

AGENCY STAFF INDUCTION HANDBOOK



Welcome to Estia Health

Every member of the team is valued for their contribution to providing care and service to our residents. Caring for older people is a great privilege and you'll see that our residents are at the heart of everything we do.

Estia Health has a proud heritage of providing quality aged care across Australia for nearly 50 years. Our purpose is to be **one family** where everyone belongs. Innovation, quality care via personalised healthcare teams. Access to helpful advice is fundamental to our purpose and provides an inclusive and caring experience that makes us a family orientated aged care service.

The Estia Health purpose, code, principles and values guide everything we do and how we go about our work.

Highly experienced management teams support our homes across Queensland, New South Wales, Victoria and South Australia. Each member of our team has a shared commitment to delivering resident catered services and high-quality clinical care that makes Estia Health a place where everyone belongs.

Each of our homes understand people have diverse interests and we accept all residents, just as they are. Our homes reflect the residents who choose us, the local community around us and the people who support and work with us.

Enriching and celebrating life

Our purpose is to enrich and celebrate life together, and we achieve this by creating a family where everyone belongs. We are guided by our principles:

- **Creating happiness**

Compassion: We demonstrate care and understanding with empathy

- **Always approachable**

Responsiveness: We are approachable, we listen, and we take action

- **Taking responsibility**

Accountability: We are responsible and always act with integrity

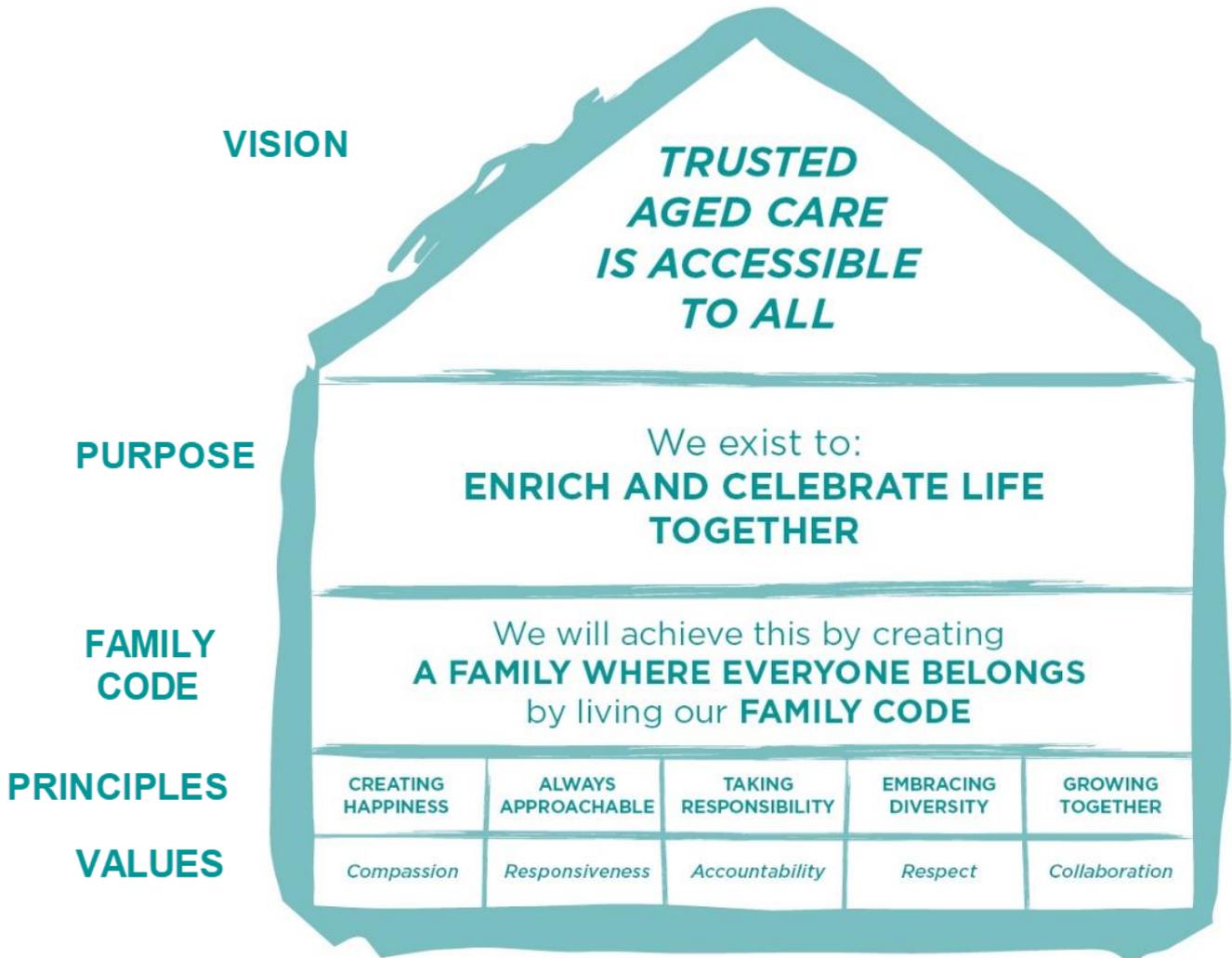
- **Embracing diversity**

Respect: We embrace individuality and choice

- **Growing together**

Collaboration: We positively engage together to deliver our purpose

Our Family Values



We hope you find your time with us personally and professionally rewarding.

