

Volunteer **B**uzz



Hi from **Stacey**

Christmas is often an opportunity to 'count our blessings'. Resthaven is blessed to have the support of volunteers.

You create many more pathways for engagement, interaction and joy. You give the gift of yourself, your kindness, talents and time. We thank you for sharing your many gifts with the people who live with us, and the people we support to live at home.

We send you our heartfelt gratitude, and wish you joy and peace. We hope you enjoy the very special edition of the Resthaven 2020 calendar, in celebration of our 85th anniversary.

The joy shines through in the photo to the right, of the festive group from Resthaven Leabrook with volunteer, Angie. This continues on pages 10-11, with more great images from 'out and about,' including the very talented musical family who performed at Resthaven Aberfoyle Park. Volunteer, Doug, organised for his wife and four children to put on a concert—our very own von Trapp family.

We are keen to engage more musicians for Resthaven Aberfoyle Park and Westbourne Park—in particular, people to play instruments to accompany hymns at Church Services. See more information on the back page.



Stacey Thompson

Manager,
Volunteer Services



Christmas **F**estivities



Above: Resthaven Leabrook volunteer, Angie, together with residents, decorating one of the home's many Christmas trees.

Volunteers across Resthaven are 'shining bright' throughout the 2019 festive season.

Dressing the Christmas trees at Resthaven's twelve residential aged care homes is a big job, so it's all hands on deck. Volunteer, Angie (above, with residents) is ensuring that the Resthaven Leabrook Christmas trees are glowing with festive cheer.

Six Christmas trees were put up around Resthaven Leabrook this year, so it's lucky that everyone was happy to help out!

Thank you for the 'sparkle and shine' that you bring to the Resthaven community.

Warm season's greetings to all.



Above: The beautiful Christmas tree at Resthaven Mitcham.



Quarterly Newsletter for Resthaven Volunteers

Statement of Purpose

Working together: outstanding care and support for older people and their carers.

Our Values

- Trust
- Dignity
- Choice

Resthaven is a richly diverse South Australian community founded on the principles of inclusion and unity, embracing and respecting each person's beliefs, culture, language, background, lifestyle, life experience and values.

Volunteer Services

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What's the Buzz?

85th Anniversary Celebrations

Next year, Resthaven celebrates it's 85th anniversary!

Site events could include open days, morning teas, or site parties. We welcome your suggestions.

We would also love to hear your stories from Resthaven's 'birth year', 1935. Do you know a story you'd like to share?

If yes, please contact the Resthaven Public Relations team on 8373 9141, via email: pr@resthaven.asn.au, or hand in to reception, or to a staff member, to be forwarded via internal mail. We look forward to hearing from you!

Below (clockwise from top): Resthaven Shirley Gardens, 1935; Resthaven Leabrook, 1944; Resthaven Westbourne Park, 1967; Resthaven Malvern, 1954.



From the CEO

The Year in Review

As another year draws to an end, I reflect on what has been a somewhat difficult year for the aged care sector as a whole. However, the overwhelming reality is that thousands of older people and their carers benefit from the dedicated and caring work of staff and volunteers in aged care who have chosen to do this important work.

Multiple legislated changes came into effect from both 1 January and 1 July. Preparation for and implementation of the changes required a considerable focus to ensure compliance. I am grateful for those staff who worked hard to bring these government changes into our services.

The ongoing Royal Commission into Aged Care Quality and Safety continues to highlight many of the issues of concern that consumer advocates and the sector have called for change in, as well as some unfortunate and unacceptable situations that must be addressed.

Monday, 16 September was the first anniversary of the announcement of the Royal Commission. On Friday, 13 September 2019, the Australian Government announced the appointment of a new commissioner, the Hon Gaetano (Tony) Pagone QC, as well as a six month extension. Public submissions were also extended.

Sadly, the Chair of the Commission, Honourable Richard Tracey AM RFD QC, died on Friday, 11 October, after a short illness. Commissioner Pagone has now been appointed Chair.

Resthaven senior managers have been following the developments closely, noting the key issues and reflecting on people's experience at Resthaven.

The importance of cultural safety within aged care services for people of diverse backgrounds was a very relevant topic at the Commission in October. One witness summarised that cultural safety is a "vital ingredient in making person-centred care effective". The concept of cultural safety requires open and safe communication to create an environment in which people feel safe to disclose diverse needs and experiences without losing respect or dignity.

