



# VITAL SIGNS



## Geneva Health

### Connecting the Geneva Health Community

January/February 2010

**W**elcome to Summer 2010 - and what a fantastic start to the year. We hope you enjoyed the weather and the holidays and are well on your way into settling into a new year.

You may notice Geneva Health's new logo at the top of this page—this is part of our new branding that's being launched this week. Check out our newly designed websites too—especially the new Geneva Care website which focuses on Homecare services. Furthermore, there's new online Temp and Carer's Zones that is for all Geneva Health staff. You'll find more info about all this in this newsletter.

There also have been a number of changes in the Geneva offices, no new faces as yet, but to the Homecare and Temp teams. Melinda McLaren will now be

giving her full focus as Operations Manager to the growing homecare business, and has said farewell as manager of the Temp Team.

I would like to take this opportunity to introduce myself as the new Operations Manager for the Temp Team. My name is Kate Cross and I have been with Geneva Health for many years. Many of you may have met me as I have been working with the temp recruitment team for the last four years and before that with the afterhours team. I'm really enjoying being back in the temp team fold and can promise you that we are all very focused on getting you that work and keeping you busy.

2009 was a very tough year for many with work opportunities drying up. However, your support and continued excellence on assignments has meant that we

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have been able to maintain a strong presence in the marketplace, in spite of these tough economic times. Please continue to keep in touch and keep your availabilities updated - we are always here to support and represent you.

*Kate Cross, Operations Manager -Temporary Services*



### Outstanding Employee Awards for January/February 2010

The Outstanding Employee award recognises the staff 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.

**D. Devi:** For receiving great feedback from a Client.

**A. Taufetee:** Is very reliable and hardworking and is always happy to help.

**R. Riley:** For always being so flexible and reliable.

**A. Abera:** Has been a lifeline for us the Homecare team, taking on last minute requests and gets fantastic feedback.

**S. Williams:** Received outstanding feedback from a client who said he was extremely helpful and they would love to have him back.

**M. Ootshuizen:** For often picking up shifts at very short notice and the Clients adore her.

**G. Archibold:** Is always bubbly on the phone and very willing to help and for helping out with Client visits .

**C. Trollope:** For always going the extra mile and often willing to do extra shifts.

**L. Phillips:** Always ready to assist with last minute calls.

**Special mentions to Frasia Harris and Avon Lines—thanks for all your hard work!**



## Market Watch

### Temp

Geneva Health continues to enjoy a very strong reputation and presence in the market. This is largely due to the continued calibre and professionalism of you, our wonderful temps. Some temps have, very understandably, taken on permanent jobs to ensure consistency with income. This is absolutely fine, however if you do have more than one job, please keep us informed and remember to keep you, us and your patients/clients safe by working no more than 40 hours per week and having breaks between shifts.

Our clients are becoming increasingly concerned about these health and safety issues. If you are unsure how this affects you or how you should be managing your hours, please give us a call.

Although you may not be getting as much work as you would like, we do have **shifts that we are unable to fill!** These are often short shifts (eg. 3-9pm) during the week and at short notice. So if you would like to pick any of these up please keep your phone on and close by. These unfilled shift opportunities can vary, so please keep in touch with your Consultant to what you may be able to pick up.

**Kate Cross, National Operations Manager - Temporary Services**

### Homecare

We have had a fantastic start to the year in terms of new business and new opportunities on the horizon.

Geneva Health has been working with **BUPA Care Services** in various capacities over the years, and I am

very pleased to advise that we have secured a further relationship with their retirement villages which has lead to an increase in the amount of work we can to offer you.

As always, it is an extremely interesting time at Geneva Health as we further diversify our Clients.

This week the homecare business becomes the newest sub-brand of Geneva Health. It is now known as Geneva Care and defines us in terms of the specialised care service we provide.

I look forward to working with you all in 2010 and advising you of new opportunities as they develop.

