

CLO CONNECT

Community Living Options Monthly Newsletter

Issue 5, May 2020



FROM OUR CEO

MEL KUBISA

Hi Team

Here in South Australia we have seen encouraging results in the battle against COVID-19 and as we create an environment for the best possible recovery and forward planning for the organisation, we still need to have an awareness of the health risks and the behaviours necessary to manage these risks.

Our COVID-19 response plan has been geared towards:

- Protecting the physical and mental health of those clients and staff that are vulnerable; including advocating for PPE supply to the disability sector.
- Extending our work place to working from home agreements and ensuring flexible work practices at this time that support the decision making for both the organisation and individual family circumstances.
- Continuing to ensure social distancing and enhanced hygiene practices, and being particularly mindful of this as we return to the office for critical business functions.
- Putting a hold on new SIL service development and transitions to consolidate our workforce and quality management for our current CLO clients. We have not had any reduced revenue to achieve this, so reassuring that we are achieving our goals and remain financially healthy at this time. We have ensured our reserves are being utilised for accessing PPE supply and driving our workforce plan to recruit front line workers to address the workforce shortages across the organisation and gear up for COVID-19 responding. We have also directed resources to support the IT capabilities and online training platforms.

We acknowledge deeply that our world has changed and for many this has caused anxiety and uncertainty, however I cannot thank everyone at CLO enough for the responsiveness, connectedness and actions you have taken to keep everyone safe. Everyone has gone above and beyond to support the continuity of services to the vulnerable people we support in the community and a special thankyou to our frontline workers who have been undertaking such an essential role at this time. We will continue to monitor the South Australian situation and attend many DHS and NDIA forums to stay proactive in our information gathering that informs the decisions we here at CLO make. We will actively monitor the social and economic situation as the full impact of COVID-19 is realised.

As we head into our strategic planning phase, so much changed so quickly in this early part of 2020 that maybe it makes us think differently about who we are, our value to society and where we are headed. The COVID-19 pandemic certainly shapes our future strategic thinking to one of hope, recovery and sustainability.

Does our Vision and Mission now define our future purpose? Your thoughts on this would be appreciated. A pulse check has gone out for everyone to have their say, so please give feedback through the pulse check, or let me know your thoughts directly.

OUR VISION

All people experience great opportunities and a great life

OUR MISSION

Supporting your positive life journey, your dreams, your choices, and your individuality

Over to you! What are we trying to achieve? How are we going to achieve it?, How can I contribute?, What is our most important goal?

Please send your thoughts to me directly via email: m.kubisa@clo.org.au

UPCOMING EVENTS

Consumer Forum

Southern Metro, Metro, Mental Health, Fleurieu

When: 01/05/2020 - 3:30pm-5:30pm

Where: Online- via the Teams app

Please RSVP to Sam - s.bartalos@clo.org.au.

If you need help downloading the Teams app, please send an email to Sam.





MESSAGE FROM OUR SENIOR MANAGER OF OPERATIONS

JOHN AINSWORTH

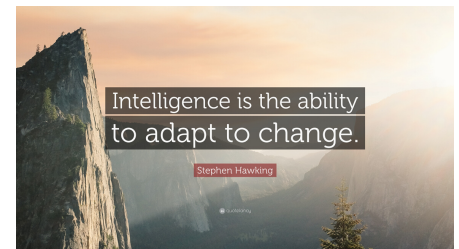
Hi Team,

As you would be aware the COVID-19 pandemic has provided everyone with challenges to overcome and is changing the way we provide training and communicate with each other. Today, I would like to let you know about some of the innovative communication and training platforms that have or are being implemented to ensure business continuity.

- Assist with medication is now online - with practical assessments taking place using Microsoft Teams.
- Dysphasia, Epilepsy Awareness and Emergency Medication for Seizures will soon be online.
- All Induction days are now online with competency assessments embedded within the 3 day program.
- Further development of E-learning policies, mental health training and MAPA is underway.
- All staff will be receiving a CLO email account to enable access to SharePoint remotely and provide opportunities for greater communication.
- We will recommence team meetings in May using GoTo meetings.

Finally, I felt this quote from Stephen Hawking was a relevant note to finish on. There is so much change right now, but it is how we respond that makes all the difference.

Thanks everyone



UPDATE FROM OUR CLINICAL TEAM

SUE GOODALL
CLINICAL SERVICES MANAGER

Hello from the Clinical Team!

