



# STAFF HANDBOOK



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## **BRIEF HISTORY**

Established in 1888, the Te Hopai Trust Group remains the oldest Charitable Trust in the country, we are solely dedicated to the care of the elderly.

Te Hopai Home was the first home for the aged to be established in Wellington. Following a grant of land by the Colonial Secretary, the Te Hopai Trust was founded in 1885, and the first home was built in 1888 from funds subscribed by a number of prominent Wellington citizens.

Officially opened in 1889, the original Te Hopai was home for generations of elderly people. It was replaced by a new home in 1976.

In 1995 Te Hopai Trust saw a need for safe care for those residents with memory deficits. To cater for the demand, the Kowhai Wing - a 10-bed secure unit - was developed by renovating the old Matron's quarters and garages located at the back of the current home.

In July 1995 Te Hopai Trust purchased Alexandra Rest Home in Rintoul Street which provided the community with a further 34 beds. The Trust Board ran the rest home facility under the Te Hopai umbrella until it was sold in September 2002.

The latest addition to the Trust – Te Hopai Hospital – was built and officially opened in July 1996. A magnificent 34 bed up-to-the-minute facility, it features 24-hour medical convenience while providing a homely, safe and caring environment for both short and longer-term special care residents. In 2001 Te Hopai Home was totally renovated and all rooms were en-suited.

In 2008 it was deemed necessary to again renovate the entire facility (a) to provide a new dementia wing which would be increased to 16 beds and (b) to redesign the administration area of the facility and reconfigure the space to provide for a rest home nurses station, dispensary and hairdresser. Work began in late 2007 and has now been completed.

On 16 December 2014 Te Hopai Home & Hospital opened its new wing on level one at Owen Street, Newtown. The second level was opened three months later on 16 March 2015. The new 2-story extension has a total of 47 bedrooms each with en-suites. The new entrance off Owen Street includes a reception area, a new 'state of the art' kitchen and car parks for approximately 40 cars.

## **Mission Statement and Philosophy: Setting the standard in Aged Care**

Te Hopai believes in caring for those aged members of the community who are unable to care for themselves. Te Hopai objectives include providing safe, resident centred care of a high standard and to provide a working environment which supports ongoing staff development and enhances staff job satisfaction. We believe our care should:

- keep residents safe from harm.
- promote independence.
- encourage and nurture individuality, dignity and self-worth.
- be as close to the residents own home environment as possible.
- reflect resident's physical, emotional, intellectual, social, cultural and spiritual needs.
- be delivered with kindness and friendliness.
- respect residents' freedom of choice and speech.
- be based upon decisions made by residents.
- involve relatives and friends.
- maintain residents' right to privacy and confidentiality.
- provide residents with the right to die in peace and with dignity.

## **Staff Management**

Our Individual Employment Agreement (IEA) exists to protect the rights and responsibilities of both the employee and employer. IEAs will include:

- a Job Description for the position.
- a Te Hopai Staff Handbook (this document).
- delegated authorities, where appropriate.

Each employee is issued with a signed copy of their IEA and a second signed copy is held by the employer on site, and available to the employee upon request.

## **New Employee Induction**

Induction is a formal welcoming process that is designed to make the new employee feel comfortable, informed about Te Hopai, and prepared for their position. New employee induction is conducted by the Quality Manager and includes an overview of company core values, vision and mission, and company goals and objectives, and an introduction to fire and emergency management and infection control. The new employee will then be taken to their rostered area of work and allocated a buddy to orientate with who will introduce them to staff. The orientation roster will be posted on Human Force for the employee.

## **Performance Reviews**

From time to time we will conduct an appraisal of your performance. This is an opportunity for us to ensure you are working efficiently and effectively, and to address any concerns you might have. It is also an opportunity for you to discuss with us any matters that are relevant to your work and performance, such as training requirement, new ideas or initiatives you wish to contribute, or any problems or issues that you may be encountering. Employees are expected to participate in this process. An initial performance review will be carried out at 3 months and thereafter annually.

In reviewing your performance, we will take into account such things as:

- your efficiency and competence in carrying out the duties, and in meeting any established standard or goals;
- the quality of your relationship with other staff, our residents and any other persons you might interact with during the course of your duties at Te Hopai;
- other personal attributes (including initiative, versatility, judgement, and productivity);
- efforts you have made since the last review to develop your work-related skills; and
- any other arrangements which may have been set in place between you and us regarding your work performance.

A copy of the completed review will be held on your personnel file and can be viewed by you at any time.

## **Rostering**

The Finance Manager, in conjunction with Wing Care Managers are responsible for the rostering of staff. Rosters will be available 14 days in advance and will be posted online on the Human Force website and app. Staff will be rostered shifts in accordance with their employment contract; changes in rostered shifts will be by mutual agreement.

