

OLOC STAFF NEWS

Our Lady of Consolation
Aged Care & Services

ISSUE 2

APRIL 2025



- NOTES FROM THE FMM
- HEALTH & WELLBEING
- WELLBEING

- CELEBRATING DIVERSITY
- IMPORTANT INFORMATION
- REFRESHER COURSE

- RECAP
- EDUCATION & TRAINING
- NOTICE BOARD

Contents

	3	Notes from the FMM A Sacrifice Worth Remembering.
	4	Staff Updates New Initiatives & Information.
	6	Health & Wellbeing Staying Hydrated in Cold Weather.
	7	Quality Corner Providing Customer Service.
	8	Celebrating the Diversity of our Staff Getting To Know the OLOC Staff.
	10	Spotlight On April Falls Awareness.
	12	New Initiatives IDDSI.
	13	Dementia Care Tips for Effective Communication.
	14	Education & Training Code of Conduct for Aged Care; Education Calendar.
	15	Education Community Care Block Training; OLOC Staff Work Health Safety Consultative Committee 2025
	16	Notice Board Support FMM Sisters' Projects in Indonesia and Ethiopia; Charter of Aged Care Rights; Employee Assistance Program (EAP); Public Holidays NSW 2025/2026.



APPRECIATING DIFFERENCES + RESPECTING INDIVIDUALITY

you are welcome here

A Sacrifice Worth Remembering

In April all Christian communities commemorate the death and resurrection of Jesus Christ during the three most sacred days of the Christian Calendar: The Easter Triduum, the period of three days that begins with the liturgy on the evening of Maundy Thursday, reaches its high point in the Easter Vigil, and closes with evening prayer on Easter Sunday.

For Christians, Jesus helps us understand the world. At Easter, Christians remember Jesus who gave His life that all, both his enemies and friends, might be free. Jesus endured the cross and He followed through, right to the end – right up until those words passed His lips: “It is finished.” On Easter Sunday we celebrate the risen Jesus who won the ultimate victory over death.

Self-sacrifice is central to the message of Jesus: *For whoever would save his life will lose it; and whoever loses his life for my sake and the gospel's will save it.* Mark 8:35. A very common form of self-denial that will probably present itself today, is empathy combined with action. Empathy literally means to enter into someone's suffering. The action means that you do something to mitigate the suffering.

We are presented each day with small opportunities to help someone along, to give encouragement, to be a listening ear. These are all forms of self-sacrifice. Jesus honoured and elevated the small acts of kindness, and we must see them for what they are, the sacrificing of self for the aid of someone else.

However, there are also occasions when generations are asked to make the ultimate sacrifice of life itself. Surely this is at the heart of ANZAC Day. ANZAC Day is not about war, it is about the fallen who gave their lives that others, that we, may be free.

There's something quite remarkable about this; quite profound. What was it that made them do it? Why? Undoubtedly there were many motivations and that it was complex, but as a generalisation, there was a notion of the valour of giving one's life if necessary.



- Sr Janice

To show that kind of valour was a desire that many of those ANZACS and many other soldiers have pursued.

That's how many of them would have thought about it. Why? Well, because these men and women were overwhelmingly of the Christian faith. They were marinated in a culture that had a lot of Christian ideals, I think that those beliefs along with others would have impacted them and what motivated them. Many must have all known about an ultimate sacrifice that they highly valued: as Jesus says in John 15:13, “Greater love has no man than this, than to lay down his life for his friends.”

I do encourage you to mark ANZAC Day. Honour the sacrifice of those who gave themselves on behalf of others, because that is a noble thing; a remarkable thing.

And remember to pray for peace in the world and in the hearts of those impacted by war. Here is a prayer to help you.

*O God, our ruler and guide,
in whose hands are the destinies of this and every nation,
we give you thanks for the freedoms we enjoy in this land
and for those who laid down their lives to defend them.*

*We pray that we and all the people of Australia,
gratefully remembering their courage and their sacrifice,
may have the grace to live in a spirit of justice, of generosity, and of peace;
through Jesus Christ our Lord,
who lives and reigns with you and the Holy Spirit, one God, for ever and ever.
Amen*

Staff Updates

International Nurses Day

International Nurses Day is celebrated around the world every year on 12 May. 12 May is the birthday of Florence Nightingale, the founder of modern nursing.

It is the perfect opportunity for all of our nursing and care staff to take a moment to be proud of the valuable role that you play in our world. We thank and appreciate the work that you do!



