



VITAL SIGNS



Connecting the Geneva Health Community

October/November 2009

Welcome to the Spring issue of Vital Signs, Geneva Health's newsletter for all Temp and Homecare staff in New Zealand.

There has been some exciting happenings for Geneva Health over the past two months, especially finding out that we were winners of the Seek Annual Recruitment Awards for the second year in a row. A huge thank you to everyone who voted for us online.

There was also a fantastic turn-out at the open day in Manukau last month. Training has become a focus this year and the importance of all staff completing at least a level two certificate in care remains a priority throughout next year, particularly for homecare, health care assistants and community support workers. Find out what Geneva can offer you in this issue!

In the meantime, enjoy the rest of the year and look out for the final 2009 Vital Signs in December.



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Latest News: Geneva Health voted NZ's Favourite Specialist Recruiter

It is with delight to announce that Geneva Health has been voted New Zealand's favourite large specialist recruiter at the 2009 SEEK Annual Recruitment Awards (SARAs) for the second year in a row.

We would especially like to thank all of you who voted for us online - we appreciate your support immensely.

Geneva Health strives to provide a superior experience to all candidates and clients alike, and it's extremely

encouraging to achieve this recognition again.

Jane Clements, General Manager says "it has been a tough year in 2009 on so many levels, however this win and some of the comments made about Geneva make it worthwhile, and shows the grit, professionalism and service of our team and company. It was a very proud moment receiving this award for the second year in a row!". Check out



our video on YouTube of Jane's acceptance speech at the awards evening. Keyword: Geneva Health.



Outstanding Employee Awards for September/October

These awards recognise employees of Geneva Health across New Zealand who show a consistent and outstanding commitment, reliability, professionalism and quality service in their work. All winners receive a Certificate and a \$40 The Warehouse Voucher to recognise their hard work.

Azalea S: Outstanding respite work in the community and within the Hospitals. We've received many compliments about her work and experience from the Bureaus.

Suzu C: Very flexible, and hardworking. Has been repeatedly requested by clients.

Catherine A: For Being so flexible and reliable.

Fehi I: A God sent to all her clients and to Geneva. She bends over backwards to accommodate all requests. She is a very caring, professional and skilled support worker and one that we're happy to have as part of the Geneva team.

Stembile M: Often travels out of her way to do short shifts and is always a lovely person to deal with.

Tina C: Committed, hard working and has a long service with Geneva - 7 years! We hope to have her on board for many more years to come.

Helen C: Has been fantastic since starting (not so long ago). Is willing to assist whenever and wherever she's needed the majority of the time. Great feedback from clients and is a pleasure to deal with.

Josie S: Gets really positive feedback from the bureau and also from a Nurse Manager. Is a professional Geneva representative.

Bruce B: has been a great asset, is well liked for his great sense of humour, punctual, will fill in at short notice and is quick to respond.

Keeping in Touch

In an attempt to make sure the communication between you and your Consultant runs smoothly, we thought we'd give you a friendly reminder about a couple of things.

Your Availability/Diary

Each week, please remember to call, text or email your Consultant preferably by Wednesday to update Geneva with your availability/diary for the following week. This is important so that your name shows up in our searches when we require staff. Updating us also prevents you from getting calls for work when you're unavailable. Even if your plans do change, let us know for this reason.

Staying in Touch

We sometimes find it hard to get hold of staff when trying to fill shifts. Please remember to keep your mobile phone close by so you're contactable when we call or text you for a shift. It's our policy to get back to our Clients within 15 minutes for a shift on the same day, therefore we're unable to hold onto shifts while we wait for people to get back to us. Often if we can't reach you, we carry on down the list until we find someone who can do the shift.

However, regardless of what is said above, please remember that our Clients do request that your mobiles are either on silent or turned off, and are only to be checked while on a break.

Payroll Update

Labour Weekend Pay Day

Labour weekend is shortly upon us (Labour day is Monday 26 October) and we would like to remind you that the pay-run will be a day later. We will also put reminders on your payslips in the two weeks prior.

Meal Breaks on Timesheets

Although it's not always necessary to take a lunch break when on a shift, please remember to put NB in the meal break column on your timesheet when you haven't taken one. If this is left blank or has a dash the meal break will be taken out of your pay automatically.

NZ Regional Updates

Hawkes Bay / Manawatu

I can't believe there's only ten weeks until Christmas! Where has the year gone? A big thank-you to the staff in my Region for your professionalism and patience, I know the workflow has been erratic over the last couple of months and any time you need to talk with me, please do give me a call. The Manawatu Care Assistants had a fair bit of training on in September and thanks to all of you who managed to come along to these sessions - hopefully you all went away having learnt something new.