April has seen so many changes occur in everyone's lives, mainly due to the COVID-19 pandemic. We have been working with our stakeholders to ensure our clients are kept up to date on these changes and provided information in accessible formats. We recently sent out some worksheets for clients and their support staff to complete to see if there is something different or new that our clients may need from us. This information will be very useful for us in determining how we can help you over this time. We have also provided information on how to support positive mental health and to ensure you are looking after yourselves.

We have begun developing online training packages for our positive behaviour support and restrictive practices staff training. We are also holding our first consumer forum via Teams! How exciting; I hope to see you there.

April has seen changes to staffing in the Clinical Team. Sam Warren will move to the Mental Health Project, and Nick Kakoliris will be the new metro Clinical Team member. Kerry Boss is also joining us as a Support Coordinator. We welcome both to the team and wish Sam the best in his new role.

Unfortunately we were unable to present at the Association for Positive Behaviour Support (APBS) in Miami in March because the conference was cancelled as a result of the pandemic. However, in exciting news, we will still be able to participate in an online/virtual conference that is being developed by the APBS. Our CEO, Mel and I recently filmed our session via Zoom and it should be up on the APBS website soon.



DO YOU HAVE ANY QUESTIONS ABOUT RESTRICTIVE PRACTICES?



Until we are able to reschedule our family information session on restrictive practices we thought we would give you a chance to send in any questions you may have about restrictive practices and we would include our responses in subsequent newsletters.

If you have a question you want answered, please email it to hello@clo.org.au and we will review and respond in the next newsletter.

We look forward to hearing from you!



YEARS OF SERVICE MILESTONES!

We would like to express our appreciation for the loyalty and dedication shown by these employees who have reached a 10 year Milestone with CLO in the months of January to April 2020!

10 YEARS OF SERVICE

JANET QUINTRELL
SAM FARRELL

Thank you for the incredible work you do for CLO.



CONGRATULATIONS BONNIE!



Bonnie joined CLO in September 2019 as an Administration Trainee. She recently completed her Certificate III in Business and secured a position as an Administration Officer based in our Victor Harbor office. Congratulations Bonnie, you are a much valued member of the Administration team.

SUBMIT LEAVE ONLINE!

We are excited to announce an innovation to simplify Leave Submission and Approval Processes, and to save paper! Two achievements in one. Tish recently sent an email to All CLO identifying this new innovation and how to submit your Leave Requests online. All staff with an ESS EmpLive Login can now post a leave request online, all you need to do is select your dates, leave type and approver. If you're a PCSW employee, your Leave Approver is the Region you are allocated to. If you're not a PCSW employee, you will select your direct supervisor's name. You will receive an email notification when your leave request has been responded to, so you'll know as soon as possible what the outcome of your request is. We have developed instructions and a simple Process Map to show you exactly what to do, and how. You can find these in the email sent by Tish, or on SharePoint in the Rostering Templates Tile.



CONGRATULATIONS TO OUR REWARDS AND RECOGNITION WINNERS!



Mental Health Project Ann Saint

Ann started with CLO in October last year as a new employee in the Mental Health Project and has had the opportunity to work with many of our clients. Ann demonstrates a strong ability to establish rapport with her clients where she aims to ensure her clients are always comfortable and safe. Ann demonstrates this through her active listening skills and active support approach that is centred on the client's needs, goals and expectations. Ann has proven her capacity to identify behaviours of concern by implementing positive intervention strategies/developmental tools. These tools have encouraged staff self-awareness that assist them to support their client's person centred rights, and to help them overcome any restricting barriers that may impact their quality of life. Ann has become more responsive in different situations rather than relying on her Coordinator to direct her – this shows leadership and problem solving skills and has assisted in upskilling her documentation and reporting. Improved performance is continually being challenged and learning new expectations has been ongoing. Ann is a strong asset to our team and she is respected and valued by those above and around her.

Angeleen (Ange) Ralph

Ange has been with CLO for 3 years and has continued to show a dedication to clients, policies and the organisation. Ange has recently assisted her client to transition from Metro to the Mental Health Project and has had a big role in helping her client to adapt to many changes including regions, Coordinators and staff on site. Ange requests and kindly accepts feedback as she continues to strive to improve her skills, including leadership amongst her team members as she has recently been appointed key person on site. Ange will always provide her Coordinator with honest feedback from a person-centred approach and goes above and beyond to support her client. Ange's positive, person-centred approach teamed with her professionalism and values that align with CLO's, make her a dedicated and recognisable team member within our organisation.

