

Volunteer **B**uzz



Hi from **Stacey**

Gosh, what a year it has been!

The COVID-19 pandemic saw the world change, and brought about a rollercoaster of changes that impact on how we go about our lives.

It is important to reflect on what is important, and to celebrate the good. It is important to connect and engage with people, with community, with kindness. We have embraced many ways of connecting and being together, from afar. I like this quote by Albert Schweitzer:

“Constant kindness can accomplish much. As the sun makes ice melt, kindness causes misunderstanding, mistrust, and hostility to evaporate.”

Resthaven thanks you for being a part of the Resthaven community, and for your support—whether directly or indirectly—in the last few months. We thank you for your blessings.

We hope you enjoy putting together the enclosed fun Christmas decoration, and that it fills you with joy when you see it hanging. On the back page, we have also included some other festive items, how to make a paper angel, or a sweet-smelling orange garland.

I am inspired and energised by all that which is good, and I am excited about the new year. Sure, it will be a rollercoaster at times, where we stop, regroup, learn, take a breath, and move forward.

Kindness and gratitude

Stacey Thompson

Manager,
Volunteer Services



‘Pack n Chat’



‘Pack n Chat’ volunteers, Sonya Johninke, Peter Johninke, and David Le Cornu are pictured (above and left) in the midst of their Christmas card packing, ensuring they reach the sites in time for people to buy.



As you can see, there’s not much chatting, they are focused. This has become a wonderful tradition—we know Christmas is around the corner when this group are in action.





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 acknowledges the traditional owners of the lands on which its services are delivered. We pay our respects to elders past, present and future.

Resthaven is a richly diverse community, founded on the principles of inclusion and unity, embracing and respecting each person's beliefs, culture, language, sexual orientation, gender identity, lifestyle, life experiences and values.

Volunteer Services

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In this Issue...

What's the Buzz?2
 From the CEO3
 Building Update5
 Residential Services6
 Community Services6
 Work Health & Safety7
 Chaplaincy8
 'Wally' the Volunteer Dog9
 Out and About.....10-11
 Christmas Activities 12

What's the Buzz?



It
wouldn't
seem like

CHRISTMAS

if we didn't get in
touch, and wish you
A MERRY CHRISTMAS

to volunteers who give

SO
much

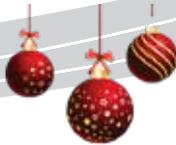


“

May you never be too grown up to search the skies on Christmas Eve.

Anonymous

”



From the CEO

Hello everyone,

People have asked me what motivated me to apply for the role of CEO in the midst of a global pandemic, a Royal Commission and with so much going on in the aged care sector.

I passionately believe that older people deserve to be supported to live the best life possible and I want to help lead Resthaven into the next chapter of its history, where we can continue to deliver on the expectations of not only current but future generations.

I want to be part of that change, working with people who are just as passionate.

It has been a joy travelling to all of our sites to meet with residents and clients, volunteers and staff. It has been a privilege to meet many dedicated and inspirational volunteers.

The feedback from the Royal Commission to date has been encouraging. The Commissioners and Counsel Assisting appear to have developed a deep understanding of the challenges and what is required to reform how we deliver care and support for older Australians.

I feel fortunate to work for Resthaven, a remarkable organisation which has been providing outstanding care and support for older people for 85 years. I am excited about the future.

85th Anniversary Book

Whilst many 85th celebrations could not go ahead as planned, many were held in a modified creative way. This includes the launch of the Resthaven 85th anniversary history book, *Resthaven: 85 Years of Outstanding Care* (right).

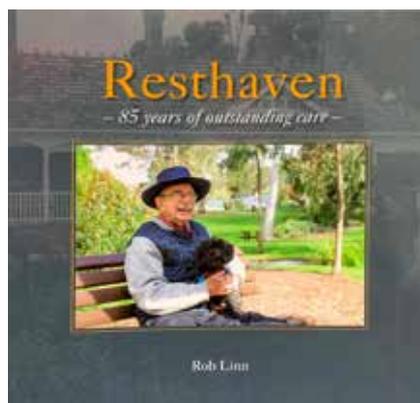


However, we were able to hold a 'book signing' with the author, noted historian, Dr Rob Linn, on 24 November (pictured above with Board President, Mark Porter, and myself). We sincerely thank Dr Linn for his work.

Strategic Plan 2020-25

Resthaven has a proud history of supporting older people that goes back 85 years. We have done remarkably well to navigate an extremely volatile environment, particularly in recent years.