Cultural safety is important to all members of our community, including residents, clients, staff, and volunteers.

I was called to give evidence to a hearing of the Royal Commission into Aged Care Quality and Safety on 17 October 2019 in Melbourne. The focus of the hearing was on how to enhance capacity and how to make the aged care sector a more attractive and rewarding place to work.

On 31 October, the interim report into aged care quality and safety by the Royal Commissioners was released. It confirmed the need for significant structural, financial and workforce reform.

We have been advocating for reform for years, acknowledging that appropriate resourcing is fundamental to a sustainable aged care sector that offers best practice quality and safety in aged care.

The Commission's three urgent areas of action, related to reducing the Home Care packages waitlist for high care need individuals, ensuring there is minimal reliance on chemical restraint, and finding options for younger people outside of aged care, are all consistent with matters we see as important outcomes.

We also continue to raise the critical need for the Government to make the funding required for sustaining residential aged care services and lifting staff hours available. I know this is a topic of importance. We have actively contributed our views and ideas to the Commission for improvements in aged care, so that we can ensure high quality, sustainable aged care services into the future.

As people live longer, their health needs are increasingly complex. There is a general expectation that aged care is resourced and staffed like a hospital. This is not the case—they are significantly different. We need more investment to increase staff levels and community education about what to expect of aged care services. This cannot wait until after the Commission's final report, which is due at the end of November 2020.

Although it is hard to hear the negative stories brought to light during the hearings of the Commission, it does remind me of how much trust is given to us all in these relationships. There have been failings in the sector, and this is not acceptable.

We pride ourselves on doing the right thing and doing it well. If, for whatever reason, we do not get it right, I urge you to raise your concerns, observations or issues with the Manager.

At Resthaven, across all of our sites and in people's homes, we continue to be served by dedicated and outstanding individuals in their care and support of older people and their carers each and every day. This is good and important work, making a valuable contribution to the quality of people's lives.

Continued page 4...



From the **CEO** (continued)

If you have any concerns about the Royal Commission and recent media reports, reach out to your site contact and know that we support and appreciate you. We have a deep commitment to our purpose, and acknowledge the incredibly hard work of our teams across the state. Thank you all.

Industry Update

The Minister for Aged Care and Senior Australians, Richard Colbeck, has acknowledged the key issues facing the sector, including financial challenges, the trial of the new residential care funding instrument, the review of the Aged Care Approvals Round (ACAR) process, board and governance issues, including the business and community responsibilities inherent in those roles, the regulatory framework, the balance between home and residential care, and the effect of poor media coverage on image and morale. He recently announced extra funding for Commonwealth Home Support Programme (CHSP) providers of services in areas of high demand.

This announcement comes as the latest home care package data report reveals the waiting list has dropped slightly from 129,000 to 119,500 people.

Board Update

Resthaven is fortunate to benefit from a well-qualified Board with an appropriate skill mix to guide the organisation’s future directions.

The annual Board workshop in November offered an opportunity to reflect on the five year strategic plan from 2015 – 2020, and to consider the next strategic plan from 2020 – 2025.

In December, Resthaven will farewell three long serving Board Members, Lee Sando, Renuka Visvanathan and Greg Arthur. All have served three terms of three years, and Lee has contributed an amazing 18 years on the Board.

I wish to thank them for their unwavering dedication, commitment and service to Resthaven and wish them well for their futures.

In addition, I wish to thank our Board President, Mark Porter, for his ongoing leadership, and for serving as Interim Treasurer during 2019.

Michael Haydon, who has served the Board and the Board Finance and Audit Committee throughout 2019 and is a Senior Accountant at Commercial and General Group, will commence as Treasurer of the Board from 1 January 2020.

Finally...

Next year, 2020, will mark Resthaven’s 85th anniversary. Throughout the year, together we will celebrate this milestone with a number of events. I hope you enjoy the special edition Resthaven 2020 calendar.

