



VITAL SIGNS



Connecting the Geneva Health Community

December 2009



The warmest of Christmas greetings to you all, and wishing you a stress free lead up to the big day. As I write this, all I can think of is Polly and Grant's Christmas song on Auckland's 91 ZM radio station:

“ 11 sleeps to go,
11 sleeps till Santa,
11 sleeps till the big fat man comes down your chimney
and brings you presents - and drinks your beer!
11 sleeps till Santa comes. ”

Well, what a year we have all had this 2009. One unlike no other than we can remember, nor could have imagined. The way of the world has affected us all directly or indirectly. And I can say that everyone here in the Geneva office is exhausted and very much looking forward to the Christmas break—I bet you are too.

Some of our predictions for 2009 made it but others didn't turn out how we thought. None of us could have dreamt that we would see the drastic changes we've seen this year. However, winning the SEEK Annual Recruitment Awards, plus winning new contracts and opportunities, together with all of you—our Temp and Homecare staff—makes cause for celebration. It has been a turbulent year and I for one am looking forward to the challenges the new year will bring.

For those of you who were intending to come to the Auckland Candidate Christmas Function, the weather got the better of us, but great things are planned for February to start the year off with a bang.

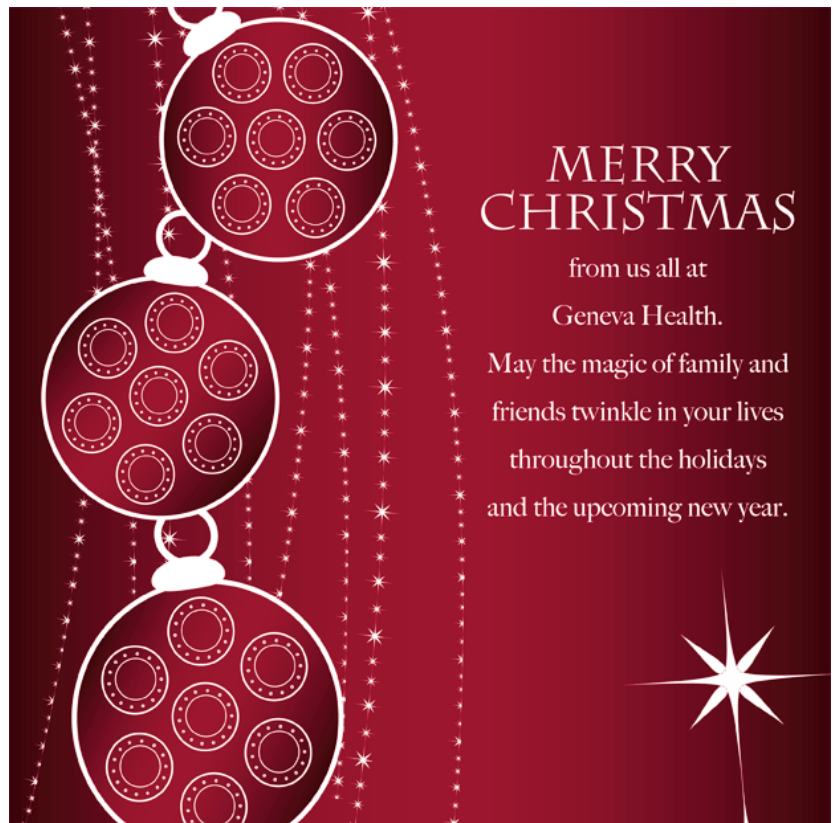
From all of us here at Geneva Health, have a magical Christmas with your friends and families where ever they are, and we look forward to working with you in the new year.

Take Care,

*Melinda McLaren,
National Operations Manager*

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Payroll Update

Christmas & New Year Public Holidays

There are lots of public holidays over the Christmas and New Year period, so here's a reminder of how Geneva's payroll works over this time.

Christmas Day falls on Friday 25th December and is recognised as a public holiday. Boxing Day falls on Sat 26th December (will be paid as normal weekend rates), and the following Monday (28th Dec) is recognised as the Boxing Day public holiday (paid at public holiday rates).

This also applies the following week. **New Years Day** falls on Friday and is a public holiday, while 2nd January

falls on Saturday (paid as normal weekend rates). The following Monday 4th January is recognised as Public Holiday and will be paid at Public Holiday rates.

Pay Delay—There will be a one day delay to your pay over this period. The weekly payroll will be paid on the evening of **THURSDAY 31 DECEMBER**, and the following week on **THURSDAY 7 JANUARY**.

Please make sure your timesheets are received by **midday (12pm)** on the **Wednesday** prior to each pay run. This deadline will be strictly observed. There will be reminders on your payslips over the next couple of weeks. The pay in the week Christmas falls and the pay after 10th Jan will be as usual.