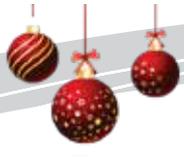
It is now time to look to the future, and Resthaven's new Strategic Plan will serve as the roadmap for us for the next five years. The Strategic Plan 2020-2025 (below) includes a range of new strategies and initiatives that will help us to meet the changing environment.



The road ahead is challenging, but we have the opportunity to implement positive reforms and innovative models of care and services needed to redefine the future of ageing in this country.

Our purpose of working together to provide outstanding care and support for older people remains true.

continued page 4



From the CEO (continued)

Federal Budget

Five months after it was delayed due to COVID-19, the Federal Government handed down its Budget for 2020-21 on 6 October.

There were some measures to benefit older Australians, including \$1.6 billion in funding for 23,000 new Home Care Packages to help older people to continue living independently at home. However, the waiting list for packages is currently more than 100,000, and there was no commitment to reducing the waiting times, currently over a year for Level 2, 3 and 4 packages.

Other measures will not be considered until after the Royal Commission into Aged Care Quality and Safety has completed its report, due in February, 2021.

Royal Commission

The Final Hearing of the Royal Commission into Aged Care Quality and Safety was held on Friday 23 October 2020. At this hearing, the Senior Counsel described it, as 'the most in-depth and thorough examination of Australia's aged care systems that has ever been undertaken'.

The commentary coming from the Royal Commissioners and Counsel Assisting is extremely encouraging.

The Royal Commission has received over 10,000 submissions from the public and held hearings, workshops, community forums, meetings and roundtables across the country. They published eight background papers, 16 research papers and two consultation papers. The official website holds a wealth of information on the workings of the aged care sector.

It will be a valuable source of reference for many years to come.

We hope the federal government will implement the recommendations of the Royal Commission with appropriate resourcing, to transform the aged care system and deliver high quality care to every older Australian when and where they need it.

Personnel

It is with great pleasure that I announce the appointment of Erika Comrie to the role of Executive Manager Strategy & Governance.



Erika has spent the last four years initiating and delivering a collaborative performance improvement program across three metropolitan councils, resulting in significant savings.

Prior to this, she spent 20 years in a variety of senior management roles at Origin Energy, including leading the strategic planning

and governance processes for the organisation. She will be a wonderful addition to the Resthaven team. Erika commenced in early November 2020.

Erika's portfolio includes Volunteer Services, Chaplaincy, Quality and Governance. You will learn more about Erika in the next edition.

Finally...

As we head towards the end of what has been a year like no other, I take this opportunity to thank you for your continued support.

We appreciate the patience and resilience that you have shown throughout the COVID-19 pandemic, as we all work together to keep our site communities safe.

Wishing you and your families all the very best for the 2020 festive season, and the year beyond.

Season's greetings,



Darren Birbeck
Chief Executive Officer

Christmas Gift Suggestions



To your enemy, forgiveness.

To an opponent, tolerance.

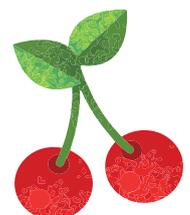
To a friend, your heart.

To a customer, service.

To all, charity.

To every child, a good example.

To yourself, respect.



By Oren Arnold

Building Update

Resthaven Northern Community Services – Gawler Office

Resthaven's Community Services continues to expand in response to demand. The fitout at 5 King Street in Gawler is now complete. The service commenced on site on 19 October.

The new offices (right) look great, and provide good indoor and outdoor space for client activities.

This office is an outreach service for Resthaven Northern Community Services.

Resthaven Bellevue Heights

On 1 October, we received planning consent by the Mitcham Council for the redevelopment of Resthaven Bellevue Heights. This is fantastic news after a long period in the planning process.

However, due to the COVID-19 pandemic, the project remains on hold until further notice, as the safety of the site community always take precedence.

Once the works do commence, the redevelopment will relocate residents from Manson and Grevillea lodges to the main home. This will involve the construction of a new extension to Correa and Waratah areas, plus the construction of a new memory support unit with kitchen, laundry and associated service rooms. A new workforce lunch room will also be provided.

The central entry and café area will undergo a major transformation, along with the upgrade of the hall. The redevelopment will also provide new car parking and access to the site. The works will occur over a period of 18-24 months.



Resthaven Westbourne Park

Different options for the redevelopment of Hampton and Richmond areas at Resthaven Westbourne Park are being developed and analysed in order to produce the best outcome for the site. As part of this process, consultation will occur, initially through a questionnaire.

As the years have passed, our facilities and standard of care has evolved, and it is now time for these areas to be replaced so that we can offer residents at Resthaven Westbourne Park the best and most modern facilities.

