

OLOC STAFF NEWS

Our Lady of Consolation
Aged Care & Services

ISSUE 5

OCTOBER 2024



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- HEALTH & WELLBEING
- NOTES FROM THE FMM

- CELEBRATING DIVERSITY
- TRAINING
- SAFETY

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APPRECIATING DIFFERENCES + RESPECTING INDIVIDUALITY

you are welcome here

News Update

Welcome to October! A new month and a great opportunity to introduce Isha Kang, the new Operations Manager.

Welcome Isha!

What was your first paid job?

My first paid job was in India as a Dental surgeon operating my own clinic.

How did you start working in the aged care sector?

In 2004, I arrived in Australia on a student visa to study Nursing at Flinders University. To pay for tuition, I joined a Nursing Agency as a Personal Care Worker on a friend's advice. Almost 20 years later, I am privileged to continue to serve the elderly in Australia.

Is there anything you find particularly challenging about your role?

All roles present unique challenges and strengths. In my opinion, the most significant challenge for all Aged Care Leaders at present is to guide and bolster the workforce through a period of profound change, both within the organization and the industry.

What are you most excited for at OLOC?

OLOC is a well-established organisation that offers a wide range of services for older individuals. The organisation's current state is a testament to the dedication of all those who have tirelessly contributed to its success. I am enthusiastic about the prospect of continuing and furthering this legacy, as well as innovating our approach to delivering safe and high-quality services to all those we serve.



What do you think makes OLOC stand out?

OLOC stands out for its unique array of services tailored to the needs of older individuals. I am very impressed by the organisation's impressive Model of Wellbeing which emphasizes the importance of choice, enabling older individuals to stay active, connected with others and their interests, and find a sense of peace in their later years.

What's the best piece of advice you've ever been given?

Be honest transparent, authentic and accessible.

What do you enjoy doing outside of work?

I enjoy working out, spending time with my kids and loved ones, meditating, reading and listening to Sufi music.

Favourite sport/team:

Cricket is my favourite game and I enjoy watching both Australia and India play

Favourite food:

Indian

Favourite travel destination:

Japan

Must read book:

Eat, Pray and Love & 7 Habits of Highly Effective People

Notices



SAVE THE DATE

OLOC'S
Christmas Party

MONDAY 9 DECEMBER
WESTHQ

MORE DETAILS TO COME

DONATIONS NEEDED



OLOC
Christmas
MARKET

While you start your Spring cleaning, instead of throwing away unused gifts from last Christmas, please consider sending them our way for our upcoming Christmas Market.

We are looking for donations of beauty products such as unused cosmetics, & fragrances as well as small home wares such as photo frames and decorations and small plants.

**If you have any items you'd like to donate,
please call Gemma on
9832 5476.**



Health & Wellbeing

8 easy ways to boost your health

Don't have the time to spend in the gym or kitchen trying to kick start your healthy lifestyle? Then you're in luck! Make some of these small changes and get instant results.

When it comes to health and wellbeing consistency is the key to getting results, so something that takes just a few minutes but can be done every day is better than an all-out healthy living assault that gets abandoned in a few weeks.

A healthy happier you in just a few minutes a day? It's a yes from us!



Stretch for Longevity

Stretching is one of the best things you can do for overall physical health. Not only does it help maintain flexibility and prevent injuries it's also great for promoting longevity in your muscles and joints.

Reduce stress with Breathwork

The breath is the foundation to all human function and conscious breathwork can help with your health. Extending the length of our exhale slows down the nervous system and helps us feel in flow with our body. Try taking a few deep longer breaths for a hit of instant calm.

Take a brisk walk for better mental health

A brisk walk can improve your mood, heart health and give a quick energy boost. While it is simple, it is one of the most effective ways to incorporate physical activity into your day. Take the long way back to your workspace or park further away, a short brisk walk once a day is enough to feel some of the benefits.

Meditate for Mental Clarity

A few moments of mindfulness can set a positive tone on any type of day. Meditation helps reduce stress, enhances focus and promotes a positive overall sense of wellbeing. Even a few minutes of mindfulness before getting out of bed can make a huge difference. Download a free app and enjoy a guided session to clear your mind.

Supercharge your sleep by reading before bed

If you're struggling to get a good night's rest, try putting down your phone and picking up a good book. It's a great way to reduce stress which can improve sleep quality and provide a calming bedtime routine.