About Estia



<p>Our Purpose <i>Enrich and celebrate life together</i></p> <p>Our Family Code <i>A family where everyone belongs</i></p>	<p>Creating Happiness</p> <p>Compassion We demonstrate care and understanding with empathy</p>
<p>Always Approachable</p> <p>Responsiveness We are approachable, we listen and we take action</p>	<p>Taking Responsibility</p> <p>Accountability We are responsible and always act with integrity</p>
<p>Embracing Diversity</p> <p>Respect We embrace individuality and choice</p>	<p>Growing Together</p> <p>Collaboration We positively engage together to deliver our purpose</p>

Enriching and celebrating life together

Our Residents

Our residents are what makes a house a home. We work in their home; they don't live in our workplace. We work together as one team. This involves:

- Choosing a positive attitude before you start work each day.
- Come prepared.
- Be on the floor ready to take over from your colleague when your shift starts.
- Always hand over before you leave your shift.
- We support each other to get tasks completed.
- Take initiative steps if you see a task that needs to be completed.

When entering a resident's room:

1. Always ask for permission – before entering and again before proceeding with any task (even if the resident is unable to verbally respond).
2. Introducing yourself and explain what the task is before commencing. Seek their consent.
3. Complete Task:
 - a. Conversation Topics – Provide information: about what is happening in the home today. E.g. activities, lunch menu etc.
4. Complete an Environment Check:
 - a. Consulting with resident regarding comfort, safety, and dignity.
 - b. Check access to water and other requirements e.g. bell, sensor mat placement.
5. Feedback – Always ask “is there anything else I can do for you before I leave?”

When resident's family visit:

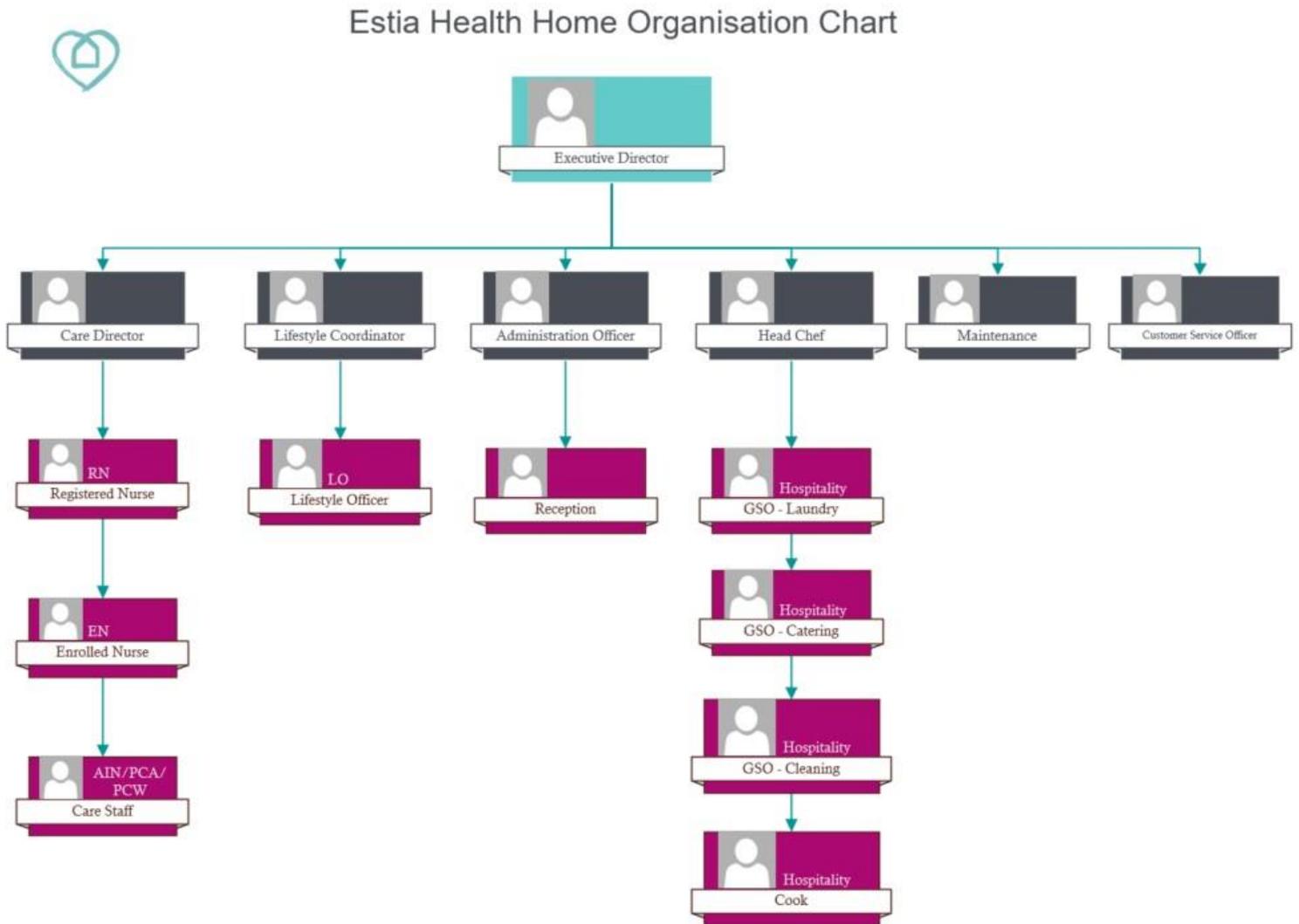
When we meet any resident and their family members, we acknowledge them and greet them with a verbal response e.g., hello and a smile.