Staff wishing to “swap” a rostered shift with another will be required to complete a request to shift swap online which will be available to the Care Manager for approval. The swapping of shifts between staff is not encouraged, however, permission to do so will be on a case by case basis and will not be unreasonably withheld.

If you are unable to work any rostered shift you will be required to notify the Care Manager or senior person on duty at your earliest convenience. Notification of unavailability must be made personally (not by text or telephone message).

## **Wage/Salary Details**

Wages are paid fortnightly to an account of your choice. Payday is on Wednesday so funds are available in your account in the afternoon. A New Employee Form with all personal details including bank account details and IRD number is required before payments can be made. These must be updated if the information on them changes (e.g. address, telephone numbers). As a new employee we are obliged to register you in the KiwiSaver Scheme unless you are on a work visa.

Your pay is generated from your time sheets on Human Force. In order for an allowance to be paid (as per the Individual Employment Agreement) it is necessary for the claimant to make a comment on the relevant timesheet.

Sick Leave is paid according to the contract. It is expected that if you are unable to come to work due to sickness, you will give your employer as much notice as possible (at least 4 hours) as replacement staff will need to be arranged. You need to notify the Care Manager or senior person on duty at your earliest convenience. Notification of unavailability must be made personally (not by text or telephone message).

Te Hopai may at its discretion may require a doctor's certificate to cover any sick leave.

Annual and Alternative leave must be applied for at least three weeks in advance via the Human Force website or app. This will be considered and approved by the Care Manager and permission will not be unreasonable withheld.

## **Dress and Hygiene Standards**

Staff must maintain a high standard of personal cleanliness and appearance. At all times an appropriate standard of dress is required. All employees are expected to present to work in the uniform provided or in clothes that reflects the professional image of organisation.

Te Hopai will supply a shirt/blouse (uniform) to all staff at the rate of three per year for fulltime staff and two for part time staff. They must be returned on ceasing employment.

The following items are considered inappropriate working attire for Te Hopai.

- open-toed or backless footwear.
- spaghetti-strapped shirts.
- tank tops or revealing shirts.
- short 'mini' skirts.
- sheer clothing.
- T-shirts with inappropriate or offensive gestures or advertising.

Consult your supervisor if you have any questions about appropriate attire.

## **Meals and Meal Breaks**

Each staff member accepts the responsibility to take meal breaks. We also expect that you will return from allocated meal and tea breaks in a timely fashion.

## **Education**

Te Hopai is committed to ongoing education of staff. A comprehensive orientation programme will be planned. On-going education is facilitated by staff and/or external educators. It is considered that all employees take responsibility to be informed and attend education programmes.

All training is documented, and a record of attendance is maintained. Registered and Enrolled Nurses are expected to maintain their own record of professional development. Financial support for off-site education will be considered by the General Manager, hours of attendance at Te Hopai training programmes will be paid for.

## **Telephone Use**

The telephones are provided for company business or resident use and toll bars operate on all extensions. Employees are requested to restrict making or receiving personal telephone calls or messages on company telephones to a minimum and are preferably during meal breaks. The use of personal cell phones should also be limited to emergencies.

## **Video Surveillance**

Whilst we would hope that it never becomes necessary, we reserve the right to place covert cameras in any area of the premises, excluding conveniences, under special circumstances.

It is important that you realise that such action, if it becomes necessary, will be to protect and ensure the wellbeing of all, and any such action will comply with the Privacy Act 1993.

## **Choice of Language**

We expect that all staff, when providing care to residents, will communicate with the resident and converse with each other in a language that the resident will understand.

## **Maintaining Security and Safety**

- No staff member will have social visitors.
- All equipment belonging to Te Hopai is used appropriately and not removed from the premises. Malfunctioning equipment, breakages or damage to property needs to be reported as soon as possible.

## **Maintaining Boundaries**

Professional relationships are therapeutic relationships; staff must realise that they have the responsibility to know what constitutes appropriate behaviour within this relationship.

Staff need to maintain appropriate boundaries in the staff/resident relationship. Consult with your manager in any situation where it is unclear whether behaviour may cross a boundary of the professional relationship. This includes circumstances of self-disclosure or accepting gifts from residents. It is important that any instances of inappropriate approaches from residents are documented on an incident form.

Accepting gifts or hospitality may compromise the professional relationships with residents. It is important not to take gifts and residents must never get the impression that their care is dependent on giving gifts. Cash gifts should never be accepted, and cash should not be taken from residents to buy them things. This must be organised through the wing manager.

## **House Rule**

The House Rules were provided to you with your individual employment contract. These outline obligations for both Te Hopai as employer and you as employee. You have a responsibility to make sure you are familiar with these and conduct yourself accordingly.