Notes from the FMM

St Francis & The Leper

The story of St Francis and the leper is that St Francis had a fear and abhorrence of lepers. One day, however, he met a man afflicted with leprosy while riding his horse near Assisi. Though the sight of the leper filled him with horror and disgust, Francis got off his horse and kissed the leper. Then the leper put out his hand, hoping to receive something. Out of compassion, St Francis gave money to the leper.

But when Francis mounted his horse again and looked all around, he could not see the leper anywhere. It dawned on him that it was Jesus whom he had just kissed. Both the man with leprosy and Francis were transformed in that moment.

Mortified and disgusted by leprosy, Francis may have wished to pass by on the other side of the road, But God's still, small voice told him to stop, reach out and embrace the man with leprosy.

Franciscan Media

On the 4th of October, we celebrate the life of St Francis of Assisi, and the story of St Francis above I believe has a vital message for us even today. Whilst we are not likely to meet up with a leper today, the message for us is about confronting and overcoming our fears head on. Often our fears are based on misconceptions or societal prejudices. By facing them, we can transform our understanding and grow spiritually and emotionally.

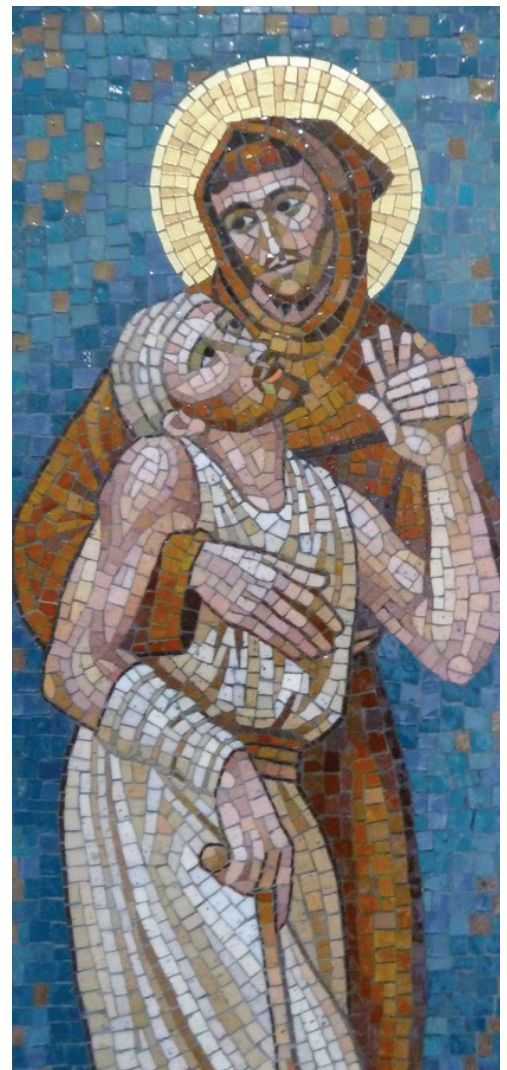
The story highlights the power of compassion. By showing kindness to those we fear or misunderstand, we can break down barriers and build connections. Francis saw Christ in the leper, which teaches us to look beyond external appearances and recognize the inherent dignity and worth of every person. This then encourages us to treat others with respect and kindness, regardless of their circumstances.

In today's world, where fear and prejudice can still divide us, the story of Francis and the leper reminds us of the transformative power of love, compassion and courage. It encourages us to confront our fears, reach out to those who are different from us, and find a common humanity in everyone we meet.

With our world today in turmoil in so many places, and with the amount of false information that social media feeds us, we pray that our leaders may be open to change their ways of leadership from using war to gain their demands and return to using peaceful dialogue and respect, and most importantly to listen to the and act on hearing the cries of the suffering.



- Sr Janice



Peace Prayer of Saint Francis of Assisi

*Lord, make me an instrument of your peace:
Where there is hatred, let me sow love;
where there is injury, pardon;
where there is doubt, faith;
where there is despair, hope;
where there is darkness, light;
where there is sadness, joy.*

*O divine Master, grant that I may not so much seek
to be consoled as to console,
to be understood as to understand,
to be loved as to love.
For it is in giving that we receive,
it is in pardoning that we are pardoned,
and it is in dying that we are born to eternal life.
Amen*



Sr. Molly Lim, a member of the Franciscan Missionaries of Mary, visits South Sudanese families living in Kakuma Refugee Camp Feb. 17. She and other sisters preach peace and counsel refugees suffering from trauma from experience civil war in South Sudan.

