Hi from Stacey

The Power of Giving

I recently enjoyed reading a ‘Chicken Soup for the Soul’ story, titled ‘The Power of Giving’.

Sally Friedman wrote about her volunteer participation on Christmas Day in a Lutheran aged care home. Unlike her social husband, who can easily communicate and connect, Sally, being a tad shy and a writer shielded by the written word, was a little daunted by the invitation to visit. And, being Jewish, she didn’t usually celebrate Christmas.

In the foyer, they greeted a gentleman, but did not receive a response. However, when they pointed to his flag with a thumbs up, they got a beaming smile in return. They realised he had lost his speech. They knelt down to connect with those in wheelchairs, smiled, held a hand, made eye contact, and enjoyed a word or two. People always find ways to communicate.

For Sally, the rewards of her visit were amazing. Two Jewish Christmas visitors, and a sweet woman with a voice like an angel, singing together; it was an uplifting and meaningful experience.

Religion didn’t matter, nor did shyness. All that mattered was the privilege of being a part of this day. For the full story, visit www.chickensoup.com.

Similar moments occur each and every day at Resthaven. For a snapshot of the joy you bring, turn to pages 10 –11.

You give each and every time you volunteer. You are the gift. Thank you for your year-round gift giving!

We wish you a cheerful and happy festive season.

Stacey Thompson
Manager, Volunteer Services

Clowning Around at Murray Bridge

Show Days

In September, Resthaven Murray Bridge held a ‘Show Day’, where clowns, sideshows and games were the order of the day. What a fantastic celebration!

Pictured: Volunteers, Ian Pevie (left clown) and John Mitchell (right clown), with volunteer, Des Kuhl, and Connie Love (above), and volunteer, Ann Puust, with Nora Moore (below).
What’s the Buzz?

**Family Fun on the Corner**

A wonderful sculpture created by Gerry McMahon (right with his family), situated on the Greenhill Road corner outside Resthaven Head Office at Wayville, was unveiled on 24 October. It depicts a scene of older people and children having fun together.

**Award Win for Malvern**

Congratulations to Resthaven Malvern on their COTA SA ‘Every Generation’ award win for their Penpal program with the Baan Sudthavas Foundation in Thailand. Pictured left are Felicity Billing (Lifestyle Coordinator), Noreen Bray (resident) and Terry Kirkwood (Manager).

**Northern Community Services Mural Launch**

The mural at Resthaven Northern Community Services was launched 4 November. The mural depicts the local region and a range of services provided. Pictured right is artist John Whitney with Resthaven staff and local community members. Check out the ‘making of the mural’ video on Resthaven’s website and YouTube channel.

**Furry Friends**

In September, Resthaven Craigmore held a ‘Show Day,’ where some furry friends, supported by volunteer, Liz, were the hit of the day.

*See pages 10-11 for more ‘Out and About’ news!*
As we approach the end of another busy year, I take this opportunity to emphasise how much we appreciate the support you provide to residents, clients and staff in your volunteering role.

I hope that you see Resthaven’s values of trust, dignity and choice demonstrated as you go about your good and important work.

I encourage you to let people know about the support that Resthaven can provide to older people throughout South Australia and their carers.

Advocating for Better Outcomes

We regularly advocate on behalf of the older people who invite us to work together with them to support their quality of life.

We advocate for improvements to the aged care system generally (such as the aged care reforms), and funding aspects, which affect our customers.

Several staff are involved in peak bodies and other relevant organisations. Resthaven’s main peak body relationships include Aged and Community Services Australia (ACSA) and UnitingCare Australia. Examples of these involvements include the Chair roles undertaken in ACS (SA&NT) committees, and the additional commitments such roles require, by Tina Cooper (residential), Sue McKechnie (community), and Roger Levi (workforce). I am a member of the ACS (SA&NT) Board.

The Uniting Care Australia Network involves regular meetings of the national network in aged care.

Related to these areas is our advocacy through submissions to government reviews and enquiries, at both a State and Federal level. Resthaven contributes to these reviews, offering a perspective from our position of direct involvement with individuals in our daily work.

We also seek to encourage positive examples and images of the value of older people, and their ongoing contributions to the community.