Please note, Geneva doesn't take

responsibility for mail delays, so please forward timesheets to us as early as possible.

Christmas Opening Hours

Auckland Office

The Auckland office will be open as usual until Thursday 24th December, then again from Tuesday 29th Dec through to Thursday 31st December. Between these times, our afterhours team will be manning the phones and will be able to assist you. Normal business will resume on Tuesday 5th January 2010.

Wellington Office

The Wellington office will be closed from 24th December until 11th January.



NZ Regional Updates

Hawkes Bay / Manawatu

Well - we're nearly there for 2009 and bring on 2010 I say!!! It's definitely been a year of fluctuating demand in the Hawkes Bay/Manawatu Region and I'd just like to say how much I've appreciated the commitment and professionalism that you've all displayed this year.

I'm really looking forward to progressing things within our region next year and I hope to catch up with you all in the not too distant future.

I wish you all a very merry and sunny Christmas with lots of fun time spent with family and friends.

Lisa Swann



Wellington

Summer is officially here! Well maybe just around the corner in Wellington. Where has this year gone?

Jodi and I recently introduced the NCCS level 2 and 3 programme to the Wellington region. We had an excellent turn out from our Hutt Candidates at the Silverstream venue, and a moderate presence from the rest of the region at Sprott House. Some even went on to complete Level 2 and commence Level 3. Well done to you! If you need any help, please call me.

We are at present building up a team of dedicated RNs to provide 24 hour care in the community for our Homecare business.

I would like to thank you for all your hard work this year and for being so flexible. I wish you a very Merry Christmas & all the best for 2010!

Dee Smith



Christchurch

Christmas is nearly here and once again, where has the year gone?? 2009 has had its ups and downs for the Southern Region and I have to admit to looking forward to spending time with family and friends over the holidays. I would like to wish you all a very happy and safe Christmas, take care and lets all look forward to new beginnings, exciting challenges and wonderful opportunities for Geneva in the New Year xx

Tracy Brown



Bay of Plenty / Waikato

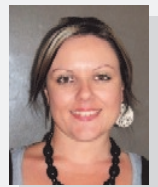
I really just want to take this time to thank all Geneva Health staff in the Bay of Plenty and Waikato area. It has been a tough last half of the year with the recession setting in. This has meant that many of you may not have been getting the hours of work that you need. However, things are picking up day by day and we really appreciate you for remaining as a Geneva Staff member through this time.

We really look forward to working with you again in 2010 – it is going to be a fantastic year with lots of new opportunities which I will be able to share with you as they happen.

I hope to see you at the BOP & Waikato Christmas party at the Kaimai Cheese Factory & Café in Waharoa on Thursday 17th December at 12.30pm for lunch. It will be lovely to catch up with you all.

Hope you all have a very Merry Christmas and a Happy New Year.

Kristy Friend



Market Watch

Homecare

It has been a very interesting year for the Geneva Homecare team, with some exciting new contract wins and some not so good news in terms of changes to how ACC operate. In these difficult times Geneva has done extremely well to hold its position as a leading provider in the field of community based support. We are very well placed to make 2010 a stellar year rich with new challenges and successes.

The focus for homecare in 2010 is to increase the amount of work from other sources such as private clients,

District Health Boards and the Ministry of health, which will allow us to offer you a wider range of work and increase the work flow. It's an extremely exciting time at Geneva as we diversify our client base. I look forward to updating you further once more information is to hand.

The team would like to wish you and your family a safe, happy and healthy festive season. We look forward to working with you in 2010. Keep up the fantastic work.

Mark Radich, Client Services Manager

Training

November saw Jodi Leese, National Quality Manager, head around the country to introduce the National Certificate in Community Support to our staff. "Thank you to everyone for making me feel so welcome! I really enjoyed the study days and seeing so many familiar faces. I'm continually impressed by the way our staff continually show a professional approach and strong work ethic.

"I have already received a flood of completed workbooks which I'm gradually making my way through, and a couple of you have completed the whole set of books in record time! Well done. Remember that the books are not designed to be difficult, so if you are stuck on anything, give me a call. Although I'm away for much of the Christmas/January period, I will be happy to call you back on my return."

Health & Safety

Wow! For the period 1st April to 30th September 2009, workplace accidents resulted in **over 100 days off work!!!** Here is a brief outline of how it happened:

Temp
8 manual/patient handling incidents
3 slips/trips/falls
6 recorded incidents of patients displaying physical violence*
Homecare
10 manual/patient handling incidents
5 slips/trips/falls
8 recorded incidents of unexpected patient violence*

* Many of you work in areas where patient violence can be the norm and not necessarily recorded above,

however where injury has resulted, these are included in the above figures.