Wishing you a safe and happy festive season,



Richard Hearn
Chief Executive Officer

Chaplaincy

In September, Rev Sil Hein took up ministry at the Malvern Uniting Church, which meant relinquishing her role as Coordinating Chaplain at Resthaven Bellevue Heights. She remains Chaplain for Resthaven Malvern and Mitcham. Rev Frances Bartlett, previously Chaplain at Resthaven Murray Bridge, has been appointed as Chaplain for Resthaven Bellevue Heights. Nina Corlett-McDonald has been appointed to share Chaplaincy responsibilities with Rev Cate Baker at Resthaven Leabrook for one day/fortnight.

With these updates, please see the table (below) for the sites each Resthaven Coordinating Chaplain is responsible for:

Chaplain	Sites
Shelley Alexander	Murray Bridge
Pastor Dianne Bailey-Walters	Mount Gambier
Rev Cate Baker	Paradise & Leabrook
Rev Frances Bartlett	Bellevue Heights
Rev Anne Butler	Port Elliot & Westbourne Park
Nina Corlett-McDonald	Leabrook
Rev Dr Bruce Grindlay	Marion & Aberfoyle Park
Rev Sil Hein	Malvern, Mitcham
Rev Dr Trevor Whitney	Craigmore

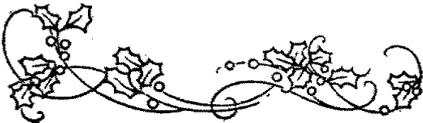


Resthaven Board

The Way We Were...

The Resthaven Board has steered Resthaven since our inception in 1935.

The photo (right) of the Resthaven Board was taken in 1955 at Resthaven Leabrook.



Site Board Meetings

In October, the Resthaven Board held their monthly Board meeting at Resthaven Paradise.

The Resthaven Board holds their meetings across many Resthaven locations, and this includes meeting and speaking with as many customers and staff members as possible.

All Resthaven Board members serve on a voluntary basis, with each Board Member having a site of special interest.

World Gratitude Day

To celebrate 'World Gratitude Day' on 21 September, residents at Resthaven Marion created a themed 'gratitude' display.

Mrs Joan Johnson (below) wrote a beautiful poem for the occasion (right), which was framed and used as the display centrepiece. Thank you, Joan!



'Gratitude'

I feel gratitude when
I see my friend.

Her smile alone lifts me high
And my sorrow soon will end.

We laugh a lot, chatter more,
Isn't that what friends are for?

By Joan Johnson





Residential Services

Residential services have been responding to ongoing government reform and changes.

These include the commencement of the Aged Care Quality Standards from 1 July 2019, the introduction of the Aged Care Quality Indicator program from 1 July 2019, the new Charter of Aged Care Rights, and the new regulations related to physical and chemical restraint.

Additionally, Resthaven is involved in transitioning to a new finance system, Epicor, as well as the ongoing other business transformations related to the 'Ignite' program.

I am grateful and most thankful to every member of the Resthaven residential team, both staff and volunteers, who contributed in some way to the overall successful journey to such a level of reform and change.

Staff Movements

As we travel this journey of change, we also see some changes in our key personnel.

The first was the resignation of Charmane Hill from her role as Manager Residential Services at Resthaven Mount Gambier, after only a short time with us.

We wish Charmane the best in the future, and also appreciate the willingness of Belle Kerr, Manager Residential Services at Resthaven Paradise, to take up a secondment to Mount Gambier whilst we recruit a permanent replacement Manager. Thank you, Belle. Relieving Manager, Cat Carroll, is supporting Resthaven Paradise during Belle's secondment.

Nicole Cannon, Manager Residential Services at Resthaven Craigmores, has also resigned, and I wish her all the best. We are currently recruiting a permanent Manager for Resthaven Craigmores.

In the meantime, thank you to our wonderful Relieving Managers for stepping into the vacancies created by these changes.

As you might recall, Pam Alde moved from her role as Manager Residential Services at Port Elliot to Resthaven Westbourne Park earlier this year. I am pleased to announce that we have recruited a new Manager for Resthaven Port Elliot – Karen De Bonde, who commenced on 25 November 2019.



Susan Biffin, Care Coordinator at Resthaven Port Elliot, has tendered her resignation, and we wish Susan the best for her future. We are now also recruiting for her replacement.

Additionally, one of our Relieving Care Coordinators, Rebecca (Bec) Bailey has left, to travel overseas. Bec may return to us again in the future.

The vacancy for a Relieving Care Coordinator was filled by our Relieving Clinical Nurse, Annie Kraft (right). We look forward to having Annie in this new role.