In supporting the peak bodies by lobbying for sector change, we wrote to all relevant politicians about the aged care reforms, to put our case on the national agenda. Over the past few months, those who accepted our invitation to meet included Kate Ellis MP, Member for Adelaide; Martin Hamilton-Smith, State Member for Waite; Christopher Pyne MP, Member for Sturt and Leader of the House; Nick Champion MP, Member for Wakefield; Rebekha Sharkey MP, Member for Mayo; Nicolle Flint MP, Member for Boothby; Tony Pasin MP, Member for Barker; and Senator Alex Gallacher.

I also had an impromptu meeting with Mitcham councillor, Andrew Tilley, regarding our redevelopment at Resthaven Mitcham. We discussed some local concerns, and our view that people living at Resthaven Mitcham should enjoy the best accommodation that we can provide. We want to live in harmony with our neighbours and work to resolve concerns where possible and feasible.

Residential Funding Cuts

Despite significant lobbying by Resthaven, the peak aged care bodies and industry representatives, the Government and opposition have reaffirmed their intention to implement the proposed cuts to the Aged Care Funding Instrument (ACFI) (announced in the 2016 Budget). A similar funding cut was undertaken by the ALP government some four years ago, which was hotly debated at the time.

The Federal Government is set to cut the Complex Health Care element of ACFI by $1.2 billion over four years in the 2016-17 Budget. This is on top of $750 million cut in December 2015. Independent modelling commissioned by UnitingCare Australia suggests the real impact of the funding cuts to aged care will be more than $2.5 billion.

Concerns remain about funding medication management, ensuring that pain management is not compromised, sustainability and certainty of funding for providers, and identifying the actual cost of service provision.

This includes short term complex end of life health needs, as well as longer term chronic conditions such as dementia.

Should the cuts go ahead, funding will be reduced for each new resident, or those whose needs are reassessed, by an average of $6,655 per year. Funding for complex health needs, such as wound and skin care, mobility, arthritis treatment, and end of life care, are a particular concern.

An aspect of the lobbying which has been acknowledged by Government is the special needs of rural and regional services, where the impact will be severely felt.

Any sustainable funding model must consider the care needs of growing numbers of older people requiring residential aged care, and the increasing proportion of those entering care with high needs.

UnitingCare Australia is calling for support, by:

- Sending your local Member of Parliament an email asking them to stop the cuts by visiting the campaign webpage: https://stopcutstoagedcare.good.do/take-action/email-your-mp/
- Telling your friends, family and colleagues about the cuts to aged care and sharing the link to the campaign website on social media.

Use the hashtag #stopthecuts.

This is a critical time regarding decision making. The Government has entertained other strategies to make funding cuts, and we await their final decisions.

Aged Care Reforms: Community Services

On 27 February 2017, the ‘Increasing Choice in Home Care’ reforms will commence. The Federal Government aims to improve the way home care services are delivered, with service that is more consumer driven, CDC focused, market based, and less regulated.

Continued page 4...
The key change is that government home care package funding will follow the consumer, allowing them to choose and direct package funding to the provider they choose to best meet their needs.

Another key change relating to the limited supply of home care packages is that Government intends to implement a consistent, national system for prioritising access to home care. This national system will be managed by My Aged Care, and will be, in essence, a national waiting list.

The way consumers are prioritised will take into account their relative needs and circumstances, and the time they have been waiting for care. The aim is to offer a more equitable and flexible distribution of packages, regardless of where consumers live.

Resthaven is well prepared for these considerable changes. My appreciation to everyone who works so diligently in providing outstanding care and support to older people and their carers.

International Relations
On Thursday 29 September, the executive and senior management team met with Professor Jean Woo at Head Office. Professor Woo currently heads the Division of Geriatric Medicine of the Department of Medicine and Therapeutics, is Chief of Service (General) of the Medicine and Geriatric Unit at Shatin Hospital, and Honorary Professor, Faculty of Social Sciences, University of Hong Kong.

Our relationship with Baan Sudthavas (BSV) in Bangkok also continues to develop, as reflected in our recent COTA award win.

White Ribbon Day
On 17 August, speaking in his capacity as Chairperson of White Ribbon in South Australia, Police Commissioner Grant Stevens addressed Resthaven senior staff at the ‘Program Managers’ meeting. The goal of the White Ribbon campaign is very much in line with Resthaven’s own values, which apply across many areas of social justice, not just aged care.

On White Ribbon Day (25 November), a large group of Resthaven staff, including myself (above), attended the White Ribbon Day breakfast in Adelaide.

Board Visits
Resthaven Board President, Mark Porter, continues his visits to all Resthaven sites. On 25 October, we visited Onkaparinga Community Services, meeting with staff in their offices at Noarlunga Centre.

On 27 October, we visited Resthaven Western Community Services and Resthaven Westbourne Park.

Annual Report
A summary of Resthaven’s financial position is published in our Annual Report, available for download on our website. Sites also received a number of hard copies, to distribute upon request.

Disaster Management
The safety and wellbeing of residents, clients, staff and volunteers is paramount to Resthaven. This was most evident in the tremendous response we witnessed from the severe storm on 28 September which resulted in a statewide power failure, flooding, and chaotic traffic conditions. Along with the rest of South Australia, all Resthaven residential and community services sites lost power.

I appreciated the response and care by staff and volunteers, and the great resilience and flexibility of residents, clients and carers. It was fitting that Resthaven executive and senior managers had undergone ‘Emergency Management’ training in early September, facilitated by Paul McGowan from SA Health. This advice was certainly utilised during this severe weather event.

Season’s Greetings
I extend warm season’s greetings to all volunteers and staff for the upcoming festive season.

Thank you for your great efforts and important work in our relationships with residents, clients and carers!

Richard Hearn
Chief Executive Officer
Building Update

It’s been another busy period for the Resthaven buildings and capital works program!

Current developments include:

Resthaven Murray Bridge, Hills and Fleurieu Community Services
The project to fit out and modify the existing building to accommodate Resthaven Murray Bridge, Hills and Fleurieu Community Services and the Regional Assessment Service (RAS) at Strathalbyn is complete. Community Services commenced operations at the new address at 9 Rankine Street, Strathalbyn (right), soon after moving in on 1 November.

Resthaven Mount Gambier
The significant refurbishment at Resthaven Mount Gambier is almost complete. It includes improvements to the outdoor and cafe areas, a new flag pole, solar energy system, and water feature.

Resthaven Mitcham
Early works at Resthaven Mitcham are now complete, and stage 1 has commenced. There is a new temporary entry and reception, with plans for a covered walkway. Stage 1 is expected to be complete by September 2018.

Resthaven Murray Bridge
A consultant team has been appointed and are reviewing the design for an 18 place extension and refurbishment of 20 rooms in Homburg and Harrip. A development application has been lodged for Stage 3, which includes construction of 20 new rooms to replace Talbot, Jenkins and Christopher areas. This will also include a new reception and administration area, a dedicated hall, new café, hairdressing salon, shop, and library.

Resthaven Aberfoyle Park
Development approval has been received for a new 100 place residential aged care home at Aberfoyle Park. Sarah Constructions have been appointed as Construction Manager. Works, including demolition and bulk earthworks, commenced in December. Main works will commence in February 2017. The project is expected to be completed by April 2018.

Resthaven Malvern
The redevelopment at Resthaven Malvern continues apace, with Stage 3 about to begin. This stage is due for completion in mid-2017.

Resthaven Craigmore
A six place extension is underway at Resthaven Craigmore, to create more single rooms. Some upgrade works will also occur to the existing double rooms. Room numbering at the site will change as a result, resulting in new signage. Works are expected to be complete in April 2017.

Resthaven Westbourne Park
The concept design for the 16 place extension to Resthaven Westbourne Park’s Jade area is complete. The scheme includes enlargement of the reception area and lunch room, and creating a meeting place with café. Design is expected to commence in January 2017, and construction works in April 2017. The project will investigate stormwater modifications for the site to alleviate future flooding potential. This project is scheduled to finish in November 2017.

