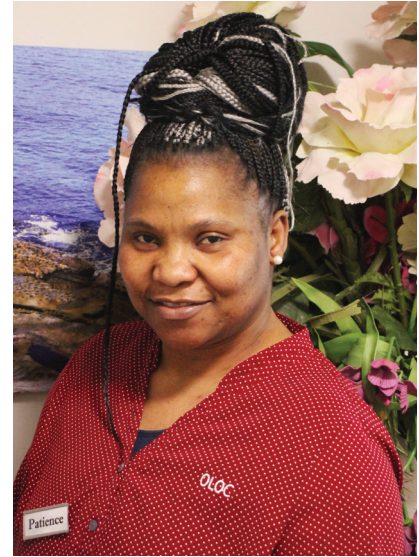
Cleaning



1. They would say I'm quiet but I'm also straight forward. I speak without blinking or thinking!
2. I was born in the countryside in the Philippines.
3. I stay at home and watch movies, clean the house and if my husband is home, we go out.
4. Australia is the first place that I have travelled to. Milson Point is my comfort place, that's where I go for peace of mind.
5. We start celebrating Christmas on Christmas Eve, we play games, exchange gifts and have a feast.
6. I want to travel the world, particularly Paris and Japan.

## Patience

CSE



1. Cool, fun to be with, respectful and good at communicating.
2. I was born in Liberia, moved to Guinea and then to Australia in 2006.
3. I have an 11 year old son and a baby grand daughter who I spend time with.
4. I love to go back home to Liberia. It's friendly and I can visit family.
5. We love to dance and sing! We have our own ministry and choir.
6. I want to go to the USA.

# Health & Wellbeing

## *Beyond the Olympics*

**The Olympics remind us of the extraordinary capabilities of the human body. However, you don't need to be an Olympian to reap the benefits of physical fitness. Regular exercise can significantly improve your daily life, making routine tasks easier, boosting your mood, and enhancing your overall well-being.**

As we watch the incredible feats of athleticism at the Olympics, it's easy to marvel at the physical prowess of the athletes. However, you don't need to be competing on the world's greatest stage to experience the benefits of physical fitness. Regular exercise, even small amounts, can profoundly impact your daily life, improving everything from your mood to your ability to perform everyday tasks.

### The Everyday Benefits of Physical Fitness

#### Improved Energy Levels

Studies show that regular aerobic exercise can significantly reduce fatigue and increase energy levels in healthy adults. Activities like brisk walking, cycling, or swimming increase your heart rate and lung capacity, helping you feel more energetic throughout the day. This means less fatigue when doing routine tasks such as grocery shopping, cleaning, or playing with your kids.

#### Enhanced Mental Clarity

Exercise increases blood flow to the brain, which can help enhance cognitive function and memory. Studies show that aerobic exercise increased blood flow to the brain by up to 30% in older adults, which was associated with improved cognitive performance.

This can be especially beneficial for staying focused at work, managing daily schedules, or studying for exams. Even a quick 20-minute walk can clear your mind and boost creativity. On top of that, a study published in the *Journal of Sport and Exercise Psychology* found that a single bout of moderate-intensity exercise can enhance attention and concentration for up to two hours post-exercise.



#### Better Mood and Stress Relief

Physical activity stimulates the release of endorphins, which are natural mood lifters. It also reduces levels of the body's stress hormones, such as adrenaline and cortisol. Regular exercise can help you manage stress and improve your mood, making it easier to tackle daily challenges with a positive attitude.

#### Strength and Flexibility

Maintaining flexibility can help prevent everyday injuries such as muscle and disk strains when getting out of bed, shoulder strains when lifting, backaches when transitioning from sitting to standing, and difficulty in picking up objects or climbing stairs. Flexibility can also improve circulation and posture.

Incorporating strength training and flexibility exercises into your routine helps build muscle and improve joint function.

# Fact Sheet

## *Supporting Choice and the Dignity of Risk*

**Older people have the right to live the life they choose in aged care. We can support older people to live the life they choose by supporting 'dignity of risk.' Risks, within reason, are an essential part of life.**

Dignity of risk is another way of saying people receiving aged care have the right to live the life they choose, even if their choices involve some risk. If something a person wants to do involves some risk to them, their aged care provider should support them and their representative to understand the risks and discuss ways to manage these risks. In relation to supporting dignity of risk around food, nutrition and dining choices it is essential that we:

- Make sure the person understands the risks of their choice to themselves and others, if relevant
- Work with the person to manage the risks
- Respect the person's decisions

### Risky Choices and the Dignity of Risk

Each older person has the right to dignity of risk about the choices and decisions they make to live a fulfilled life. This includes making choices and decisions about the foods and drinks they consume including when they have swallowing difficulties.