I am also pleased to announce the successful promotion of Clinical Nurse, Sam Pratt (left), to the role of Care Coordinator at Resthaven Mount Gambier. Well done, Sam.



Accreditation

On 24 September, the Quality and Safety Commission conducted an announced visit to Resthaven Port Elliot, to follow up one outstanding non-compliance from their last visit. I am very pleased to report that this visit was successful, with all areas returned to full compliance at the home.

First Birthday Celebrations

On Friday 4 October, Resthaven Aberfoyle Park held a festive 'first birthday' celebration, to mark 12 months since the official opening event in October 2018. I was honoured to attend and help the site to celebrate this milestone.

Two of Resthaven Aberfoyle Park's 'earliest' residents, Mrs Denise Dومانis and Mrs Olive Goddard, helped Manager Residential Services, Mia Brooks, to cut the birthday cake (pictured above). Congratulations, Resthaven Aberfoyle Park!



We now look forward to sharing a Christmas lunch with residents prior to Christmas day. This is always a special occasion. Enjoy the Christmas season.



Tina Cooper

Executive Manager, Residential Services



Community Services

The past few months have been a very active time in Community Services.

Staff Movements

In November, we farewelled Sandy Smith from the role of Manager Riverland Community Services. We wish Sandy all the best, and thank her for her five years of service to Resthaven.

The position of Manager Riverland Community Services will be covered by Karen Boelens, Relieving Manager Community Services.

Office Relocation

With increased service demand, Resthaven Onkaparinga Community Services has moved to a new, larger office space at 3-5 James Clark Road, Noarlunga Centre.

The site contact phone number (8307 3700) remains the same.

Quality Reviews

The Department of Veterans' Affairs conducted on-site quality audits of the DVA Community Nursing services at Murray Bridge and the metropolitan sites.

The assessors indicated they were pleased with the standard of the nursing services. We await the final report. DVA have also advised Resthaven that the Veterans' Home Care contract has been extended.

'Making Minds Matter'

Resthaven recently worked in partnership with UniSA Occupational Therapy students to develop 'Making Minds Matter', a Cognitive Stimulation Therapy (CST) program for Resthaven customers living with mild to moderate dementia.



Above: Volunteer, Carolynn Sellick (right), supports the Resthaven Murray Bridge, Hills & Fleurieu Community Services 'Support Shed' group during an outing to Mypolonga.

Cognitive Stimulation Therapy is a structured, evidence-based group therapy, involving physical and mental exercises and activities to stimulate thinking, concentration and memory. Students and clients are pictured (below) during a group session.

Community Engagement

Several Resthaven Community Services locations have held activities recently to connect with their local communities.

On Friday 30 August, the Resthaven Murray Bridge, Hills & Fleurieu Community Services 'Support Shed' group, with support from volunteer, Carolynn Sellick, enjoyed a bus trip to Mypolonga. The group visited "Aussie Apricots," the Mypolonga Primary School Shop, the Buffalo Dairy (above), and Rio Vista Olives.

To celebrate Carer's Week 2019 (13-19 October), Resthaven Community Respite Services organised a program of free workshops for carers of older people, facilitated by experts in their respective fields. The workshops covered a wide range of topics, and were well attended. We hope they made a difference in the lives of older people and their carers.

On 30 October, Resthaven Marion Community Services and Resthaven Community Respite Services collaborated with the Resthaven Marion residential home to hold an Open Day at the Marion site. The event gave members of the public the opportunity to find out about the services Resthaven offers.

I thank all those Resthaven staff and volunteers who support older people to live independently in their own homes in the community.



