

The District Nurses Consumer News

Winter Edition 2020



A word from the CEO

Welcome to the Autumn/Winter edition of The District News. It has been an eventful start to 2020 for The District Nurses (TDN) starting with our Accreditation Quality Review undertaken by the Aged Care Quality & Safety Commission in February. I am pleased and proud to inform you that we **Met** all criteria and have been successfully accredited for 3 years. This is an outstanding result and a credit to our wonderful staff, managers and volunteers who work tirelessly to ensure that TDN's care and service is of the highest standard.

We had very little time to celebrate when the impact of COVID-19 pandemic was upon us and we, like you, have been experiencing an enormous amount of change in our day to day life, with many restrictions placed on our lives.

You will be aware that TDN have introduced many different strategies to ensure that we keep you, your families and our staff safe.

As we now start on the State Governments Road Map to easing of restrictions I thought it would be of benefit if I outlined to you TDNs approach.

TDN will continue to undertake the following:

- ❖ Arrival check in – Every staff member will ask you a series of questions when they first arrive – Are you well?
- ❖ Do you have any flu like symptoms,
- ❖ Do you have anyone self-isolating or recently been overseas
- ❖ If you answer yes to any of these questions our staff are instructed to seek advice from our Liaison Officer. This may mean that our staff will need to wear Personal Protective Equipment such as mask, gown, gloves, & goggles when delivering your care or service

Please be patient with our staff, they are asking these questions as it is important for their safety, your wellbeing and the safety of others within the community.

- ❖ Hand Washing – thorough handwashing remains a key measure and it is important everyone continues to be vigilant in washing our hands, before eating, after going to the toilet, when in contact with external surfaces such as when we go out shopping, or to the pharmacy.

- ❖ Social distancing – maintaining a distance of 1.5 metres in the home is not always possible when assistance with personal hygiene however, wherever possible our staff will aim to maintain appropriate distancing. What I ask is that you assist our staff by ensuring any family members or visitors are instructed to not be in the same room unless assisting with care. This is important now with restrictions allowing an increase in visitors but it is important that you are aware our staff will politely ask visitors to move to another room until they have completed their task, or if possible you may ask them to visit outside the scheduled times of TDN visits.
- ❖ Cough & Sneezing etiquette – we are all encouraged to follow the simple rules of coughing or sneezing into our elbow or use a tissue disposing of it immediately and washing our hands.
- ❖ Flu vaccinations – All TDN staff providing direct care and service have undertaken a flu vaccination.
- ❖ Education & Training – All TDN staff have undertaken mandatory training provided by the Commonwealth Government on COVID-19 including correct hand hygiene technique, and the use of Personal Protective Equipment.
- ❖ Every week day TDN has a Liaison Officer who is available to answer any of your queries relating to COVID-19.
- ❖ TDN has a Wellness Officer who will touch base with you if you have cancelled services temporarily. They can assist you with services or have shopping delivered or generally assist you with remaining connected to TDN and the wider community. They can be contacted via our reception 62080500.
- ❖ Stay at Home Save Lives – we have all been encouraged to stay at home and only venture out for essential shopping and daily exercise. Our staff are here to assist you and many already use our staff for shopping and errands. Please be aware that our staff are not permitted to purchase alcohol on your behalf.
- ❖ All TDN staff have the COVIDSafe App on the mobile devices. The app speeds up contacting people exposed to coronavirus (COVID-19). This helps to support all of us and our families/friends. Potentially preventing spread and outbreaks or second wave. If you wish to download the App the link is below.

<https://www.health.gov.au/resources/apps-and-tools/covidsafe-app>

We have also included MyAusCovid-19 App details which processes important information in multiple languages.

You will see in the articles below that whilst we have been unable to have meetings or gatherings on site at TDN we have celebrated our ANZAC story, our wonderful nursing team and all our staff as we celebrated our Accreditation success.

As an organisation we know that like the rest of the community we have a challenge to keep COVID-19 aware in the coming months, to continue to follow all the “rules” keep vigilant and keep safe.

Sally Faulkner
CEO



To reflect and celebrate the high standard and commitment our staff show we were treated to some lovely cupcakes to say thank you.

Hello from our Director of Care Lois

I hope that you are keeping well and surviving the strange new world of COVID 19. The lengthy period of lockdown has been trying for many and I'm sure that you are relieved that the numbers of Tasmanians experiencing this virus are reducing and that we are moving to lesser stages of lockdown in coming weeks and months.

I am happy to advise that we have implemented a new role of Wellness Officer at The District Nurses. Some of you may already have spoken to Kimberley who has been working in this role throughout the COVID 19 Pandemic.

Kimberley has been busy following up with those of you who cancelled services, needed to self-isolate due to health conditions or have experienced some of the challenges of having to remain at home during the lockdown.