Fleurieu Peter Gates

We would like to say a big well done and thank you to Peter. Peter recently put together a signing video to assist staff to learn tactile sign with Allan, a CLO client. As Peter states at the beginning of the video "This video is to help with signing to Allan. We use a combination of sign languages. They are all tactile due to Allan not being able to see or hear. We do the signs on his body or in his hands. The communication is through touch". Allan uses Auslan, a British tactile sign language and he has his own unique signs so having this video in place will be invaluable for new staff.

This video will be used as an orientation tool for new staff to be able to learn the basic signs required to communicate with Allan. Peter is a great role model to both new staff and students on placement, and involves them in learning to communicate with Allan.

Peter has shown some amazing qualities in advocating for his client, this also aligns with CLO's values and mission statements. Peter cares about his clients, and this most certainly shows in his commitment and care that he provides.

Southern Metro Rose Simper

Rose has been with Community Living Options for 3 years and has been supporting Nancy at the Peterson Site since. Rose has been an elemental part of Nancy's support team and, throughout these years, has shown great integrity and built a trusting relationship with Nancy.

During a recent period of changes to Nancy's support, Rose has demonstrated commitment to be working with Nancy through the inevitable challenges that arose ensuring her personal and medical needs are met. Rose has been displaying a passion for disability services by providing a high quality of supports, advocating for Nancy's rights, ensuring her supports are person centred and assisting Nancy to exercise choice and control.

Rose values individuality and recognises that quality of life has many different nuances. One of many examples is finding out that Nancy likes drinking iced coffee but due to the most recent restrictions is not able to enjoy this in the community anymore. Rose supported Nancy to purchase what's needed and whenever Nancy feels like it will prepare her loved iced coffee at home.

Rose has not only shown to be consistent in fulfilling her responsibilities to the client but also goes above and beyond covering shifts to fill vacancies and providing staff consistency which has been greatly appreciated by Nancy.

The Southern Metro Region and the clients you have supported would like to sincerely thank Rose Simper for all of her hard work, dedication and contributions!

Metro Sophie Henschke

Metro would like to extend gratitude to Sophie Henschke for her ongoing support to Kelly, a CLO client. Sophie has been with CLO since 2018 and is a constant reliable person in Kelly's life. Sophie's recent active support at an NDIS planning meeting enabled Kelly to present her personal view of supports required. Sophie's active, person centred support was noted by agency staff. This in turn leads to positive public relations for CLO. This dedication to providing a voice for people we support at CLO clients is greatly appreciated. Thank you Sophie.



PEOPLE AND CULTURE UPDATE

COREY MARTIN
HUMAN RESOURCES COORDINATOR- PEOPLE AND CULTURE



Welcome to the People and Culture update!

During this unprecedented time, we are finding new and innovative ways to adjust to the way we live and work in response to the COVID-19 pandemic. No matter where you are working from, we are all in this together, and remain connected by our CLO values and commitment to our clients, the community and each other.

Whilst we are keeping physically distant, it is more important than ever that we remain socially and emotionally connected. We have heard of some wonderful ways our people are looking after each other and our clients, however it is equally vital to be kind to ourselves.

A way to be kind to ourselves, even during our busy workday, is to include some simple mindfulness exercises. This will help to find some much needed calm throughout the day. A mindful lifestyle can include starting small with a morning routine like a few minutes of yoga, mindful breathing, or start writing a diary. Mindful breathing is a simple exercise of focusing on your breathing. Start by breathing in through your nose, for approximately six seconds, and then out through your mouth for another six seconds. Continue to do this for about a minute. Let go of your thoughts, and instead concentrate on your breathing and build awareness of how your breath enters and exits your body. How do you feel? You have just changed your state of mind and welcomed meditation into your daily routine. You can even use this technique throughout the day if you need to "reset" from a situation.

If you do find yourself needing more support, you can do this through a range of options. These include a chat with a colleague, an open discussion with your line manager, connecting with the People and Culture Team, or a confidential discussion with the Employee Assistance Program on 1300 66 77 00.

For more tips and ideas on how you can manage your Health and Wellbeing refer to the Health and Well Being tile on SharePoint.

HOW HAS EVERYONE BEEN KEEPING BUSY?