If family are visiting their loved one, offer them a cup of tea or coffee, glass of water, a chair if they are standing. Do not be afraid to go above and beyond. Small gestures make a big difference.



Estia Health Home Organisation Chart

This is an example of a typical structure within an Estia Health Residential Aged Care Home. (there are variations to the organisational chart subject to the size of the Estia Health Residential Aged Care Home).



Code of Conduct

What is our policy?

The Code of Conduct outlines the standard of behaviour expected of employees, students, agency staff and contractors at Estia Health. It is designed to assist employees, agency and contractors to understand their responsibilities and obligations and provide guidance on expected behaviour in the workplace, as well as on social media.

Why is this important?

The Code of Conduct provides general guidance as to the standards of work performance, ethical standards and behaviour required.

Our values are what we believe in and how we behave:

- Creating Happiness
- Always Approachable
- Taking Responsibility
- Embracing Diversity
- Growing Together

Each principle as a value:

CREATING HAPPINESS	ALWAYS APPROACHABLE	TAKING RESPONSIBILITY	EMBRACING DIVERSITY	GROWING TOGETHER
<i>Compassion</i>	<i>Responsiveness</i>	<i>Accountability</i>	<i>Respect</i>	<i>Collaboration</i>

Employees, Student Placements, Agency and Contractors

All Estia Health employees, students, agency staff and contractors are asked to understand and abide by this Code of Conduct, including, but not limited to:

- Treat residents, clients, visitors and fellow colleagues with respect and courtesy.
- Speak to our residents in English or in the language that the resident or residents' representative understands.
- Refrain from using obscene and/or offensive language in the workplace.
- Provide all necessary and appropriate assistance to residents, families and visitors. Always be approachable.
- Provide information and assistance promptly, accurately, as fully as possible and in a form that can be understood.
- Treat everyone equitably, without prejudice or bias.
- Keep all matters relating to residents, their families, colleagues, our homes or Estia Health confidential.
- Report to your manager any cases of unethical behaviour or wrongdoing by any other employee or contractor. If you see something, say something.
- Do not solicit gifts of any kind, that are offered by residents, contractors, potential employees and external providers, or any other individual or organisation, no matter

the value, at any time. Where offered gifts are accepted it must be in accordance with our policies and procedures.

- It is expected that contact and conduct with residents and/or their families is limited to a professional nature only.
- Do not share personal mobile numbers or contact details with residents and/or their family members.
- Upon leaving employment or placement at Estia Health, if an employee/student or contractor wishes to continue to visit a resident, the resident's permission must be obtained through the Executive Director. If the resident is not able to consider such a request, this request should be made to the resident's next of kin. Estia Health retains the right to refuse entry to any visitors, including former employees, for any reason.
- Actively discourage harassment in any form.
- Use the resources available wisely and efficiently, without wasting or using them for personal reasons.
- Comply with all policies, legislative and administrative requirements.
- Maintain strict confidentiality.
- Comply with all occupational health and safety policies, regulations and requirements and bring any potential hazard to the attention of management; and
- Keep up to date with advances and changes in your work area and maintain any necessary qualifications and/or registration(s).