Staff Sign In

As of 3rd March 2025, all staff of OLOC are not required to use the Pitney Bowes sign in machine on entry or Rapid Antigen Test (RAT) twice a week.

Please note that all visitors and contractors are still required to sign in using the Pitney Bowes machine and wear the printed label as previously.

Staff Uniforms

The OLOC management team is currently reviewing staff uniforms and further updates will be communicated when final decisions have been made.

We ask that you hold off placing a new order and in the interim we ask you to wear black or navy pants or skirts paired with a white polo or collared shirt.

New Aged Care Standards & New Aged Care Act

The New Aged Care Standards and New Aged Care Act will become effective on 1st July 2025. The Education team will commence education in April. Watch this space for more information!

Optimising Your Safety At Work

A reminder that all staff are responsible for safety at OLOC. If you see something that is a potential hazard, report it immediately to Maintenance in Manad or to your local RN or manager.

Hydrotherapy Pool

We are pleased to announce that the OLOC's hydrotherapy pool will be open in April ready to take on our first group of clients. The pool, located in our Toongabbie Seniors Housing development will allow our GYM team to further their programs and provide more support to our clients and residents.

Assunta & St Clare

After some years, Assunta and St Clare will be reopening in May. Alongside with the two new units will be a modern hairdresser, hall, staff room, chapel, gym space and Assunta's state of the art roof top garden. We look forward to sharing these spaces with you all shortly! In the mean time, enjoy the sneak peaks to the right!



Education Laptops

A new addition in our Education resources that is "Education Laptops" a media which will allow you all to access education modules including:

1. Dementia Training Australia Online portal
2. ALIS (Aged Care Commissioned Training Platform) *RNs/Managers only*

The laptops are to be used on site only for online training. You can book the laptop in advance by contacting the education team.

There is a process in place which comes with a sign on/off register when you borrow a laptop.



Health & Wellbeing

Staying Hydrated in Cold Weather

As we head into Autumn, the days cool down, we start wrapping up, turning up the heat and flicking the kettle switch more often. We also find ourselves less likely to drink because we feel less thirsty.

Just because we don't feel thirsty doesn't mean our bodies are hydrated. Water makes up about 70% of our body, and is vital for keeping our cells, organs and tissues functioning properly. Our bodies lose water through sweat, digestion and urination, so it is important that at any time of the year we keep hydrated.

Staying hydrated has many benefits for the cooler seasons of the year including:

Improving your skin

Our skin dries out from the stagnant and dry air from heating and the cold contrast outside can cause it to crack. Drinking water helps keep skin cells full and hydrated, reducing the risk of cracking.

Helps you be more energetic

Dehydration is a major cause for daytime fatigue and causes the body functions to slow down and use up extra energy resources. Sip throughout the day to keep yourself alert and energetic.

Fights Winter Weight Gain

During the cooler months we seek comfort and warmth from food. Try drinking a glass of water before eating as our brains often mistake thirst for hunger. Water also helps our digestive systems process food much better which is vital over the months when we tend to overconsume.

Protects Your Immune System

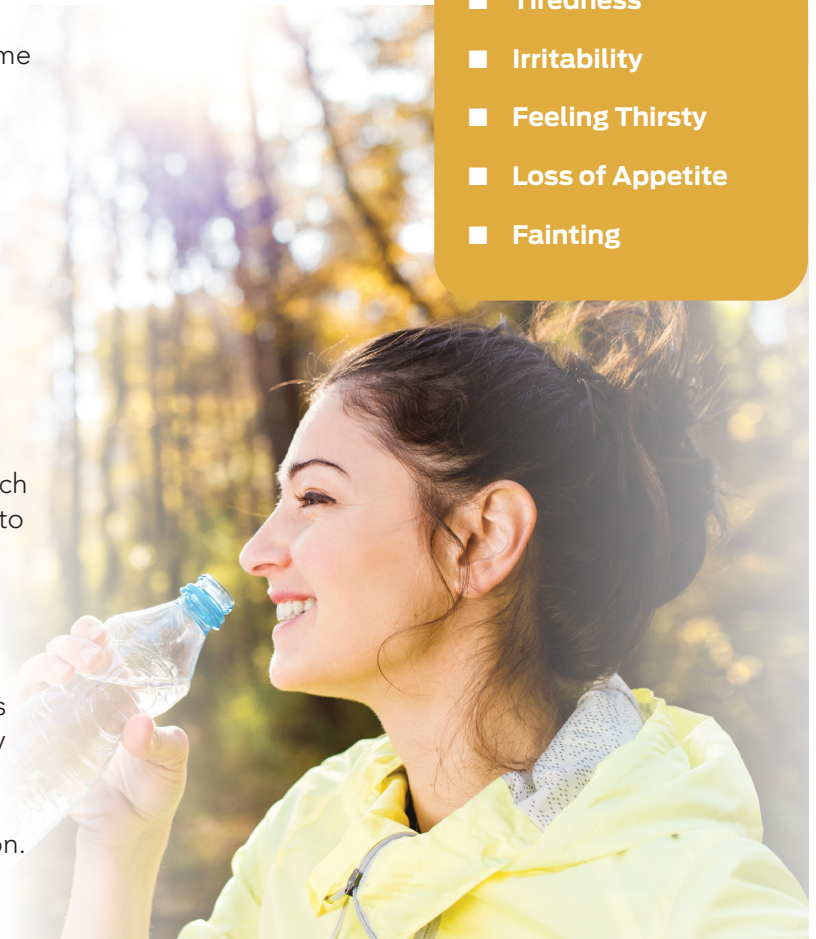
The colder months test our immune systems, but dehydration also weakens it. A lack of water in our system can dry out the mucous membranes that help protect our lungs and sinus passages, making us more susceptible to infection.