Keep up the fantastic work.



**Mark Radich, Homecare Client Services Manager**



## New Zealand Regional Update



### Hawkes Bay / Manawatu

Well, 2010 looks to be taking off with a hiss and a roar in both the Hawkes Bay and the Manawatu regions. Things are going really well with the Hawkes Bay Temp Bureau, and after some successful Client meetings the recently, I hope to see an increase in Homecare referrals both here in Hawkes Bay and Gisborne.

Shift numbers are on the rise in Palmerston North and I'm currently recruiting again to try and match Midcentral's demand, so if you know anyone with at least two years hospital or rest home experience please remember to "Refer a Friend" to me whenever you can.

Here's hoping that with 2009 behind us, things continue to move onwards and upwards in 2010! I look forward to catching up with you all at some stage over the year and please feel free to contact me with any and all of your queries.

**Lisa Swann**



### Christchurch

Happy belated New Year everyone! So far 2010 has kicked off with a very positive feel to it and I'm looking forward to the exciting challenges and wonderful opportunities ahead for Geneva Health.

On March 17<sup>th</sup> we are running a First Aid/CPR refresher course. If you're interested in attending please let me know, information regarding this will be sent out soon. Also if you are interested in coming along to the NCCS workshops please give me a call.

A big welcome to the newest members of Geneva Health, its great to have you as part of the Christchurch team. To everyone else, I hope you are all keeping well and I look forward to catching up with you all soon.

**Tracy Brown**



### Wellington

Happy New Year to you all! I hope you are enjoying the much needed summer here in Wellington. We were off to a slow start at the turn of the year, but we hope to see this change shortly. The Wellington region is looking to expand business into the Wairarapa area for Registered Nurses and Health Care Assistants.

I do hope to see many Wellington staff complete their NCCS qualifications this year. If you have any problems or queries please make contact with either Jodi Leese or myself.

I would like to say a very warm welcome to all new Registered Nurses who have recently come on board.

**Dee Smith**



### Bay of Plenty / Waikato

Welcome back for another year. Hope you managed to have a nice break and relax in the sun over the Christmas & New Year period.

I'm really looking forward to new opportunities coming our way as I continue to establish and maintain strong working relationships with you and our Clients this year. I recently visited all our main Clients in Hamilton and surrounding areas so hopefully we will see an increase in shift requests over the next few weeks. Throughout February and early March I will also visit all the Richmond houses in Hamilton and other clients in Tauranga and Rotorua to remind them that we have fantastic staff just waiting to assist them with their temping needs.

Please ensure you keep Helen Young (Temp) and Julie Arona (Homecare) updated with your availability each week to ensure we provide you with the days and hours of work you prefer. Looking forward to catching up with you all during 2010.

**Kristy Friend**

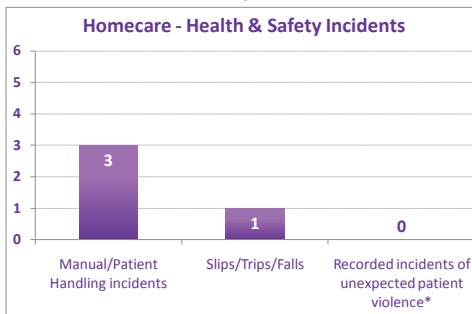
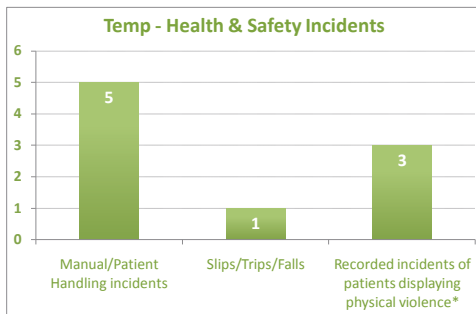


## Health & Safety

Welcome to Nalini Singh and Trish Johnstone who have kindly volunteered to sit on our Health & Safety Committee. Many of you will know Trish and/or Nalini and know that they have been with Geneva for some time. They have likely encountered just about everything possible during their years of temping with Geneva Health and we feel very privileged to have them as part of the team. If you come across them, please do let them know if you have any concerns or issues you

would like them to raise on behalf of our workforce.

