

# How Do “YOU” keep Your Team Safe!

Look after your staff well, in turn, they  
will look after your residents well!

# Managers Responsibilities

- Keep yourself informed - Know your contractual obligations
  - Understand the legislation
- Establish effective communication with your staff –
  - Listen carefully!
- Establish a good work place culture
- Support and guide your staff
- Provide a role model for them



# Communication

- Sound policies and procedures
- Clear and concise written guidelines
- Effective meetings
- Positive working relationships
- Excellent listening skills
- Giving clear directions
- Ensuring directives are understood.



# Education

- Keep the team informed.
- Provide ongoing education on all aspects of care, including mandatory requirements
- Updates on good practice
- Know legislation requirements
- Liaise with experts in the field and use as a resource
- Knowledge is power!!

# Expectations

- Set the bar!
- Ensure your staff know the standards by your own personal example.
- Ensure staff understand the philosophy
- Encourage the team to contribute their views and support each other.
- Encourage open and honest communication

# Provide a safe environment

- Confidentiality
- Privacy
- Open door policy
- Health and Safety focus (maintenance)
- Safe staffing levels implemented
- Respect and value each other
- Permanent Staff vs Bureau

# Empowerment!

- *Support the staff by :*
- Positive reinforcement
- Deal effectively with poor performance
- Respect individuals and their skills
- Acknowledge individual staff strengths and utilize them
- Recognize them as an integral team member.

# Dealing with poor performance

- Recognize poor performance
- Mentoring and support available to staff
- Have a clear tolerance level
- Clear communication to the staff member
- An effective disciplinary process
- Seek Human Resource management expertise if in doubt.
- Ensure best practice

## Lastly!

- Listen to staff (they will alert you to issues/concerns if you are receptive)
- Be visual (observe the way staff relate to residents and other work colleagues)
- Acknowledge staff's input into improving quality standards
- Reward and acknowledge staff skills and aptitude.