Jodi and Linda have been rolling out the NCCS Coursework in the Hawkes Bay. I intend to set up some Study Groups if people are interested, so please get in touch with me if you would like to join one. In mid November Jodi and I will be in Palmerston North running NCCS Study Days - if you're keen to come along please let me know. I hope you're all keeping well and enjoying the longer Spring days.



Lisa Swann

Christchurch

I can't believe we're nearly in November! My daughter reminded me there is only 10 weeks till Christmas which is a scary thought. Canterbury Region is doing really well with shift numbers on the increase for Temp and many new Clients coming on board for Homecare. I'm pleased to advise our Community Support Workers that Richmond has re-signed their contract with us, and Brackenridge have advised that they'll be re-signing when theirs is up for renewal in November. Dee Tobin is doing an amazing job speaking regularly to our Clients and making sure the right staff are placed into shifts, so please remember to regularly update her with your availabilities.

Jodi is in Christchurch in November to do a CPI refresher and some NCCS classroom sessions, I look forward to seeing as many of you as possible at these sessions.

I'm certainly looking forward to some warmer weather, I hope you are well and thank you so much for all the hard work you are doing for Geneva in Christchurch :-)

Tracy Brown



Bay of Plenty / Waikato

Business in Waikato and Bay of Plenty has picked up over the last few months which you may have noticed and has definitely seen the need to increase our Registered Nurse numbers. I am actively recruiting for RNs in Tauranga and Hamilton, so if you know someone who is looking for work, refer them to me and you can both get a referral bonus of \$150 from a selection of gift vouchers - this goes with all of New Zealand too.

We are working with Richmond Fellowship in Hamilton and there should be lots of work coming through for Community Support Workers. This is an area I am monitoring closely to ensure we have enough staff to cope with the shifts requested. I hope everyone is keeping well and look forward to catching up with you all soon.

Kristy Friend



Wellington

The Wellington region is growing with many new Clients on board, despite the recession. We are providers for both DHBs in the region and continue to support the Ryman & BUPA facilities with an excellent service. Maddison in Karori is keeping us busy with the provision of Healthcare Assistants. Recruitment is ongoing and we can never have too many Registered Nurses.

Jodi Leese, National Quality Manager will be visiting Wellington to initiate and run study sessions to help staff gain NCCS Levels 2 & 3 in Care (see training section). The first will be held at Silverstream Retreat in Lower Hutt on Tuesday 3rd November and the second at Sprott House on Wednesday 4th November. I look forward to meeting you there next month.



Dee Smith



Market Watch

Temp

It was great to see everyone who attended the Open Day in Manukau last month. The Geneva Consultants enjoyed the opportunity to talk to you face-to-face and on the whole we received good feedback about the event.

Our team would like to say a “big thank-you” to all temps who have been willing to accept short shifts, to travel across town for work, or ready to accept shifts that come through at the last minute. We really appreciate it and our Clients are grateful to know that they have a Geneva temp coming and not to have to try another agency. Those of you who have been working as temps for

a while will know that the more flexible you are with when and where you are prepared to work, the more shifts we are able to offer you. Please call your Geneva Consultant if you would like to discuss your preferences.

Finally, just a reminder that there is a Consultant in the office between 5.30am-11.30pm everyday (including holidays). You are welcome to respond to our messages, to call with queries or to update your diary at any time with any of our staff. **Sarah Mah, Temp Client Services Manager**

Homecare

The Geneva Team have continued to work on developing our business and have some very exciting prospects in

the pipeline. I would love to be able to tell you more but can't let the cat out of the bag too soon.

The amount of work from clients such as ACC and Presbyterian Support and Royal District Nursing service is holding and in some cases growing. We are starting to see a strong increase in the amount of work from other sources such as private clients which is allowing us to offer you a wider range of work. It is an extremely exciting time at Geneva as we are diversifying our client base. I look forward to updating you further once more information is to hand. Keep up the fantastic work. **Mark Radich, Homecare Client Services Manager**



Training Update

Registered Nurses Annual Update

Thank you to those who attended the recent update day for RNs. The nature of temp work is so varied that it's difficult to cater for all areas of specialty but it seems that yet again, Sally Sims did a great job! As with all of our training sessions - you may not necessarily learn anything new, but the opportunity to share ideas and issues with colleagues is always invaluable.

Caregiver Orientation/Update

Our apologies to those who were booked to attend the recent sessions. Although we have run these courses for the past few years, we have decided to change to a new format (look out for information in the New Year). Many staff have completed formal education prior to joining Geneva but for those who haven't, we strongly encourage you to take up the **National Certificate in Community Support**. This course covers all that was included in the Orientation/Update days and more. It is recognised nationwide therefore providing you with more work opportunities once completed.