Careful consideration is being given to all elements of this redevelopment to ensure we achieve the best outcome.

Resthaven Riverland Community Services

Services are now in full operation at Berri (right). The old bank has been transformed into a modern community services office, whilst maintaining the external art deco period style.

The building and service occupy a prominent location in the heart of Berri. The new building will allow client groups to meet and undertake activities on site, whilst providing more office space as the service continues to expand.



Resthaven Marion Community Services – Goodwood Office

A newly rented building at 131 Goodwood Road has been fitted out as an outreach office of Resthaven Marion Community Services. Signage was installed in mid-November (above).

The new premises offers large open areas for client activities accompanied by offices and good rear parking. Works are now complete.

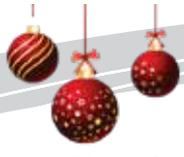
Season's greetings,



Emmet O'Donovan

Manager, Buildings and Capital Projects





Residential Services

Hello everyone,

Retirement Living

Since the last newsletter, the Retirement Living portfolio has moved to Residential Services. Jeannie Peace, Retirement Living Coordinator, has now joined the Residential Services team.

Staff Movements

I am pleased to announce the appointment of Simon Blair to the position of Manager Residential Services at Resthaven Port Elliot. Simon previously held the role of Care Coordinator.



Sadly, we farewell Pam Alde, Resthaven Westbourne Park Manager Residential Services, who is leaving Resthaven.



We thank Pam for her ten years of service and wish her all the best.

Aged Care Quality & Safety Commission (ACQSC) Visits

Infection Control visits from ACQSC have occurred at several residential sites, to audit our COVID-19 preparation. All of these have gone well, with acknowledgement of our planning and preparation.

I was pleased to receive the final re-accreditation report for Resthaven Marion, confirming all requirements under the Quality Standards were now compliant.

A full re-accreditation visit took place at Resthaven Mount Gambier in late October. We are yet to receive the report.

We await a visit to Resthaven Murray Bridge to close outstanding non-compliances at the site.

A re-accreditation visit is yet to occur for Resthaven Port Elliot.

In Appreciation

I wish to acknowledge the changing state of managing the COVID-19 situation at residential sites. I very much appreciate the efforts of volunteers, staff, residents, visitors and families to ensure that we meet all requirements. It was incredibly disappointing to have to restrict visitors. Fortunately, this was only for a short period.

All the very best for the 2020 festive season.



Tina Cooper
Executive Manager, Residential Services

Community Services

Happy 10th Birthday, Agedcare Alternatives

A special celebration was held on 10 November, to mark the 10th anniversary of Agedcare Alternatives.

Congratulations to Mark Trebilcock and the 'Options Guide' volunteers, Grant Lauritsen, Anne Nosworthy, and Paul Carberry, (pictured right) for making this service an ongoing success.

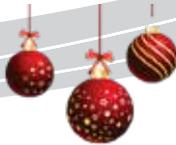
Other special guests included Board President, Mark Porter, and CEO, Darren Birbeck. Thank you to everyone who helped us to celebrate this milestone.



Season's greetings,

Sue McKechnie
Executive Manager, Community Services





Work Health & Safety



Australian Government
Department of Health

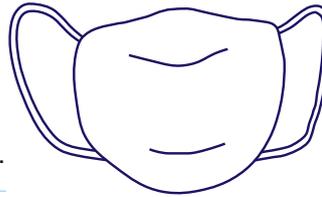
BE COVIDSAFE

DO I NEED TO WEAR A MASK?

Masks are an extra precaution to protect against COVID-19 in areas with community transmission. Check your local state and territory advice about mask recommendations and requirements. If you are in a situation where physical distancing is difficult such as on public transport, you may choose to wear a mask.

To stay COVID free, do the 3:

1. Wash or sanitise your hands
2. Physical distancing (1.5m)
3. Have the COVIDSafe app



Also stay at home if you're unwell and get tested.

If you choose to wear a mask, it is important:

- ✓ Wash your hands before putting on the mask
- ✓ Make sure it covers your nose and mouth and fits snugly under your chin, over the bridge of your nose and against the sides of your face.
- ✓ Do not touch the front of the mask while wearing it or when removing it. If you do touch the mask, wash or sanitise your hands immediately. Do not allow the mask to hang around your neck.
- ✓ Wash or sanitise your hands after removing the mask.



*Single-use masks should not be re-used and should be discarded immediately after use.

Emergency and Fire Procedures

There are designated Chief Wardens who will take charge during an emergency. Everyone must follow their directions in an emergency. In an emergency, implement 'R.A.C.E.'