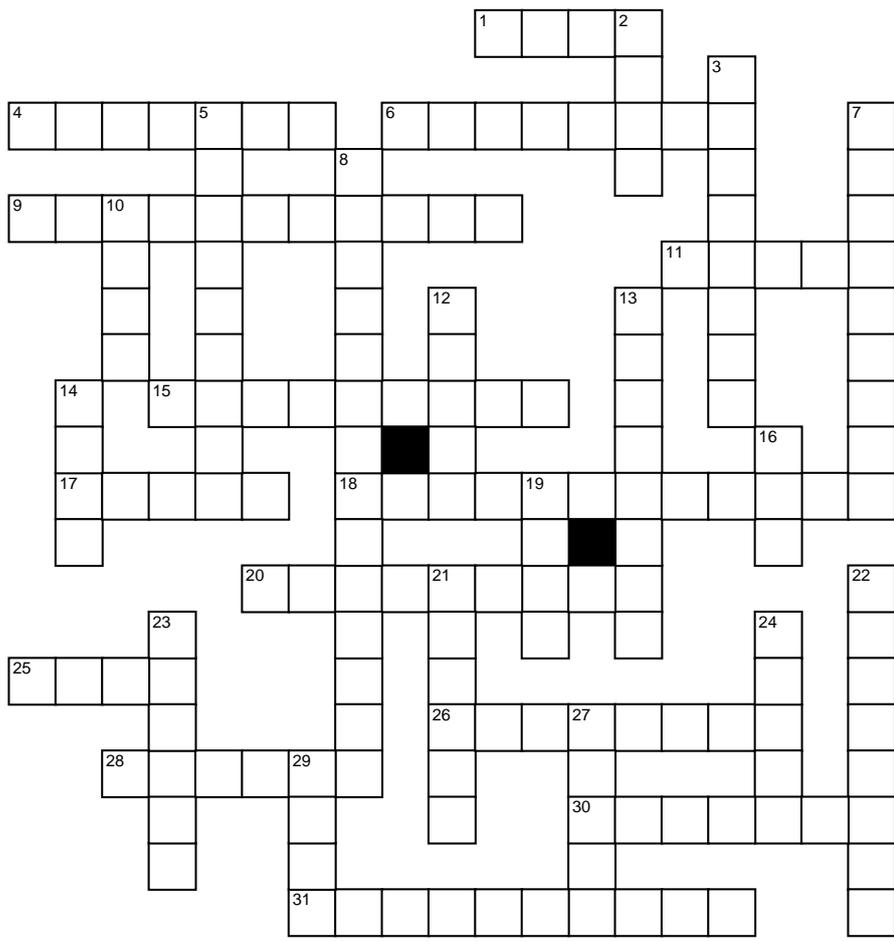
A very happy Christmas to all,



Sue McKechnie
Executive Manager,
Community Services



Christmas Crossword



Clues

Across

- 1 Another word for present
- 4 Santa's door
- 6 Animals that pull Santa's sleigh
- 9 What people put on their Christmas tree
- 11 Something on Santa's face
- 15 The day after Christmas
- 17 Santa's helpers
- 18 The day before Christmas
- 20 A piece of snow
- 25 What Santa gives to bad girls and boys
- 26 A sock that hangs by the chimney
- 28 People put these bright things on their houses
- 30 A reindeer with a red nose
- 31 A jolly man in a red suit

Down

- 2 Something people decorate
- 3 What people give each other
- 5 Where Santa's workshop is located
- 7 A striped Christmas treat
- 8 Drink and food left for Santa
- 10 Something people send each other to say 'Merry Christmas'
- 12 The presents are usually ___ the tree
- 13 The month of Christmas
- 14 Look at the present before you should
- 16 The colour of Santa's suit
- 19 A common decoration for the top of the tree
- 21 A famous snow man
- 22 The place where Santa makes toys
- 23 Santa's car
- 24 A Christmas tree decoration
- 27 A Christmas song
- 29 What Santa gives to good girls and boys.

Solution page 12

“ It is Christmas in the heart that puts Christmas in the air. ”
WT Ellis



Work Health and Safety

Emergency and Fire Procedures

Emergency procedures are located at key workstations and staff common areas at each site. 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.

In an emergency, implement 'R.A.C.E.!

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

Chemical Safety

There are many different types of chemicals used at Resthaven. These 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.



Building Update

Several redevelopments and upgrades are in the works across Resthaven.

Resthaven Leabrook

Work has commenced to upgrade the reception area, café, and shop ('Chatter'), along with the lifestyle office, hairdresser and hall at Resthaven Leabrook.

The hall walls are being clad to give them a more modern look (right).

The entrance area will be enlarged to facilitate informal gatherings, and remove its current 'corridor' appearance. This modern, welcoming, contemporary theme will extend through to the Chatter and hall, making the area more appealing for recreation, and casual interaction.

Additional landscaping will be undertaken to enable residents to more easily access, navigate and enjoy the beautiful front garden.