Equal Opportunity and Non-Discrimination

Every employee, student, agency staff and contractors at each Estia Health home must comply with equal opportunity legislation and Estia Health policy, including:

- Sexual harassment is not permitted under our policy and is illegal
- Any employee, student, agency employees/contractor who reports any cases of wrongdoing or unethical behaviour will be protected and
- Any breaches may be subject to the *Grievance, Disciplinary and Misconduct policy* and may result in disciplinary action and/or the termination of employment.

Serious Misconduct

- Presenting for duty under the influence of alcohol or illegal drugs
- Abuse of any kind of a resident, visitor and/or colleague
- Sleeping whilst on duty
- Theft of belongings of a resident, other colleague, or the home
- Leaving work without permission
- Smoking within or around a home/building premises, other than in specifically designated areas.
- Committing fraud/acting in a fraudulent manner
- Placing the home, residents, colleagues and/or other occupants at risk including through the failure to comply with the health and safety requirements and/or other policies

- The development, implementation, dissemination and use of any material; either hard copy and/or electronic, either in the workplace and/or private that would bring Estia Health and/or its employees/management into disrepute and/or legal compromise
- Behaving in a manner which is/could be constituted as bullying and/or harassment or
- Any other deliberate, reckless, negligent or careless act or conduct which may adversely impact the health and safety of residents, relatives, employees or other visitors at Estia Health, or which may cause other loss to Estia Health



Emergency procedures

Agency staff will be familiarised with Estia Health evacuation procedure maps shown throughout the home – ensuring you are aware of the location of essential services for example, fire extinguishers, gas valves, fire doors and distribution boards, as well as evacuation routes and assembly points.

In the event of the alarm sounding, Agency employees should report to the nurse station, and follow the direction of the Chief Warden, who is the RN in charge.

Emergency Procedure manuals can be found at each nurse station. These manuals contain step-by-step instructions and checklists for reference in an emergency situation.



Fire (Code Red)	<p>Remove</p> <p>Alert</p> <p>Contain</p> <p>Extinguish</p>	<ul style="list-style-type: none"> • Evacuate people in immediate danger. • Operate nearest Manual Call Point. • Ring the emergency number 000 and ask for Fire Brigade. • Alert senior person on duty. • Shut the doors and windows if able. • Extinguish fire if safe to do so.
Evacuation (Code Orange)	<p>Evacuate</p> <p>Check</p> <p>Records</p> <p>Report</p>	<ul style="list-style-type: none"> • Evacuate affected area. • Search all rooms, toilets, kitchen, storage areas. • Take resident records and staff roster to assembly area (if safe to do so). • Warden to report areas searched, areas unable to be searched and any injuries to Chief Warden.
Bomb or Arson (Code Purple)	<p>Phone Threat</p> <p>Written Threat</p> <p>Suspicious Object</p>	<ul style="list-style-type: none"> • Keep calm, do not panic – treat threat as genuine. • Prolong call, do not hang up telephone. • Keep written evidence in safe place – do not touch. • Ring the emergency number 000 and ask for Police – follow Instructions. • Prepare to evacuate. <p style="text-align: center;">DO NOT USE MOBILE TELEPHONES, DECT PHONES OR TWO WAY RADIOS</p>
Personal Threat (Code Black)	<p>If Confronted</p>	<ul style="list-style-type: none"> • Obey instructions. • Stay out of danger if not directly involved. • During course of threat observe intruder continually, noting identifying features etc. • Seek assistance – alert senior person on duty and Police as appropriate.
Internal Emergency (Code Yellow)	<p>On Finding or Advice of Emergency</p>	<ul style="list-style-type: none"> • Remove people in immediate danger. • Alert senior person on duty. • Alert Emergency Services as appropriate. • Contain and control hazard as appropriate. • Isolate affected areas – isolate services. • Prepare to evacuate.
Medical Emergency (Code Blue)	<p>On Finding or Advice of Emergency</p>	<ul style="list-style-type: none"> • Do not leave person if possible – alert others to assist. • Ring emergency number 000 – ask for ambulance & follow instructions. • Notify senior person on duty.
External Emergency (Code Brown)	<p>On Advice</p>	<p style="text-align: center;">DISASTROUS LOSS OF ESSENTIAL SERVICES</p> <ul style="list-style-type: none"> • Who is calling – type of emergency – location of emergency – possible effects – suggested actions and necessary steps taken? • Notify senior person on duty. • Stand by for further instructions.

AGENCY STAFF INDUCTION HANDBOOK

Declaration

Acknowledgement

I have **read** and **understand** the requirements of the Estia Health Agency Staff Induction Handbook:

<p>Agency Staff Name:</p> <p>Agency Staff Signature:</p>	<p>Date: (DD/MM/YYYY)</p>
---	---------------------------