In the meantime, the latest results for incidents and accidents are really encouraging - much lower than the previous few months. If this is because you are taking more care at work and less people are being injured - congratulations and well done! If it's just that we're not hearing about it - please, please tell us. These figures are so important for us to know how and where you need more support from us. Here are the latest figures for 1 December 2009 to 12 February 2010.



## Training Update

We've got off to a bit of a slow start this year for which I apologise. Unfortunately the start of the Auckland NCCS classroom sessions have been delayed, but I hear that around the rest of the country you are going strong! If you have your workbooks but need help or guidance, please do give us a call. This year Mary Potter Hospice in Wellington (in conjunction with Hospice New Zealand) are running some very affordable courses for Care Assistants (\$60), covering the various aspects of palliative care. If

you are interested, please contact Chris Murphy at Mary Potter [chris.murphy@marypotter.org.nz](mailto:chris.murphy@marypotter.org.nz).

Health Ed Trust are also running some Caregiver Education Days around the country. Topics include: Documentation, Contenance, Medication, Skin Maintenance and Wound Care. The cost is \$125 and they are running in Wellington, Palmerston North, Tauranga, Hamilton, Whangarei and Auckland. For more information go to [www.healthedtrust.org.nz](http://www.healthedtrust.org.nz), email [lucille@healthedtrust.org.nz](mailto:lucille@healthedtrust.org.nz) or phone (03) 379 8519.



## Payroll Update

### Immediate changes to Payroll

If you are unable to take a break on your shift you MUST put "NB" (No Break Taken) in the meal break column. Our Clients now request that if you don't take a break, you must get the NB signed off by the person authorising your timesheets.

If this is not done, unfortunately we will have to still take the meal break off your total hours worked on that day. If you work at Richmond, you still have to list the reason why you were unable to take the break. **This will be effective for all shifts from 22<sup>nd</sup> February 2010.**

**Quicker stat holiday pay:** this will now only take a couple of weeks after the public holiday to be paid, it previously used to take up to four weeks.

Please ensure you submit your timesheets on a weekly basis so that you're paid on time. Remember, there are three ways you can submit your timesheets:

1. **Fax to 0508 343434** - and call to confirm our receipt of them on 0800 GENEVA / 0800 436 382
2. **Email** - scan the timesheet and email it to: [payroll@genevahealth.com](mailto:payroll@genevahealth.com)
3. **Post** - this can often take a while

## Ask Jodi!

**Qualification vs. Experience—what does that mean?**

**A Pay** - all Homecare Assistants who have completed a formal qualification in health are now in our highest band of pay rate. Congratulations to those who have recently passed and received a pay rise! New staff who join Geneva Health without any formal health education will start at a lower rate until they complete the minimum qualifications.

Temp staff pay rates are based on the MECA (for Care Assistants, RNs etc) and PSA (New Zealand Public Service Association - for Psych Aids, CSWs etc) levels. Although your qualifications do not directly impact your rate of pay, in years to come, they may impact on the availability and variety of work.

**Work** - as a "bureau" or "agency", where staff are expected to arrive on site and have the confidence to know what they should be doing, experience is imperative, however there is a gradual shift in the wind. Although for work in Eldercare and Residential facilities, experience is still an absolute must, many public hospitals are happy to take temp staff based on qualifications alone.

This means that if you have previously been working in Homecare, once you have completed your NCCS Level 3 or above (or similar qualification), you will be eligible to work in the hospitals. While the current work climate is relatively quiet and we are not taking on new staff for these positions, it is easy to think that having a qualification doesn't matter anyway. However, when the market picks up and there is work for the taking, those with qualifications will be first in the door.