The construction program will complete the hall upgrade prior to Christmas, so as not to constrain festivities.

Resthaven Marion

Additional rooms are under construction at Resthaven Marion to provide rooms for residents when the share rooms are being used as premium singles (i.e. accommodating one person instead of two).

Consistent with Resthaven's policy, rooms are only shared when two people indicate they wish to share, otherwise the share rooms are occupied by one person.

If share rooms are occupied by only one person, we do not have additional rooms to use the licence to accommodate additional residents.



Above: The hall at Resthaven Leabrook is undergoing a transformation, with the exposed brick walls being clad for a fresh, modern look.

The project will result in a net increase of two rooms at Marion to resolve this. The project is expected to be complete by March 2020.

Resthaven Bellevue Heights

A development application for the redevelopment at Resthaven Bellevue Heights has been lodged with Mitcham Council, and five separate information sessions have been provided to staff, residents, and the local community.

The development will extend the existing home to incorporate the rooms that are in the Manson and Grevillea lodges.

Much of the existing home will be upgraded, including the entrance, which will become a welcoming hub of activity with a café, hairdresser and casual areas.

Behind the scenes, a new kitchen, laundry and staff facilities will be constructed. Works are also planned to improve the amenity of the independent retirement living communal area, 'Gum Tree Lodge'.

The plan includes another entry/exit point to Eve Road, and additional car parking.

Our objective is to use this as an opportunity to improve the entire site and deal with issues such as car parking and access, which have been problematic over the years.

Subject to council approval, works are expected to commence during the first quarter of 2020.

Finally...

These projects will improve the environment in which our community lives and works.

Wishing you all the best for the festive season,



Emmet O'Donovan

Manager, Buildings and Capital Projects



Out and About



Musical Volunteer

Volunteer, Jessica Roffel (above) shares her love of music with Resthaven Murray Bridge residents on Tuesday afternoons with her beautiful piano playing. Everyone loves listening to her play. Thank you, Jessica.

Arty Fun

The Resthaven Marion art group meets regularly, with the support of volunteer, Brian Budgen (below). Brian is an artist and former high school art teacher, and shares his extensive knowledge and skills.

Family Concert

Resthaven Aberfoyle Park volunteer, Doug, recently organised for his wife, Rachael, and their four talented children (above), to perform for residents in a musical concert cheekily titled '4 tune 8'. The family performed on a variety of instruments, including the violin, cello, piano, piano accordion, and didgeridoo.

The group had a great sense of humour, and interacted beautifully with residents. Talk about getting the family involved! Thank you for your visit.





Out and About

Time in the Garden

Volunteer, Graham Marshall, has been busy supporting Resthaven Port Elliot residents, such as Mr Doug Box, in the site courtyard gardens. With Graham's help, the flowers and veggies in the raised beds are blooming and growing.



Royal Adelaide Show Visit

Resthaven Malvern residents were delighted to attend the Royal Adelaide Show during September (below), driven to the showgrounds in style on the Resthaven bus by Volunteer Bus Driver, Neville Robinson.



Les Celebrates 400 Concerts

Resthaven Mitcham volunteer, Les May (below, with Lifestyle Assistant, Gini), who runs 'Musical Memories' recently celebrated 400 concerts! Well done, Les.



Up, Up and Away!

No, the Resthaven bus hasn't grown wings. Wouldn't that be great? On 28 November, residents of Resthaven Aberfoyle Park enjoyed a bus trip to the airport. Volunteer bus driver, Greg Stevens (below left), prepared a special music playlist for the occasion, with a 'flying and aeroplanes' theme. It included:

- *Up, Up and Away*/5th Dimension
- *I Still Call Australia Home*/Peter Allen
- *Come Fly With Me*/Frank Sinatra
- *Snoopy vs the Red Baron*/The Royal Guardsmen
- *Leaving on a Jet Plane*/Peter Paul and Mary
- *Fly Me to the Moon*/Rod Stewart
- *Learning to Fly*/Tom Petty
- *Jet*/Paul McCartney and Wings
- *Trains and Boats and Planes*/Dione Warwick

Part of an old Ansett aeroplane safety presentation video was also used at the start of the bus trip remind residents to fasten seat belts. What a clever idea to make the bus trip even more memorable!