We decided at TDN that it would be helpful to identify a member of staff to coordinate a range of services designed specifically to assist people during the lockdown. Kimberly, as the Wellness Officer, has been arranging for reading material, craft supplies and DVDs to be delivered to people's homes, booking staff to assist cooking scones with you in your homes, assisting with technology such as setting up iPad or phones so that you can spend time chatting with loved ones on the web or even just to play games on a device, and arranging additional shopping or social support services.

We have received such positive feedback about this role and the activities and services it has supported, that we will now extend the Wellness Officer position until at least the end of this year and probably beyond. If any of you have heard about any of the above services and feel that you would like to participate in them, or if you are experiencing other challenges related to the lockdown that you think we may be able to help with please call us at The District Nurses and let Kimberley know.

We are also very interested in receiving ideas and suggestions for other services that we may be able to offer as part of your existing TDN services, especially activities that will help you to remain connected and involved with in your community, socially or physically active, and ultimately well and fulfilled.

Consumer Quote

"It's the little things we take for granted – that mean so much to others"

Once the staged lifting of the lockdown supports less restricted services we will be providing more formal opportunity for you to contribute to our service planning as we move forward – another opportunity for you to put ideas and suggestions to us outlining what we can provide as an organisation to best support you at home.

Lois Jenkins
Director of Care

ANZAC Day 2020



Anzac Day observed on 25 April each year was originally devised to honour the members of the Australian and New Zealand Army Corps (**ANZAC**) who served in the Gallipoli Campaign, their first engagement in the First World War (1914–1918).

This year Anzac day was a bit different for most of us, with many people lighting up the dawn at the end of their driveways with a candle or a torch.

At TDN staff brought memorabilia into the office to reflect and honour our veterans.

International Nurses Day

International Nurses Day is celebrated around the world every May 12th the anniversary of the birth Florence Nightingale, famous for changing the way nurses were perceived during her time, raising the standards for nursing and educating nurses.

International Nurses Day provides an opportunity to recognize nurses around the world for their contribution to health care in particular for us, and our hard working nurses at TDN.

This year the World Health Organisation designated 2020 as International Year of the Nurse and the Midwife which could not be timelier. The courageous work of nurses and other health care workers in face of coronavirus does honor to the Year of the Nurses & Midwife 2020 and the 200th anniversary of Florence Nightingale's birth.

This year our nurses put together a display of their personal nursing journeys and stories.



[Find Us On Facebook](#)



Welcome to MyAusCovid-19

Migration Council Australia (MCA) has developed a multilingual resource for Australia's culturally and linguistically diverse communities about COVID-19, its impact and available support.

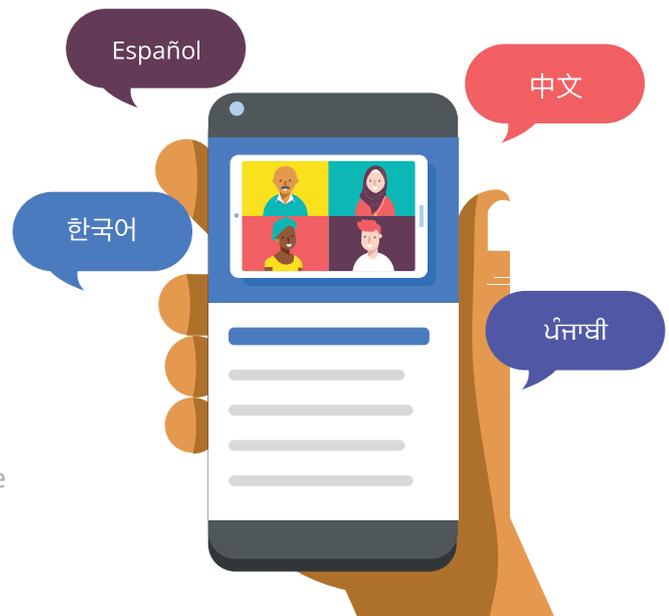
MyAusCovid-19 app is available in 25 languages

With the MyAusCovid-19 app you can:

- **Browse** articles to find out more about COVID-19, tips for prevention, caring for individuals and community, information on government response, and access to healthcare, financial assistance and support
- **Search** for topics or points of interest
- **View** short animations with helpful summaries of specific topics
- **Find** useful tips and contacts to help you adjust during COVID-19

The following languages are available in the app:

- العربية Arabic
- မြန်မာ Burmese
- 粵語 Cantonese
- دری Dari
- English
- Français French
- Ελληνικά Greek
- Bahasa Indonesia Indonesian
- Italiano Italian
- 日本語 Japanese
- Karen
- ខ្មែរ Khmer
- 한국어 Korean
- 普通话 Mandarin
- فارسی Persian
- ਪੰਜਾਬੀ Punjabi
- русский Russian
- Soomaali Somali
- Español Spanish
- Tagalog Tagalog
- தமிழ் Tamil
- ไทย Thai
- Türkçe Turkish
- اردو Urdu
- Tiếng Việt Vietnamese



MyAusCovid-19.org.au

Download the app from:

