

PROJECT SCAFFOLD - BEST PRACTICE

(Note: Areas is green for office use only)

Organisation contributing the best practice

Organisation name:		Feedem Group (Pty) Ltd		Best Practice Ref. Nr.		5071-004-034	
Information provided by:		Marnel Coetzee		Date:		14 September 2022	
Contact email:		mcoetzee@feedem.co.za		Role within organisation:		Operational Manager	
				Contact number:		082 573 0617	
Stage of BP development:		Submitted		Under Review		Clarification	
						Legal Review	
						Sector Contributions	
							Published

BEST PRACTICE

Name of Best Practice	Onboarding new staff members Introducing them to the "world of work"
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1. This proposed best practice is primarily related to (please tick 2 most applicable boxes):

What Customers want or value		Finances / Costs	X	Business Processes		Staff	x	Systems	
Organisation Structure		Quality of care		Care Service Delivery		Health & Safety		Morale	
Other: Please indicate									

2. Context: Share information to give more context in relation to where this specific practice is used in your organisation.

Urban		Rural		Number of Social Grant Recipients					
Care centre		Independent Living		Assisted Living		Nr. of In-house staff	X	Nr. of Outsourced staff	X
Nr. of rooms		Nr. of beds							

3. Description of best practice:

<p>3.1 Share as much detail as possible. Where appropriate, please indicate resident participation, involvement, benefit etc.</p> <p>Identify and appoint a "Buddy" who will guide all new staff appointments for 4 moths We guide the "Buddy" to help the new staff members to understand:</p> <p>A – Punctuality B – Reliability</p> <ul style="list-style-type: none"> • Keep your promise • Don't over compromise • Don't leave other people hanging • Whatever you do, do it well • Be consistent • Take responsibility for your work • Be there • Be honest <p>C – Physical Presentation D – Communication</p> <ul style="list-style-type: none"> • Listening • Non-verbal Communication • Confidence • Open-mindedness • Respect • Workplace Protocol <p>E – Attitude</p> <ul style="list-style-type: none"> • Smile and Laugh Often • Perform your work with enthusiasm • Celebrate your success • Acknowledge a job well done • Always say "thank you" • Be mindful of your body language
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Thank you for your contribution to improve the lives of older individuals and those supporting them.
Send completed form to projectscaffold2021@gmail.com

<ul style="list-style-type: none"> Take responsibility for your work 	
F - Initiative	
3.2 Why did you develop this best practice? Please describe the challenges, constraints or bottlenecks that led to this.	
We need to bring young people into the work place and create jobs in South Africa	
3.3 Why do you consider this to be a best practice? E.g., Outcomes noted	
Young people stay in their jobs and bring new energy to the work place	
3.4 Do you consider this to be compliant with the current Older Persons Act?	
Yes	No
If Yes, which portions does it comply with?	If No, which portions does it not comply with?
I do not know	
3.5 How long has this practice been used within the organisation? (state period in years)	
3.6 What are essential aspects in the organisation that directly support / maintain this practice?	
The buy in of all the staff in the process	
3.7 What are the benefits for your residents and/or staff and other stakeholders?	
Creating jobs and a new level of energy	
3.8 What lessons were learned?	
Not every appointment is a success story..	

SECTOR CONTRIBUTION – to be completed once the best practice has been presented at a monthly meeting for sector review and contribution.

Date presented:	12 April 2023 - Sector contribution questions and answers to the BP is pending from presenter	
	Question or Comment or suggestion	Response / change to best practice if applicable
	1.	
Contributor:		
	2.	
Contributor:		
	3.	
Contributor:		
	4.	
Contributor:		
	5.	
Contributor:		