SYMPTOMS OF DEHYDRATION

It is not as easy to notice dehydration during the colder months, particularly if you're not sweating and you're feeling cool.

Signs of dehydration include:

- Dark urine
- Light Headedness
- Inability to Concentrate
- Tiredness
- Irritability
- Feeling Thirsty
- Loss of Appetite
- Fainting



Quality Corner

Providing Customer Service

The foundation for any effective consumer experience is based on understanding the person as an individual, who they are and what is important to them. Our day-to-day interactions with our residents and clients have a significant impact on their experience, health and wellbeing.

Understanding a person's identity, culture, diversity and level of cognitive or functional ability is key in ensuring that they are treated with dignity and respect. The more we know about a person, the more we are likely to engage in meaningful conversation and be able to provide tailored care and support.

Small, simple changes in our approach can make a big difference to a resident or client's experience, leaving them feeling valued and respected. It is essential that we see every interaction as an opportunity to build relationships, mutual respect and trust. While many of the following tips might seem obvious, it is important that they are not forgotten.

When communicating with residents/clients:

- Greet them with a smile.
- Be polite, and approachable. It is important to make them feel like you have the time and want to listen.
- Ask them how they are, how you can help them or what they need. Ensure you really listen to their response.
- Use plain language and non-verbal cues where needed.
- Consider their communication needs. How can you best communicate with them effectively? Is there a particular method that works for them?
- When providing the consumer information make sure you are thorough and they have understood. Ask them if there is anything they need repeated or clarified.

Take the time to:

- Treat every resident/client with dignity and respect by understanding and acknowledging individual and cultural needs and preferences.
- Communicate regularly, check in with your resident/client and keep them up to date with any new information or processes.
- Encourage residents/clients to make their own decisions and support them by involving, listening to and respecting their views and choices.
- Take a few moments to ask them what their goals are for the day and what it would take to make the day as good as possible.
- Respond and follow up on any requests. Keep residents/clients up to date until there is a solution.

Before Providing Care:

- Before you enter a room, make sure you knock and ask if it is okay to enter.
- If you don't know someone, introduce yourself and your role.
- Inform the person of any procedures or tasks before you do them and check with them if it is okay.
- Before you leave a resident/client, ask if there is anything else you can do for them.

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?

Christine

St Josephs CSE



1. Very shy and introverted, but talkative when I am comfortable.
2. I grew up in Gapan City in the Philippines.
3. I spend time with my husband and do all the cleaning and laundry.
4. I love the city; the Opera House and Harbour Bridge.
5. Christmas, New Year and Birthdays; we do small gatherings and eat lots of different foods.
6. I want to travel the world before I become a mother.

Bigya

St Francis CSE



1. Good communicator and punctual.
2. I grew up in Nepal and moved to Australia about one and a half years ago.
3. Play games of football sometimes, watch movies and cook.
4. The Blue Mountains; I love the view of the Three Sisters. Also, the beaches down near Wollongong.
5. Dashain festival, we wear a tika on our forehead, give blessings and recieve money. Teej is also my favourite, we wear red dresses, red bangles and a red tika.
6. I want to study nursing.