Resthaven Bellevue Heights
The significant refurbishment application at Resthaven Bellevue Heights has been approved, and a design is being developed. Works include enlarging ensuites in Correa and Waratah, installation of a new pergola in Waratah and landscaping, and upgraded paths.

Busy times ahead!

Emmet O’Donovan
Manager, Buildings and Capital Projects
Accreditation
Between August and November, Resthaven Bellevue Heights, Paradise, Malvern and Craigmore underwent successful unannounced visits from the Australian Aged Care Quality Agency (AACQA).

Book Week Visits
During Book Week 2016 (20-26 August), local primary school students visited several Resthaven residential sites, including Malvern, Marion, Murray Bridge and Port Elliot (pictured right). Students and residents spent time reading to each other, much to the delight of children and residents alike.

The visits proved so popular at Resthaven Port Elliot that they have become a regular activity on the Lifestyle calendar!

Thank you to the students for visiting, and to staff and volunteers for the hard work put into arranging the visits.

‘Redlegs’ Player Visit
On 23 August, Prue Turnbull of Resthaven Mitcham was delighted to receive a birthday visit from two members of the Norwood ‘Redlegs’ footy club.

Michael Chippendale (Centre Halfback) and Mark Ross (Team Manager) presented Prue with a beautiful team scarf, which Prue wore while the group chatted happily for almost an hour.

Happy birthday, Prue!

International Student Visits
In October, Resthaven Bellevue Heights and Mitcham both enjoyed visits from groups of international students.

Resthaven Mitcham hosted students from the Tokyo Christian University. They enjoyed a tour of the site, which was followed by afternoon tea with residents, and some origami making.

A second group of students from Chongqing Medical University (CQMU), Shandong University and Airlungga University (Surabaya, Indonesia), visited Resthaven Bellevue Heights (left).

They were very interested in the range of residential living available in Australia, as this is a growing area for them in both China and Indonesia.

Thank you to both sites for making the students feel so welcome. We look forward to hosting more students again in the future.

Warm Christmas wishes to you and your loved ones,

Tina Cooper
Executive Manager, Residential Services
Christmas is Coming!

Pack ‘n’ Chat is back

In October, volunteer “Pack ‘n’ Chatters” once again visited Resthaven Head Office to organise the 2016 Resthaven Christmas cards packs.

These packs, which are available at reception at all sites for $5 for a pack of eight, are selling like hot cakes!

A big thank you to this year’s “Pack ‘n’ Chat” group, (below, L-R): Christine Trenberth, Peter Johinke, David le Cornu, Sonya Johinke, and Pauline Ackland.

Just for Laughs...

The Four Stages of Life:
1. You believe in Santa Claus
2. You don’t believe in Santa Claus
3. You dress up as Santa Claus
4. You look like Santa Claus.

A Christmas Question:
What do you get if you cross Santa with a duck?
A Christmas Quacker!

Word Scramble Answers (page 12)
Chaplaincy

Chaplain Farewells

We warmly farewell two longstanding Resthaven Coordinating Chaplains: Rev Kingsley Congdon and Robyn Masters.

Kingsley has made a huge contribution to Resthaven since his appointment in 2004, and will be greatly missed! Kingsley will commence his retirement in January 2017.

Robyn has been a highly valued member of the Resthaven chaplaincy team since her appointment in 2012. Robyn’s work with residents, families, employees and volunteers has been thoughtful, attentive and creative.

Robyn will conclude her ministry at Resthaven at the end of December 2016, and move on to a new challenge interstate.

We wish Kingsley and Robyn all the best for the future, and sincerely thank them for their outstanding support for Resthaven residents, families, staff and volunteers throughout their journey with us.

National Guidelines for Spiritual Care in Aged Care

Australia’s first ‘Guidelines for Spiritual Care in Aged Care,’ funded by the Australian Government Department of Health, were officially launched earlier this year.

The guidelines aim to enhance the quality of life of older people receiving Commonwealth funded services in Australia, and the staff who work together with them. They create a benchmark for the integration of spiritual care (beyond religious care) in a way that is authentic, empowering and ethical.

Resthaven is reviewing the guidelines and using them to inform current practices. Information about the guidelines was discussed with all Lifestyle Coordinators, Residential and Community Managers, and Coordinating Chaplains.

