

## **SUPPORT WORKER NEWSLETTER MARCH 2010**

This month we held the first of a series of Support Worker Forum/Hui that will be held twice a year, for your convenience we have arranged them in Whakatane, Opotiki and Kawerau. The turn out was tremendous it was good to see you all, your participation and contribution was valuable. The purpose of these forums is to keep everyone updated on sharing information, enhancing awareness of the organisations policies and procedures and provides an opportunity for you to ask questions and to get to know other Support Workers working in your area. At this forum we discussed a number of topics some as listed below if you are interested in learning more or would like some updated information please don't hesitate to call.

### **Understanding the concepts of the services delivered**

- what encompasses personal care
- what encompasses household management
- doing with opposed to doing for

### **Safety and Security**

- accessing Clients' homes in their absence/trust
- key registers

### **Timesheets**

- mileage calculations
- late timesheets
- leave forms – absence and unavailability to work

### **Infection Control**

- influenza
- protective equipment/clothing

### **Reporting**

- what is a reportable event
- how to report

### **Restorative Services**

- what is it
- how do Clients' access the service

We will be in your area on the following dates and we look forward to seeing you there.

### **Opotiki**

Venue : Heartlands Centre

Date : Friday 23<sup>rd</sup> April 1.30 – 3.00 pm

### **Kawerau**

Venue : Kawerau Enterprise Agency

Date : Friday 07<sup>th</sup> May 1.30 – 3.00 pm

Kerryn Smith

**HOME CARE SERVICES MANAGER**