FUTURE EDITIONS

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

Dorothy

Reception



1. Bubbly, happy, generous and loves to travel.
2. In the Philippines, Surigao City near Mindanao.
3. I hang out with friends, eat out and watch TV - I'm a TV addict!
4. Oh there's so many! But probably Israel; it has such a feeling about it, very scenic and the food was new to me.
5. We hang out, eat, gamble and dance!
6. I would love to travel to Canada; I haven't been yet!

Roxana

Wellness Centre



1. Loyal and a good listener.
2. I grew up in Buenos Aires Argentina. I moved to Australia when I was 25 with my mother, my sister was already living here in Australia.
3. Clean the house! But I do love to cook so I do that when I can.
4. I lived Brazil; the beaches are beautiful.
5. Christmas Eve, my family gets together, we play games, eat and then finish off with some karaoke.
6. I would love to go to Germany, my husband has family there.

April

Community Care



1. Very supportive, loving and nurturing with a good sense of humour.
2. I grew up in Blacktown.
3. Housework, gardening, spending time with my grandkids or going out with friends. I love cooking also.
4. Auckland and Queenstown in New Zealand; just so beautiful.
5. I love tradition so for Christmas dinner I always have family over and I cook my mum's traditional recipes.
6. I would love to live on a farm.

April Falls Awareness

April Falls Month is a campaign to raise awareness about falls and best practices around falls prevention. Keep an eye out for the attached posters in your area.

When leaving a resident's room, have you checked the 4B's?



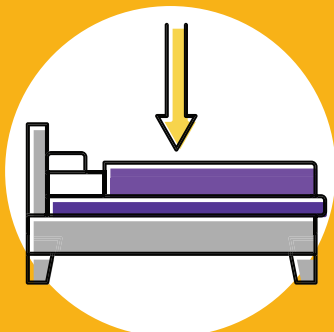
Belongings

Are their belongings in reach?



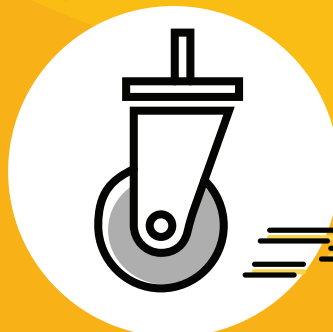
Buzzer

Is their buzzer within reach?



Bed

Is the bed at an appropriate height?



Brakes

Are the brakes on?

Falls Prevention Checklist

Tips to help prevent slips, trips and falls for elderly people.



Environment
Is the space crowded?



Mobility Aid
Is their mobility aid working correctly? (eg. brakes, wheels)



Shoes
Do their shoes fit properly?
Do they have enough grip?
Are they sturdy?



Clothing
are their clothes too baggy or loose?



Eyesight
should they be wearing glasses?



Lighting
are the lights bright enough?



Previous location of falls
has the resident fallen in the space before?



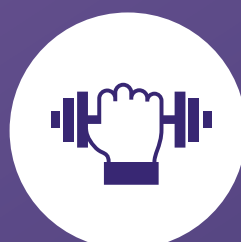
Previous time of falls
is there a pattern in the time when they've fallen?



Weight Changes
are there any significant weight changes that should be flagged?



Health
have they experienced a recent decline in health or acute illness?



GYM
would they benefit from GYM interventions?