Safety

Electrical Equipment and Safety

It is important that we all pay attention to the electrical equipment that we use everyday. To ensure the safety of all, please keep an eye out for damaged equipment, particularly in resident rooms and common areas and report any damage as soon as possible.

Across OLOC electrical devices are active and in use all of the time. Most are supplied by OLOC but some number come into the facility with residents, or via their family members. Electrical equipment and appliances can pose a serious risk in any setting and it's critical that in a residential aged care environment these items are maintained to a safe standard.

OLOC controls the risk posed by electrical items in three important ways:

- We run a program of preventative maintenance
- We run a test and tag system across the site.
- We vet a resident's electronics at admission.

And another absolutely critically way:

- We have careful, vigilant staff who pay attention to their environment and regularly report maintenance issues in Manad.

Staying Vigilant

Please keep a watchful eye out for marked, broken or damaged electrical equipment and appliances as you go about the facility.

Please also keep an eye out for resident/family member supplied home electrical equipment that does not have a test-tag clipped to it. Some common resident/family supplied items include: Recliners; phone chargers; radios, laptops and lamps

If you find a kink, break or abrasion in the power cord of an electrical device please contact your Unit Manager or Nurse in charge and:

- If OLOC supplied, please submit a Manad maintenance request marked as *extreme and ask for a repair or replacement
- If resident supplied, please ask your unit manager or nurse in charge to contact the family to replace and remove the item if a risk.

Logging Damaged Cords in Manad

Any kink, break, abrasion - High risk

Live or exposed wiring, - Extreme



Examples of a broken cord.

Looking out for Double Adaptors

Double Adaptors cannot be used in a residential aged care setting.

They aren't surge protected, they lack common safety features like overload switches, thermal cut-outs, or safety shutters, **they are an unacceptable risk.**

Please keep an eye out for double adaptors in resident rooms and common areas and report them in Manad if you encounter them.



Take Care with Cords

Please be careful with the electrical equipment around you and with the equipment that you use every day. Beds, lifters, trolleys, office chairs and tables can very quickly cause damage to leads and appliances. Heavy objects rolling over cords are likely to do damage, whether you can see it or not.

Exposed Wire Emergency Response

Encountering an exposed wire requires immediate action. Follow these steps to prevent injury, damage or loss of life: **Do Not Touch the Wire:** Never attempt to handle or move an exposed wire. Even if it appears harmless, exposed wires can cause serious electrical shock.

- 1. Clear the immediate area of staff and residents:** Clear the immediate area around the exposed wire to prevent anyone from accidentally coming into contact with it. Create a physical cordon or barrier if you can.
- 2. Alert a Supervisor and Maintenance:** Immediately notify your supervisor. As them to call maintenance, or call the maintenance team yourself so that the issue can be addressed.
- 3. Shut Off Power:** If safe to do so, turn off the power switch connected to the exposed wire. Maintenance staff can turn off the power at the circuit breaker or disconnect the power source to prevent any accident.

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?

Elaine

GYM Team



1. Laid back, a good listener and not a morning person!
2. I grew up in the local area; St Marys and Castle Hill.
3. I catch up with friends and family, bushwalk and do the river walk.
4. Rome was my favourite; the architecture was beautiful and the food was great.
5. We like to have meals together, it's nice to catch up and spend time together.
6. I want to walk some of the Camino de Santiago in Spain.

Salina

ST Helens CSE



1. They would say that I'm not too bad!
2. I grew up in the Nepal and moved to Australia in 2022 to further my study.
3. I go visit places, try different places to eat and sleep!
4. The Blue Mountains, because I grew up in the snow, reminds me of Nepal.
5. Our big festival, Dashain; we take blessings from our seniors.
6. I want to go to travel to the Maldives and Dubai.

FUTURE EDITIONS

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

Alicia

St Helens CSE



1. Vibrant, caring and always smiling.
2. I grew up in Sierra Leone in West Africa, it has beautiful white sand beaches and it's very multicultural. I moved to Australia in 2009.
3. I love to clean; I go out when I feel like it or I read or watch movies.
4. Any time I travel back home, it's always a long time between visits, it is so nice to see families and how everything has changed.
5. For Christmas we stay at home and cook. On Boxing Day we go out and have fun, see a show or go somewhere interesting.
6. I would like to travel to Singapore or America. I love anywhere with natural beauty; mountains, beaches or trees.