If you are finding yourself increasingly working with agitated patients, please make an effort to attend our Challenging Behaviours (CPI) courses. Phone Linda on (09) 355 4120 to book your place.

PLEASE DON'T BECOME A STATISTIC! TAKE CARE!

Health & Safety Representatives

Do you have an interest in Health & Safety in the workplace?

Can you attend a meeting at Geneva once every few months?

We are looking for 2 Geneva employees to help us to make your workplaces safer. If you are interested, please contact Jodi Leese on (09) 355 4107.

Ask Jodi

Q Do I have to do the National Certificate in Community Support?

This qualification comes at many levels, starting from Level 2 and going through to Level 7/8 (equivalent to a nursing degree). For most of our staff, we are looking at Level 2 and 3.

Ministry of Health are moving towards a culture where all staff involved in the Health & Disability sector must have an industry accepted qualification. We currently have an industry where training has come from all different directions and what you practise will depend on where you learnt it, who taught you and how long ago you learnt it. The National Certificate in Community Support (NCCS) has been developed to standardise the learning across all areas of Health & Disability, to ensure everyone is learning the same way.

The current recommendation is that those working in Homecare, providing basic home help, should have a minimum Level 2 qualification. All others should be looking towards a Level 3. This includes those working in Homecare involved in personal care and high needs, staff at rest homes, community support workers and entry level public hospital workers. Level 4 then progresses to more complex cares and areas of specialty such as Mental Health, Diversional Therapy etc.

If you already have an NZQA health qualification to a Level 3 or higher, there is no need to pursue the NCCS. If you don't, and you absolutely don't want to study further, we're not going to force you. However we expect that more and more of our client contracts will include a mandatory requirement for our staff to have these qualifications. This could happen at any time and we would rather you be prepared and ready to meet these requirements.

Even without this mandate from clients, Geneva still have an obligation to provide staff who are the best qualified for the job. While at present experience is usually the strongest criteria, formal qualifications are fast becoming a consideration. Don't be left behind.

Jodi Leese, National 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".



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



Dee Tobin
Regional Temp Consultant



Karamea Grant
Temp Consultant



Helen Young
Temp Consultant

? What's happening at Geneva Health

Auckland Christmas Party Apology

To everyone who was looking forward to Geneva Health's Christmas Picnic in the Park at Auckland Domain, we would like to apologise for the cancellation. As much as we crossed our fingers for good weather, unfortunately the persistent December rain wouldn't let up.

However, we are pleased to let you know the Picnic in the Park will be back on in February 2010 - same time, same place, but with the hopeful promise of calmer February weather. The exact details will be announced closer to the time.

Christmas Raffle Winners

Congratulations to J. Christison and G. Casey who were winners of the two raffle prizes intended for the Auckland Christmas Picnic last week. Prizes were a ham on the bone or a delicious stuffed rolled turkey breast. We hope they can enjoy it with family and friends over the holiday period.

Winners were drawn out of everyone who sent their RSVP to us to attend the Picnic.



Outstanding Employee Awards November/December 2009

This award recognises the staff of Geneva Health across New Zealand who consistently show outstanding commitment, reliability, professionalism and quality service in their work, and who get regular feedback from Clients. Winners will receive a Certificate of recognition together with a \$40 The Warehouse Voucher.

T. Pritchard: For being reliable and for being prepared to travel to help us with shifts.

R. Noel: Is very reliable and hardworking and we have had good feedback from Clients about her work.

RN: S. Bullivant: For being committed, honest and reliable.

I. Ike & M. Oliva: These two compassionate carers spent a few days away with a challenging client and enabled him to have more fun than he could ever imagine. Erica was left speechless with how proud she was with them and the way to embraced the challenge.

W. Prentice: Is consistently reliable and always receives good feedback from Clients.

F. Michael: We consistently receive compliments from Clients. She is always willing to work the shifts offered to her.

L. Rule: Is currently working for a very high needs Homecare Client and has been especially helpful in training all the new RNs. She has a fantastic rapport with the Client and his family.

K. Tinker: Performed amazingly for a long time with a very difficult client. Wanted so much to make a difference and did not ever think of anything other than the welfare of the client.

Also, a special Mention to **L. Reid**, who is always very reliable, honest, flexible and has high empathy for her clients. Her work is always consistent and the level of service is maintained.

Share your tips of the trade Do you have any trips of the trade that you would like to share with other Geneva Staff? Tell us about it and we'll publish it in the next issue of Vital Signs! Email your tips to lizh@genevahealth.com.