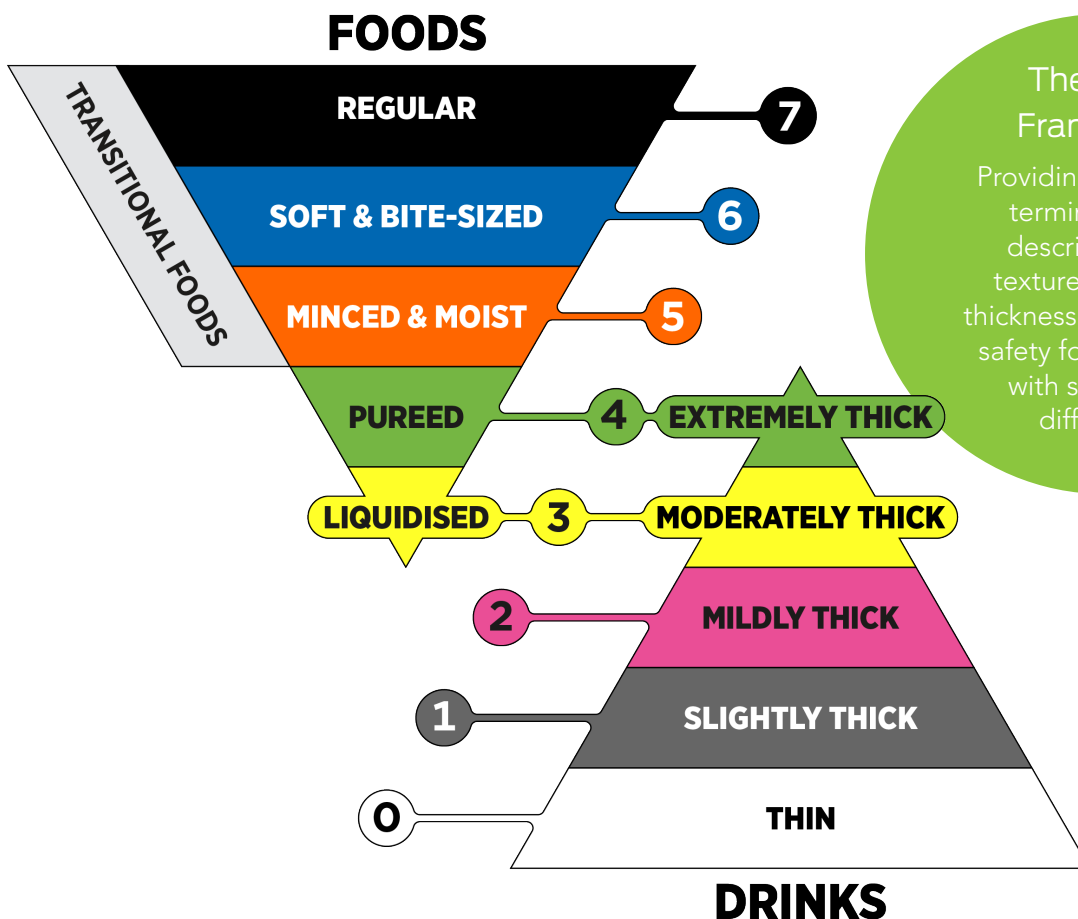
OLOC
**GET
YOURSELF
MOVING**
Programs

IDDSI

The International Dysphagia Diet Standardisation Initiative (IDDSI) is a Standards Organisation that has developed a standard that can be used to describe the characteristics of foods and drinks - from the point of view of a person with swallowing difficulties.

The International Dysphagia Diet Standardisation Initiative (IDDSI) is a global standard with terminology and definitions to describe texture modified foods and thickened liquids used for individuals with dysphagia of all ages, in all care settings, and for all cultures.

The IDDSI framework consists of a continuum of 8 levels (0-7). Levels are identified by text labels, numbers, and colour codes to improve safety and identification. The standardised descriptors and testing methods will allow for consistent production and easy testing of thickened liquids and texture modified foods



The IDDSI Framework

Providing a common terminology for describing food textures and drink thicknesses to improve safety for individuals with swallowing difficulties.

How thick is thick?

How fine is minced?

IDDSI Testing methods will help to ensure correct textures and thicknesses.

More information about IDDSI can be found at <https://www.iddsi.org/home>

Dementia Care

Tips for Effective Communication

Residents or clients who receive a diagnosis of dementia are more likely to have difficulty communicating with other people. We have people in our care who struggle to communicate so we have to be flexible when interacting and try different strategies to reach out.

Here are some verbal and non-verbal communication strategies to help us improve communication with our residents or clients who have dementia and/or any other issues with communication including visual and/or hearing deficits.

4 VERBAL COMMUNICATION STRATEGIES

Verbal Communication

- | | |
|---|--|
| 1. Use the Person's name first and tell the person who you are.
<i>'Molly, hello. I'm Rachael, your carer.'</i> | Pleased or happy tone, normal pitch and volume. |
| 2. Identify key words in a care activity and repeat these.
<i>'Molly, I have your blue shirt, it's time to put on your shirt'</i> | Normal conversational tone, normal pitch and volume but emphasise key words. |
| 3. Identify key emotive words and repeat these.
<i>'Molly, It's time to put on a warm shirt and keep warm. Molly its cold today so here is a warm shirt. Molly this will make you warm.'</i> | Normal conversational tone, normal pitch and volume.
Emphasise key emotive words. |
| 4. Use non-word sounds to convey ideas.
<i>'Molly, it's cold today, bbbrrrrrr' and pretend to shiver, hug yourself, rub hands together</i> | (In the context the word 'warm' conveys a sense of comfort.) |

Non-Verbal Communication

To be effective our verbal and non-verbal communication must be aligned. What this means, for example, is that if you are smiling while telling someone a sad story then this is confusing to the listener.