Samantha

St Francis CSE



1. They would say I'm easy going, funny and friendly.
2. I was born in Pangasinan in the Philippines and moved to Australia in 2022 to study.
3. I watch movies or go out to the city.
4. I love the beaches here in Australia, so I would say Manly.
5. For Halloween we light candles and place them around the house to guide the spirits.
6. I want to find a new hobby or get back into drawing like I used to.

Leanne

Alverna CSE



1. It depends on who I am with, I'm usually shy but I like to think that I'm funny.
2. I was born in Manilla and used to visit my grandma here in Australia often. I moved here about 2 years ago.
3. When I'm not at work, I'm in class, studying or doing chores.
4. I loved New York, especially the food and Times Square.
5. Growing up, my family shared a room because my father is so family orientated. So we would start each morning with prayer and laughter which I really miss!
6. I want to travel to Europe; I've never been before.

Community Care Block Training

Date: November 12th 2024

Time: 9.45am to 4.00pm

Where: Staff Education Room

Agenda:

- Meeting Chief Executive Officer David and Head of Operations Isha
- Dementia Training
- SIRS group training
- Manual Handling
- Fire Training locked in 2.30pm
- 2025 Overview of new support at home programme

All care staff are to RAT Test before entering the building.

Lunch will be provided please bring your drink bottles.

We look forward to seeing you all there.

*Deborah Cromie
Care and Service Coordinator*



Work Place Health and Safety Nominations

Your work health and safety committee is looking for 2 more members.

OLOC's Work Health and Safety (WHS) Staff Consultative Committee is looking for an expression of interest from a hostel staff member and Catering staff member to fill a vacancy on the WHS Committee.

The Hostel position is open to any staff member working in Alverna or St Helens in Care, Leisure & Lifestyle, Cleaning or GYM roles. The Catering position is open to any staff member working in the Main Kitchen or in a servery.

Training is offered to Committee Members who are expected to attend meetings every 2nd month to represent the staff they work with.

You can express interest by calling Peter Squire on 9832 5406 or emailing psquire@oloc.com.au by 4.00pm on Friday 25th October



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.



NOVEMBER 2024

SUNDAY 3RD	Medication Training & Staff Competencies
TUESDAY 5TH	Meditax Webinar
TUESDAY 12TH	WMG Meeting Community Care Block Training
WEDNESDAY 13TH	St Joseph Staff Meeting
TUESDAY 19TH	Alverna Staff Meeting
WEDNESDAY 20TH	St Francis Staff Meeting St Helens Staff Meeting
THURSDAY 21ST	St Anthony Staff Meeting
TUESDAY 26TH	WMG Meeting
THURSDAY 28TH	Nursing Home RN Meeting

DECEMBER 2024

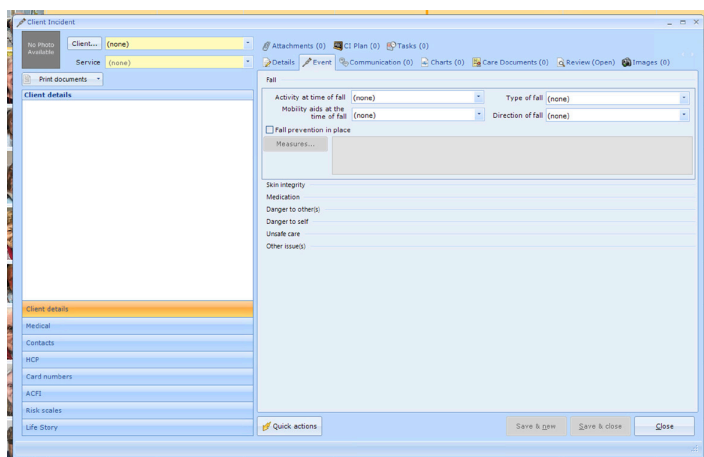
TUESDAY 10TH	WMG Meeting
WEDNESDAY 11TH	St Joseph Staff Meeting
TUESDAY 17TH	Alverna Staff Meeting
WEDNESDAY 18TH	St Francis Staff Meeting St Helens Staff Meeting
SATURDAY 22ND	Medication Training & Staff Competencies
TUESDAY 24TH	WMG Meeting
SATURDAY 29TH	Medication Training & Staff Competencies

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.