**Jodi Leese, Quality Manager**

If you have a question for Jodi email her at [jodil@genevahealth.com](mailto:jodil@genevahealth.com) or phone (09) 355 4107 or fax with your timesheet. Make sure you mark it with "ASK JODI".

## ? What's happening at Geneva Health

facebook

### Are you one of the world's 350 million Facebook users?

As the second most visited website in NZ, we would love you to join Geneva Health on Facebook. Contribute to discussions with other health professionals, have your say, post photos & videos, enter competitions and generally keep up with what's going on at Geneva Health and in the healthcare industry. Check it out today! [www.facebook.com/genevahealth](http://www.facebook.com/genevahealth)

### Geneva Health's New Brand Image



Geneva Health and the marketing team would like you to be some of the first people to see the new company branding and logo. It has been five years since the brand last had a face-lift—you will be familiar with the “experience more” campaign launched in 2005.

**Geneva Health**

This time two new sub-brands have been added to the mix that operate within Geneva Health's corporate brand: Geneva Care and Geneva Doctors. These were set up to cater to the particular needs of the homecare and medical professions.



**Geneva Care**



**Geneva Doctors**

### Online Geneva Temp and Carers Zones

To compliment the launch of the new branding, Geneva Health has re-launched five websites which represent different aspects of our business. There are now dedicated zones on the websites for Geneva's staff—**Carers Zone** for homecare staff and **Temp Zone** for temp staff—links are located at the footer of each webpage. You'll find plenty of information and documents that will benefit your work and career with Geneva Health. Including info on training, company guidelines, policies and procedures plus an archive of Vital Signs and info on Geneva Plus e-membership programme. Please explore the new websites and the Temp and Carers Zones—we're happy to receive your feedback too.

- + Geneva Health New Zealand: [www.genevahealth.co.nz](http://www.genevahealth.co.nz)
- + Geneva Care New Zealand: [www.genevacare.co.nz](http://www.genevacare.co.nz)
- + Geneva Doctors: [www.genevadoctors.com](http://www.genevadoctors.com)
- + Geneva Health Australia: [www.genevahealth.com.au](http://www.genevahealth.com.au)
- + Geneva Health United Kingdom: [www.genevahealth.co.uk](http://www.genevahealth.co.uk)

### Auckland Candidate Function

It was third time lucky for the postponed Auckland staff function, after being cancelled twice in December. Finally, and despite the drizzle, a great group of Temp and Homecare staff met in the gorgeous setting of Auckland Domain for a picnic in the park—topped off with a surprise visit from Mr Whippy! Thank you to everyone who turned up, we hope you were able to catch up with your Consultants and enjoyed the entertainment from Ashley (daughter of Erica Kissane, Homecare Consultant) and her friend Paul—we certainly did.



### Welcome to... Kate Cross, Operations Manager for Temporary Services

We are delighted to announce the promotion of Kate Cross to Operations Manager - Temporary Services. Kate has been with Geneva Health from the very beginning and is a Registered Nurse!



In recent years Kate has led our recruitment team, and brings to this role loads of experience, buckets of enthusiasm and an incredible knowledge of our organisation.

Kate will be responsible for the smooth and efficient running of the Temp Team. Whilst you will have your Consultant that you work with most of the time, you are welcome to contact Kate if you would like to discuss anything else about our agency service.

### Farewell to a caring and committed Temp.

It is with great regret that we say goodbye to Carey Thorburn. Carey first joined Geneva Health as a temp in October 2000 and has worked virtually full time for us since then. Originally she worked in the eldercare sector but over the past few years has specialised in mental health and respite work.

Carey we thank you for your constant professionalism and genuine care for your clients. The great reputation that Geneva Staff enjoy today is largely due to the work of people like Carey. We wish you all the very best for the future.