DO

- > Be aware of your own emotional state. Are you upset tired, hurried or hungry?
- > Establish what the person has been doing and respond appropriately.
- > Physically face the person when speaking.
- > Establish eye contact and smile.
- > Give the person an appropriate amount of personal space, then approach.
- > Establish contact by use of touch prior to physical care activity

DON'T

- > Project negative emotion onto your resident/client as your negative emotion may be interpreted as your feeling about them.
- > Assume your resident/client can rapidly understand you, a sudden new request or intervention if they have been woken only moments before the event.
- > Keep talking when facing away or walking away.
- > Assume that because you have spoken your resident/client knows you are there.
- > Expect your resident/client to immediately allow you to be physically very close.
- > Start care, e.g. transferring your resident/client, as the first form of touch.

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.

EDUCATION CALENDAR

MAY 2025

FRIDAY 2ND	St Francis Fire Safety
TUESDAY 6TH	WMG Meeting
FRIDAY 9TH	Hostel RN Meeting
WEDNESDAY 14TH	Block Training Hotel Services
THURSDAY 15TH	Alverna Staff Meeting St Anthony Staff Meeting
FRIDAY 16TH	St Helens Staff Meeting
WEDNESDAY 21ST	St Francis Staff Meeting
THURSDAY 22ND	Block Training Hotel Services
FRIDAY 23RD	St Helens Fire Training
FRIDAY 30TH	Block Training Hotel Services

JUNE 2025

TUESDAY 3RD	St Francis Staff Meeting Laundry & Maintenance Fire Safety
FRIDAY 6TH	Block Training
TUESDAY 10TH	Dementia Workshop
WEDNESDAY 11TH	Dementia Workshop St Josephs Staff Meeting
FRIDAY 13TH	Hostel RN Meeting
WEDNESDAY 18TH	St Francis Staff Meeting
THURSDAY 19TH	Alverna Staff Meeting St Anthony Staff Meeting
FRIDAY 20TH	St Helens Staff Meeting
WEDNESDAY 25TH	Block Training
WEDNESDAY 25TH	Nursing Home RN Meeting
THURSDAY 27TH	Main Kitchen Fire Training

Community Care Block Training

Date: May 20th 2025

Time: 9.45am to 4.00pm

Where: Staff Education Room

Agenda:

- OT Discussion
- Dementia Training Lewy Body Dementia
- Depression in the elderly
- Education New Standards
- Basic Wound Care and Compression stockings
- Staff rights in client's homes
- Facetime in the work place
- Manual Handling
- Fire Training
- 2025 Overview of new support at home programme

Morning tea and lunch will be provided please bring your drink bottles.
We look forward to seeing you all there.



Deborah Cromie
Care and Service Coordinator

OLOC Staff Work Health Safety Consultative Committee 2025

Following an Expression of Interest process, the following staff, who were existing Health and Safety Representatives, renominated for their positions for a further 3 year term.

As no other nominations were received for the work areas they represent by the due date of 28 February 2025, those renominations were successful

- Lorraine Payne, (HSR) Administration, Home Care and Other Services
- Dianne Napier, (HSR) Nursing Home Staff Representative
- Ruby Caluag, (HSR) Nursing Home Staff Representative
- Sandeep Kaur, (HSR) Laundry and Maintenance Staff Representative
- Kathleen Mae Tompong, (HSR) Hostel Representative

Ezekiel Manampan was recently elected by Catering Staff to represent that work area, but has since resigned from OLOC.

After calling for EOIs from Catering Staff in March 2025 to fill the vacant Catering position, Joanne Cleaver nominated and no other nominations were received. As a result, Joanne's nomination to represent Catering Staff has been successful.

There is also a current vacancy for a 2nd Hostel Staff Representative, as the terms of reference for this meeting provide for 2 Hostel HSRs and there is currently only 1.

If you would like to express an interest, please contact me by telephone on ext 406 or by email; psquire@oloc.com.au



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 2025/26

Good Friday

Friday 18th April 2025

Easter Saturday

Saturday 19th April 2025

Easter Sunday

Sunday 20th April 2025

Easter Monday

Monday 21st April 2025

Anzac Day

Friday 25th April 2025

King's Birthday

Monday 9th June 2025

Labour Day

Monday 6th October 2025

Christmas Day

Thursday 25th December 2025

Boxing Day

Friday 26th December 2025

New Year's Day

Thursday 1st January 2026