National Certificate in Community Support (NCCS)

Level 2 (Foundation Skills)

Level 3 (Core Competencies)

The time has finally come where our industry is becoming more regulated. As a result, it will be

compulsory to have a minimum Level 2 health care qualification to work for Geneva Homecare. Level 3 is already a requirement for most hospitals and will soon be required for rest home work so now is a good time to start!

Geneva Health offers the NCCS to all staff. It consists of coursework that you complete at home in your own time, with some clinical placements towards the end of the course. It can take as little or as long as you like, depending on how much time you have to spare. Geneva will cover all costs to complete Level 2 (Foundation Skills), and to complete Level 3 (Core Competencies) it is only \$250. You can either start with Level 2 or, if you're feeling confident, go straight into Level 3. We also run classroom sessions in some areas to help you with the coursework.

Some tertiary educators around New Zealand provide Level 3 Core Competencies at little or no charge e.g. WelTec, so it's worth contacting your local schools.

For more information about NCCS, and an application pack, please contact **Linda Rogers** on **09 355 4120** or **0800 436 382 (0800 GENEVA)**.

NB. If you have already completed formal education to a Level 3 or higher e.g. National Certificate in Mental Health, Healthcare Assistant at MIT/Unitec/UCOL etc, you don't need to pursue the NCCS.



It seems that everyone's very happy these days as I've not had a single question for Ask Jodi! However I have had a lot of questions about the NCCS qualifications so thought I might tell you a little more.

Q “If I complete the course do I get a pay rise?”

The short answer is no... at this stage. However we are looking towards a pay structure that is based not only on experience, length of service and performance, but also on qualifications. At this stage, our priority is to make sure that you are still able to work in the industry once the proposed changes regarding qualifications take place.

Q “Once I complete the course, will I be able to work anywhere?”

As a temp agency/bureau, Geneva still have an obligation to place staff in areas where they are able to “hit the ground running” and therefore where they have experience. However many of our clients are now insisting that in addition to experience, our staff also have relevant qualifications. However, the courses may assist you if you are seeking permanent work, as many facilities are looking to hire staff with existing qualifications, rather than having to provide the training themselves. At the moment, 28 staff have completed the course with another 74 working on it. Don't be left behind! **Jodi Leese, Quality Manager**

If you have a question for Jodi email her at jodil@genevahealth.com or phone **(09) 355 4107** or fax with your timesheet. Mark it with “ASK JODI”.

Meet the Team at Geneva Health

Introducing the After-Hours Team

The afterhours team at Geneva Health play an important part to our business and no doubt you have spoken with some of them before. You would of seen half of the team in the last issue and the second half are featured below.



Fiona O'Connell



Jacqui Flinkenberg



Tiana Eurera



Karen Carr



Jo Curtis

The Homecare Team



Hayley Dempsey
Senior Consultant



Mark Radich
Client Services Manager



Ros Eusoff
Homecare Consultant



Erica Kissane
Homecare Consultant



Yan Fei Ru
Regional Homecare Consultant



Julie Arona
Regional Homecare Consultant

The Temp Team



Sarah Tasker
Candidate Services Manager



Sarah Mah
Client Services Manager



Karamea Grant
Temp Consultant



Helen Young
Temp Consultant



Dee Tobin
Regional Temp Consultant



Warren Mah
Temp Consultant

? What's happening at Geneva Health

Geneva open day thank you

Thanks to all those who took the time to attend our recent open day in Manukau. It was really great to see so many familiar faces! Many of you took the opportunity to stock up on uniforms which was great and the Open Polytechnic table seemed to generate a lot of interest also!

We aim to hold more open days in the New Year and would love to hear from you if you have any suggestions and ideas on how we could make it better for you.

★ Homecare Graduation August 2009

Congratulations to those who have completed their National Certificate in Community Support: Foundation Skills, earlier this year through Geneva Health. We held a lunch to celebrate on 28th July and had a great catch up!



In this photo

Back Row from left: Sue Meikle, Eileen Bell, Paula McKee, Jerry Adodo (Core Competencies), Margaret van der Linden, Deena Emile, Annabel Kleimeij

Middle Row from left: Carole Chaney, Alison Wrigley, Amanda Pope, Carol Shoebridge, Marita van der Walt, Anna Kim, Vicki Sciarone, Naomi Williams

Front Row from left: Fehi Inia, Jodi Leese, Farina Nisha, Wenda White, Melinda McLaren.

Congratulations also to: Janine King, Eileen Jobsis, Jane Minhinnick, Karen Collier, Malalai Sawaiz, Rosemarie Silvester, Sia Orji and Tatiya Smith

Share your tips of the trade. Have you got some great tips of the trade from your experience, that would be helpful to other Geneva Health Staff? Let us know and we'll publish it in the next issue of Vital Signs. Please email your tips to lzh@genevahealth.com.