

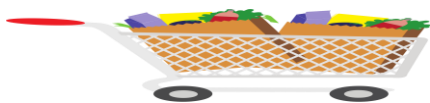


WELCOME TO THE SPRING EDITION OF NATTERS 2017.

“SPRINGTIME”



Spring is the promise that everything can begin again, letting go and embracing something new. Promise, birth, renewal, new love, romance, starting anew, birds, butterflies, tulips and fragrant blossoms are but a few of Spring symbols.



Auxiliary Father’s Day Stall

The Meercroft Auxiliary will be holding the Father’s Day stall on September 13th in the Seaview Lounge commencing at 9.00am. The Auxiliary has received great support from the community and have received many donations of fruit and vegetables and cooking ingredients. There is a fantastic raffle with many prizes. All money raised is donated to Meercroft Care to provide nursing care equipment. Last year the Auxiliary donated \$15,000 which was an amazing fete.

Appreciation to Volunteers

We celebrated Volunteers Week in May and treated our wonderful Volunteers to Lunch and each Volunteer was presented with a Certificate of Appreciation.

We sincerely thank you all for the valuable contribution that you make to Meercroft Care and to the lives of our residents.

One of our long serving volunteers Beth Cahill celebrated a very special 80th birthday last week. Congratulations Beth.

Another of our special volunteers Neville Parker is currently unwell and has been absent from Meercroft Care lately. We hope to see Neville back at Meercroft very soon.



Staff health and Well-Being Program

I would like to reinitiate The Staff Health and Wellbeing Program and invite participation from interested staff. We launched the program with a BBQ and plan to hold another lunchtime BBQ to relaunch the program. To date we have been able to negotiate a 10% discount at SPLASH and have a birthday cake each month to celebrate all staff birthdays in that particular month.

We only have 2 remaining members and would like to encourage staff to join the committee and bring ideas. We have plans for other activities for staff. Being a Committee member is not onerous as we share the load.

The program aims to improve staff health and staff morale so please consider joining.



Learning Knows No Bounds

Education

Customer Service Training

90 remaining staff will be participating in Customer Service Training which will focus on our communication styles including attitude, body language, voice tone and the effect on others. The trainers will demonstrate various scenarios with role play. This training has been a big investment by Meercroft Care to improve communication with residents, visitors and each other.

Meercroft On Line Learning

On line learning packages have been developed specifically for Meercroft Care Inc. Staff are able to complete the packages on line and to date we have available:
Manual Handling
Elder Abuse
Bullying and Harassment

MEERCROFT MISSION: Meercroft Care Inc. will pursue the “Quality of Life” as an active and ongoing programme for residents in all areas of accommodation, to care for them in an atmosphere of love and respect, and to believe in the human dignity of everyone, whether resident, visitor or member of staff.





Infection Prevention and Control
 Fire and Emergency
 Workplace Health and Safety.

Completing the on line learning is purely optional and if you would like to undertake the learning packages you will need to:

Double click on Meercroft Learning Icon on desktop

User name will be your first initial and last name (all lower case)

Password for everyone until you change it is P@ssw0r.

"0" in p@ssw0rd is a zero. If anyone needs help please call Vik on 151.



EBA Negotiations

EBA Negotiations have concluded with agreement being reached by all parties. We are currently waiting on feedback from ANMF in regard to the draft that has been circulated to the Unions. HACSU are happy with the draft and once we have received confirmation that ANMF are happy with the draft we will then proceed to the vote.

Building Program 2017

Meercroft will be commencing further building development over the next few months. We have received planning approval and are working through the next steps. The program will include 4 new rooms to be built onto

Banksia, 2 new rooms in Parkview which will ensure all resident rooms in Parkview are single rooms with private ensuites including a lift from Oceanview to Parkview, 2 new rooms in Seaview to enable residents to be relocated during the refurbishment of 8 existing rooms with shared bathrooms.

The building program will also include a new car park on the North Street side of Meercroft Care.



Discount Terry White Pharmacy

Just a reminder to staff that Meercroft Care staff are entitled to a 10% discount from Terry White Pharmacy. In order to access the discount staff must present their Meercroft ID Badges.

Visit by RACV (EPAC)

RACV will be visiting Meercroft on October 3rd 2017 to provide information to staff as part of Health and Well Being regarding benefits that are available to staff.

Platters will be available to staff during the visit to also promote the Meercroft Care Health and Well Being Program.

Unannounced Visit

Meercroft has had 2 unannounced visits this year. The last visit focused on behaviour management and documentation as well as Continuous improvement and regulatory compliance.

Munnew Day Centre

2 Munnew Staff and Alex Morse Music Therapist have been invited to provide a presentation on the Munnew intergenerational program at the National Alzheimer's Conference being held in Melbourne in October. We extend our best wishes to Denise, Tammy and Alex as they showcase Munnew Day Centre to the nation.

Cold and Flu Season

I would like to remind staff that if you have a cold or are exposed to influenza A, that you are responsible and not come to work. If you are uncertain please give us a call for advice.

Appreciation to Staff

Thank you to all staff for the beautiful care and services that you provide to our residents and families. We receive great feedback from families who express their genuine gratitude for the loving care received by their loved ones in our care which is given willingly by staff from all areas.



Wendy Shearer
CEO/DON

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