The Chaplaincy teams support people by:

• Listening and spending time getting to know people
• Conducting ecumenical services for Christian worship
• Conducting discussion groups
• Conducting memorial services
• Arranging visits by clergy and other spiritual practitioners
• Assisting people to work through grief, loss, worry, and other ‘big questions in life’.

For more information about the National Guidelines for Spiritual Care in Aged Care, visit www.meaningfulageing.org.au.

WH&S Reminders

Emergency and Fire Procedures

In an emergency, implement ‘R.A.C.E.’

• Remove persons in danger
• Alert others
• Contain fire (close doors and windows, if safe)
• Evacuate

There are designated staff at each site, called Chief Wardens, who will take charge in an emergency. Everyone must follow their directions in an emergency situation.

Chemical Safety

There are many different types of chemicals used at Resthaven which include: alcohol gel, batteries, medications, aerosols, perfumes/aftershaves, nail polish, massage oils, craft items, fly spray, toiletries, etc.

We maintain a register of hazardous substances and specific safety data sheets to ensure safe storage and use of such items. As we provide these items, you are not required to bring them to sites.

Season’s greetings!

“Bless us Lord, this Christmas, with quietness of mind; Teach us to be patient and always to be kind.”

Helen Steiner Rice

Wendy Morey
Executive Manager, Workforce Development and Governance
Chinese Welfare Services Visit
On Wednesday 14 September, Resthaven Leabrook opened their doors for a group of around 30 carers from Chinese Welfare Services (CWS).

The guests arrived at around 10.30am, and took a group photo before entering the home (above). Executive Officer of the CWS, Kam Leung Chiu, was delighted to see two Resthaven volunteers of Chinese descent (Jing and Lixin) waiting to welcome them, and invited them to join in for this photo.

The group then took a tour of the home, with many questions asked and answered.

‘It was great to see Jing and Lixin mixing with the visitors, and informing them in their own language,’ said Priscilla de Pree, Project Officer, Multicultural Services, who also attended on the day.

‘The ability to have multilingual volunteers involved was really appreciated by our visitors.’

‘This demonstrated how volunteering fulfils such an important role at Resthaven.’

‘Thank you to Jing and Lixin for being there, and helping to make this morning very informative and pleasant for these members of the Chinese community.’

Christmas Around the World...

China
Christians in China celebrate Christmas by lighting their houses with beautiful paper lanterns and decorating their Christmas trees, which they call ‘Trees of Light’, with paper chains, flowers, and lanterns. Children hang stockings and await a visit from ‘Christmas Old Man.’

Germany
The Christmas tree, as we know it, originated in Germany. It is decorated with apples, candy, nuts, cookies, cars, trains, angels, tinsel, family treasures and candles or lights. Decorated plates are laid out for each family member, loaded with fruits, nuts, marzipan, chocolate and biscuits.

Brazil
Papai Noel (Father Noel) is the gift-bringer in Brazil. According to legend, he lives in Greenland, but changes to silk clothing in Brazil due to the summer heat. A huge Christmas dinner includes turkey, ham, coloured rice, and vegetable and fruit dishes.

Italy
In Rome, cannon are fired from Castel Saint Angelo on Christmas Eve to announce the beginning of the holiday season. A 24-hour fast ends with an elaborate Christmas feast.

Russia
Most Russian Christians belong to the Eastern Orthodox Church, and it is customary to fast until after the first church service on Christmas Eve. Christmas Eve dinner is meatless, with the most important ingredient a special porridge called kutya, made of wheat berries or other grains, and honey and poppy seeds.

Source: www.the-north-pole.com
Out and About

Royal Adelaide Show
In September, Resthaven Malvern residents hopped aboard the Resthaven bus for a day out at the Royal Adelaide Show. Volunteer bus driver, Peter Johinke, is pictured on the day out with Noreen Bray.

Show Day
In September, Resthaven Craigmore held their annual ‘Craigmore Show’. Liz is pictured (below) at the petting zoo - just one of the ways in which volunteers supported the festivities on the day.