Josie, Jodie, Sally and Kerry had fun doing a painting together!



Philip prepared dinner by himself for the first time! Philip is really proud because he achieved one of his personal goals that was preparing a meal by himself. He has also learned how to use the rice cooker and he always leaves the kitchen clean. Well done, Philip!



Bianca has been doing some healthy cooking

If you would like to share how you are keeping busy, please send any photos to Brittany on b.rutherford@clo.org.au and we will feature in the next e-newsletter!



Kieren out & about



Matthew went on an adventure



Ashlee & Rebecca made Easter Eggs



Sarah has been cooking up a storm

HEALTH AND WELLBEING!



JASON WISNIEWSKI
ACTING CLIENT SERVICES COORDINATOR AND
QUALIFIED PERSONAL TRAINER

Increase your Activity



With everything going on with COVID-19 a lot of people have been very resourceful in finding new ways to maintain their fitness programs at home.

This is great but is it enough? On average people will work out from 30 mins – 1 hour, 3-4 times a week. So at the most on average that is 4 hours of exercise a week, that leaves 126 hours that are not accounted for per week, if you include an average of 6 hours sleep a night.

Working in the industry that we do, we are lucky that we still have work, so if we factor working hours with a permanent line on average working 28 hours a week this still leaves you with 98 hours.

This leaves us a lot of time to make choices that may not be the best for us, on average people are eating 1000-2000 more kilojoules a day than what is recommended. This is simply due to the fact of having easy access to food. "Have some discipline stop eating too much!" is a common phrase we all hear. Telling someone to eat less is like telling someone who is drowning to drown less and swim more. Rather focusing on eating you need to look at energy in vs energy out.

A lot of people will fall into the trap that they need to be in a structured and pre-planned workout, this is true to an extent but not necessary, there are many examples of 'incidental activity' that can help burn energy.

Here are some examples:

- Going for walks or bike rides
- Doing the gardening
- Using a treadmill while watching TV
- Parking further away from the shops
- Taking the stairs instead of the lifts
- Playing with the kids or grandkids
- While the kettle is boiling moving around and getting things done at the same time
- Setting a reminder on your computer to get up every hour and do a short walk around the house, get a glass of water or just stretch
- Having a small drink bottle so that you need to fill it up constantly
- Walk around while brushing your teeth
- Keeping your bin further away

There is really no limit on how you can modify your everyday activities to increase your energy out, the important thing is not making things too hard and not introducing completely new activities to begin with, if you are already working a lot and have a structured workout plan then start small and look at what you already do and how you have to modify this and gradually over time you can increase.

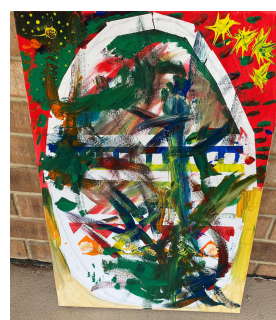
JOHN'S FIRST EASTER IN HIS NEW HOME!

John spent this Easter in his new home and shared an Easter Dinner with staff, Esther and Susan. John has shared "I really enjoyed celebrating Easter at my own place after 6/7 years. I decorated the house in my way. I lit candles which I was not allowed where I lived before. Staff made me feel warm and welcomed. We shared meal, they brought KFC and I made pizza. I had a good time. I felt happy."



DANIEL'S EASTER ARTWORK

This Easter, Daniel was asked if he would like to take part in an art activity to celebrate the day. He eagerly followed staff outside and painted in an Easter egg that staff had organised for him. Staff helped him put the paint on his brush and he picked all of the colours. The Easter egg artwork is now hung on the wall in his home!



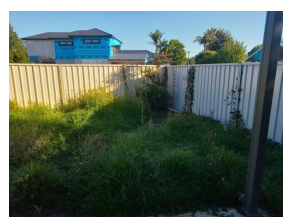
PAUL AND STEPHEN'S NEW VEGGIE PATCH!

With assistance from staff, Paul and Stephen have started growing their very own veggie patch! All of the seeds were arranged and donated by Manish, a CLO staff member. The seeds included Beetroot, Pumpkin, Coriander, Radish, Turnips, Spinach and Lettuce.

The seedlings have only been planted for a few weeks and have started to grow already, everyone is very excited.

Thanks to the hard work of staff, part of the garden has been transformed into lovely garden beds for the veggies to grow in.

BEFORE



AFTER