- Some residents may choose to accept the risk of consuming foods and drinks that have been identified as a risk. Making these choices is an important part of a resident's quality of life.
- Some residents may choose to accept the risk of coughing or choking so that they can eat the type of food and drink that they want.

If an older person makes a choice that presents a risk to themselves, you can:

- Ensure they understand the nature and severity of the risk
- Provide suggestions about how you as the staff could work with them to manage the risk
- Work with them to identify ways to support them to live the life they choose in a way that balances assisting them to exercise the greatest degree of choice while lessening the risk to themselves and others
- Supporting a person to exercise their dignity of risk does not include placing others at risk
- Strategies should ease risks to the person and therefore mitigate risk of harm to others.

If a person has been given all the information and time, they need to make an informed choice – in a way they can easily understand – the choice to accept the risk is up to them:

- It is important to remember that older people given food or drink they do not want or life are at risk of not eating or drinking enough.
- Ensure you give each person all the available options and information, document conversations, support their decision and communicate it to other staff, including care staff, food service staff, chefs and cooks.



**Choice is about all aspects of an older person's food, drink, meals and dining, including:**

- ✓ where they sit
- ✓ who they sit with
- ✓ when they eat
- ✓ where they eat
- ✓ what food they eat
- ✓ what cutlery they use
- ✓ cultural options
- ✓ how much they eat and drink
- ✓ whether they use clothes protectors.

Choices must be within reason – reasonably practical for the provider to deliver and meets the requirement of a provider's legislative responsibility.



## Communication Notes & Care Plans

### Communication Notes:

All staff are required to fill in a communication note for each client they visit. The purpose of this note is to write what you have done with your client during their shift.

#### Procedure

- Write in Blue/Black pen only
- Date needs to be added for each note
- Time should be the time you are with your client for example 1.30pm/3.30pm
- All writings need to be legible so it can be read
- You must sign off with your name after each note is written (example provided on communication page)
- Please write clearly and precise of what you may have done during the visit
- Do not write anything that is going to upset your client and or your colleagues (if something has occurred that could be deemed as unpleasant, please ring your care and service coordinator and explain over the phone)
- Please ensure consumers name is clearly written on each page
- Once the communication note is filled, please bring it to the office on your next visit to the office for filling
- Always ensure you are carrying extra Communication Notes to replace once a sheet is full
- Don't write appointments into communication notes. Always ensure you text and or ring your Care and Service Coordinator with the details of upcoming appointments
- Don't leave a gap between last note written and your name, always put a line (as seen on communication note example)

### Care Plans

All consumers have care plans in their folders and staff are to sign that they have read them when they visit consumers. If care staff notice changes with consumers, please call your Care and Service Coordinator and let them know. This could also be added to the care plan. Care plans outline what is going on with your client; it will enable you to better understand what is required during their visit but also verbally discuss the plan for the shift with them.

#### Procedure

- All care staff must read and sign back page of care plan
- If you notice a change, please let your Care and Service Coordinator know and it can be added or stopped on the care plan
- Ensure you also date it
- Please don't add to a consumer care plan unless you have been told to by your Care Coordinator

### Community Care Client House Risk Assessments

#### Fire Plan

All Consumers have risk assessment/work health & safety checklist in their folders. These are designed for the care staff if there could be a potential risk or hazard. If you identify a risk for yourselves, please contact your Care and Services Coordinator who will add it to the plan. Each client has a fire plan in place, please ensure you read the plan so you know where all of your exits are. Don't forget to sign and date it.

By following these simple procures we are allowing ourselves to provide transparent, safe and respectful care to our consumers.

*Deborah Cromie*  
*Care and Service Coordinator*

## 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.

### Work Place Health and Safety Nominations



**Your work health and safety committee is looking for 1 more member.**

The Work Health and Safety Committee is now looking for nominations to fulfil the role for 1 x Hostel Staff Representatives.

If you are interested, please contact Peter Squire on 9832 5406.