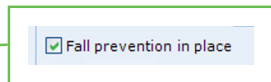
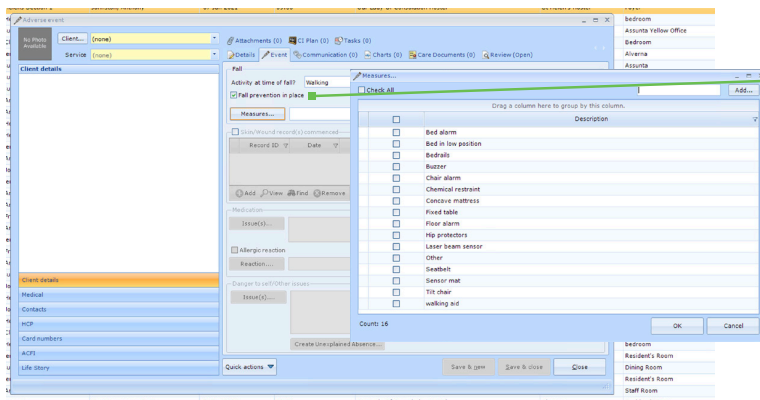
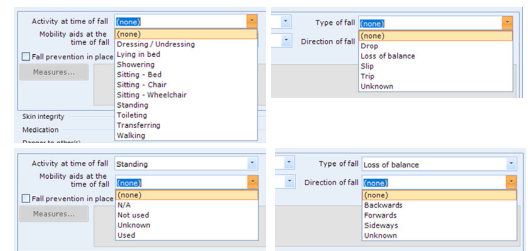
To assist in the collection of data and the provision of appropriate follow up the GYM & QA Teams have developed a template for the information that **MUST** be reported in a CLIENT INCIDENT following a resident fall.

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.



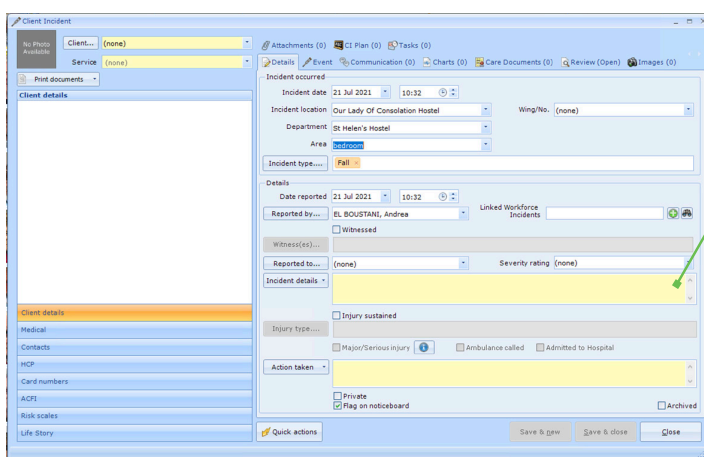
In the Event Tab:

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



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.

1. Where did the fall happen? (eg: bathroom, activity room etc.)
2. Was the fall witnessed? (eg: staff member, visitor, another residents)
3. How did the fall happen? (eg: ask the resident or witness)
4. What position was the resident found in? (eg: sitting on their bottom, lying on their side etc)
5. What was the resident doing before the fall? (eg: walking to the bathroom)
6. 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.

Injury sustained

Injury type.... **Bruise**

Action taken - Support pillow given to put on her head.
 Asked her couple of time for the head strike and denied head injury. No visible head injury noted.
 Able to move her limbs with the equal strength.
 Observation done and charted in the obs chart.
 Denied any other pain.
 2 staffs with FBL to transfers from the floor to chair.
 Assisted with the clothing.
 Noted bruises on the R leg and arms.

Flag on noticeboard Archived

Example of a correct Action taken

Details | Event | Communication (0) | Charts (0) | Care Documents (0) | Review (Closed)

Fall

Activity at time of fall? Lying in bed

Fall prevention in place

Measures... **Bed in low position** **walking aid**

Skin/Wound record(s) commenced

Record ID	Date	Time	Type	Sub type	Location	Aspect

Medication

Issue(s)...

Allergic reaction

Reaction...

Danger to self/Other issues

Issue(s)....

Create Unexplained Absence...

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

Details

Date reported

Reported by... Create Workforce Incident ...

Witness(es)...

Reported to... (none)

Event details
 Resident buzzed when checked found laying in bathroom floor, stated she was changing her pull pad and lost balance.

Injury sustained

Injury type....

Action taken - Informed RN to asses

Flag on noticeboard Archived

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

OLOC nominated Public Holiday in lieu of Bank Holiday Friday 29 December 2023
Tuesday 31st December 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