Hand Care
Each month, Resthaven Marion residents are treated to hand and nail beauty treatments. In October (on one of the nicer days), they took their treatments outside to the gardens, with music and refreshments the order of the day (pictured above).

This is an afternoon of socialising and catching up with friends, and remains a very popular activity on the site’s monthly program.

Better Late than Never...
In October, volunteer, Daphne Bevan, was finally able to receive her 10 year volunteer service award from Stacey Thompson, Manager, Volunteer Services (pictured left with Daphne).

Following surgery, Daphne had a six month hiatus from her volunteer role in the shop. However, she was determined to make a comeback. Fellow volunteer, Nola, joined Daphne on her first shift back, then shared afternoon tea with Stacey Thompson, and Lifestyle Coordinator, Karen Neighbour.

Daphne was very happy to be back, and delighted with her award and surprise afternoon tea.

Coming up Soon...
Resthaven Paradise and Eastern Community Services are holding an ‘Open Day’ on 12 January 2017, from 11am - 3pm, 61 Silkes Road, Paradise.
Dolphin Cruise

In November, Resthaven Leabrook residents, including Thelma, Millie and Elspeth (above) enjoyed a bus trip to Port Adelaide, including a ‘Dolphin Cruise’ and picnic lunch.

Lifestyle Coordinator, David Saddler, says, ‘We have Volunteer Services to thank for organising the Resthaven bus, and the always-enthusiastic volunteer drivers. Thank you!’

Barossa Bus Trip

Resthaven Marion Community Services clients recently enjoyed a bus trip to the Barossa, where they drove past the Seppeltsfield winery. On the way, they passed an avenue of 2,000 Canary Island date palms (below). They were planted by the employees of the winery out of gratitude to the family who kept them on during the Great Depression at great financial disadvantage. The avenue is affectionately called the ‘avenue of hopes and dreams’.

Computer Support

Volunteer, Barbara, supports residents to use the computers at Resthaven Port Elliot. She is pictured (above), assisting Laurie with his iPhone, iPad, and computer.

Melbourne Cup

Volunteers, Judy Charlton, Judy James, and Di Holmes (left) were in the ‘thick of things’ in their fascinators at the Resthaven Marion Melbourne Cup celebrations.
Volunteer Opportunities

Featuring Resthaven Bellevue Heights
47 Eve Road, Bellevue Heights

Froth ‘n’ Bubble
Mondays, 10.00am - 12.00 noon
Extra support for a much-loved social gathering

Social Events
Thursdays, 1.00 - 3.00pm, weekly
Includes a mix of:
• Word games - exercise for the ‘brain muscle’
• Happy Hour and quiz - for fun times, shared together
• Movie and concert afternoons – relaxation and imagination wellness

Exercise Sessions
Fridays, 10.00am – 12.00 noon, weekly
Exercise for the body.

Thank you for passing this on and spreading the word!

For more information, phone Volunteer Services on 8373 9036, email volunteer@resthaven.asn.au, or visit the ‘volunteering’ page of the Resthaven website: www.resthaven.asn.au.

Christmas Word Scramble
Can you unscramble all the letters below? Each collection of letters makes a festive word.
Solution page 7. Good luck!
1. Lelbs ______________
2. Isentpiota ____________
3. Cleand _____________
4. Gigabrnideer __________
5. Tewhar ______________
6. Scralo ______________
7. Edinerer ______________
8. Gostinck _____________
9. Esokoci ______________
10. Gngego ______________
11. Gliseh ______________
12. Leves ______________
13. Tenessrp _____________
14. Dranlag ______________
15. Sottlemie _____________
16. Fitg _________________
17. Yalohid ______________
18. Legan ______________
19. Leno ________________
20. Stranemon ___________
21. Credembe ____________
22. Womanns _____________
23. Dancyenca ___________
24. Sliten ________________
25. Eylu _________________

‘Holly Jolly Christmas’
Have a holly, jolly Christmas;
It’s the best time of the year.
I don’t know if there’ll be snow,
But have a cup of cheer.

Have a holly, jolly Christmas;
And when you walk down the street,
Say hello to friends you know,
And everyone you meet.

Johnny Marks (1962)