## SEPTEMBER 2024

<b>TUESDAY 3RD</b>	WMG Meeting
<b>TUESDAY 10TH</b>	Administration Fire Safety
<b>WEDNESDAY 11TH</b>	St Josephs Staff Meeting
<b>TUESDAY 17TH</b>	WMG Meeting Alverna Staff Meeting
<b>WEDNESDAY 18TH</b>	St Francis Staff Meeting St Helens Staff Meeting
<b>THURSDAY 19TH</b>	St Anthony Staff Meeting
<b>FRIDAY 20TH</b>	Main Kitchen Fire Safety
<b>THURSDAY 26TH</b>	Nursing Home RN Meeting

## OCTOBER 2024

<b>TUESDAY 1ST</b>	WMG Meeting
<b>WEDNESDAY 9TH</b>	St Joseph Staff Meeting
<b>TUESDAY 15TH</b>	WMG Meeting Alverna Staff Meeting
<b>WEDNESDAY 16TH</b>	St Francis Staff Meeting St Helens Staff Meeting
<b>THURSDAY 17TH</b>	St Anthony Staff Meeting
<b>THURSDAY 24TH</b>	Nursing Home RN Meeting
<b>TUESDAY 29TH</b>	WMG Meeting

## *Navigating Behaviours in Respite Care*

**Behaviour is something we do that can be seen or heard. Some behaviours help us meet our needs and improve our quality of life while other behaviours can create distress for us and others and can reduce quality of life. Behaviour helps us to respond to what we think and feel, and to the world around us. It also helps us communicate what we need.**

Dementia can change how people behave.

Changes to the brain in dementia can make it more difficult for people to control how they think, feel and behave. People may also find it more difficult to communicate what they want or need. Not everyone with dementia behaves the same way.

It is important to understand why behaviour may change in dementia. There are many things that can change how someone behaves. Changes in behaviour are usually a response to a change in someone's environment, health needs or mood.

### Why can behaviour change in respite?

The team providing respite care for a person with dementia may not know the person well or at all. Since respite is usually short-term, there is less time to build supportive relationships. Moving to, or receiving respite, can be very unsettling for someone with dementia. It can lead to strong feelings and behaviour that may not be usual for them. If people do not understand why or when they are coming to respite, and for how long they can also become confused or distressed.

In respite people with dementia may also be faced with food and drink that is unfamiliar to them, or not what they would usually choose at home, including the way it's being prepared and served.

For some people with dementia, being in an unfamiliar environment or with unfamiliar people can lead to feeling lost or confused, and they may try to leave the respite setting.

It can also be hard for people with dementia to understand why they are receiving respite care. They may not understand that the usual carer needs a break or that they might need to leave the home environment for a while. People with dementia may sometimes think they are being punished or abandoned when they arrive at respite. Respite can also bring up previous traumatic experiences, such as for Stolen Generation survivors, refugees, care-leavers, and diverse groups.





## Why is understanding behaviour important in respite?

Having a good understanding of behaviour change in dementia can help us plan and deliver the best possible respite experience for people. It can be easy at times to think we know why someone is behaving in a certain way. You might think that the person is choosing to behave that way, you may also think that someone's behaviour is a sign of who they are, or what they believe in. This is not normally true. Remember, behaviour is not always a choice.

## Supporting behaviour in respite

As respite may not allow much time to get to know people, it is important to find out as much as possible before the respite stay. Getting information from family, or carer partners, or accessing notes from a previous visit can be helpful. Try to find out about a person's history, culture, likes and dislikes, usual behaviour, support needs, and support people.

Look out for signs of distress so that you can step in early, hopefully, before someone becomes very upset. Check in often to make sure the person's needs are met. This might include checking to see if they are hungry, thirsty, in pain, or need to go to the toilet, or need to find someone or something. If we can find out what they need early, we can sometimes avoid them becoming very distressed.

someone shows distress or confusion, that is out of character for them given what you know about their background, consider discussing this with a senior staff member. A further review may be needed for things like delirium, changes in mood, or the effects of medications.

Try to bring empathy to supporting people with dementia in respite care. Empathy means connecting with the emotions that other people feel, trying to understand where they're coming from, and treating each person with respect. Empathy also means listening and being open to people's distress, rather than judging it or ignoring it. This can help people feel heard.

We also need to be aware of someone's history to support them well. It is important to adopt a trauma-aware and healing-informed approach. For example, do they have a history of trauma? What is their cultural background, and which cultural customs and or traditions are important to them?

A person using respite care who feels respected, seen, heard, and supported by good communication is more likely to feel safe and comfortable. They are less likely to experience distressing changes in behaviour.

# 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

### 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

### King's Birthday

Monday 9th June 2025