Remove persons in danger

Alert others

Contain fire, close doors and windows, if safe

Evacuate



Tip: At residential sites, look out for the MIMIC

panels, which will light up, showing the location of the active alarm.

Always put your safety first.

Chemical Safety

There are many different types of chemicals used at Resthaven.

These include: batteries, medications, aerosols, perfumes/aftershaves, nail polish, massage oils, craft glue, 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.



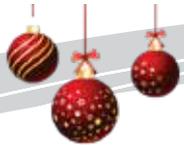
Tip: Resthaven provides required items, so there is

no need to bring your own chemical-based items on site.

'Requests from a Person with Dementia'

- **Please be patient with me.** Remember that I have an organic brain disease for which I have no control.
- **Talk to me.** Even though I cannot always answer you, I can hear your voice and sometimes comprehend your words.
- **Be kind to me.** For each day of my life is a long and desperate struggle. Your kindness may be the most special and important event of my day.
- **Consider my feelings,** for they are still alive within me.
- **Treat me with dignity and respect** as I would treat you.
- **Remember my past,** for I was once a healthy, vibrant person full of life, love and laughter.
- **Remember my present,** for I may be fearful and miss my home.
- **Remember my future,** for, though it may seem bleak to you, I am always filled with hope for tomorrow.
- **Love me.** The gifts of love you give will be a blessing that will fill both our lives with light forever.

Author Unknown



Chaplaincy

Coordinating Chaplains

Sadly, we farewell two of Resthaven's nine Coordinating Chaplains this year.

Shelley Alexander will begin a full time Ministerial role in her local parish. Shelley has been a valued member of Resthaven Murray Bridge since early 2019. Shelley's last day will be 15 December 2020. She leaves us with a message of hope this Christmas, right.

Rev Anne Butler has accepted a role as Minister of Seaford Uniting Church (in addition to her role at Port Elliot Uniting Church). Anne has provided chaplaincy and pastoral care to residents and staff at Resthaven Port Elliot and Westbourne Park for several years. She finished at the end of October.

I thank both Shelley and Anne, who have worked diligently with the residential teams to provide spiritual guidance, care and compassion. Resthaven is working in partnership with the Uniting Church to engage new Coordinating Chaplains.



Lynn Openshaw
*Acting Senior Manager,
Governance*

“ A warm smile is the universal language of kindness. *William Arthur Ward* ”

28 Year Volunteer Retirement

We warmly farewell Resthaven Marion and Westbourne Park volunteer, Joy Pearce, who retired earlier this year after 28 years of volunteer service.

Joy is pictured with her shop partner, Helen Williams, and the clock she received for her 25 year service milestone in 2017 in the background.

We thank Joy, and wish her all the best in her well-earned retirement!



'In Hope This Christmas'

In some ways, the year 2020 has flown by. In other ways, it has dragged. We take the good with the bad, and we can do nothing else. Thus it is with a mixture of joy and trepidation that we look to the future.

I wonder if Mary, mother of Jesus, also felt both joy and trepidation as she approached the birth of her first child. Like most women today who find out the gender of their baby in advance, Mary knew that she would bear a son.

When her baby boy was presented at the Temple, the wise old Simeon blessed her and then told her, "sorrow will pierce your heart like a sword" (Luke 2:35). The life she had been excitedly looking forward to would not be the life she thought it would.

Over and over again, Mary must have had to grieve the loss of her expectations for her son. She had been told that he would provide light, revelation, glory and salvation. But she had not imagined the excruciating way in which her son's life would end, nor the new life that would be brought to all humanity as a result. The future was unimaginable.

We sit at a place in history where we cannot predict the future. We sit with joy. We sit with trepidation. We sit, with Mary, in hope.

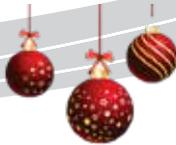
This Christmas, let us give thanks for the past, enjoy the present, and look forward with hope to the future.

Blessings to you and your loved ones this festive season.



Shelley Alexander
Former Coordinating Chaplain, Resthaven Murray Bridge





'Wally' the Volunteer Dog

'Wally' is a chocolate Labrador who has been volunteering with Ross at Resthaven Mount Gambier (and many other locations, including the G4S prison) for many years, also as a 'Caring Canine Companions' volunteer.

From Ross:

My dear friend, Wally, has retired from visiting duties after about 10 years of wonderful work.

Wally is now 12 years old (84 in dog years), and has chronic arthritis. He still wants to slip on his 'work clothes' and hop into the car, but his dad just thinks the time has come. It's hard work and obviously painful.

They say that grief is the price you have to pay for love. And Wally loves his dad; loves his work; and loves his many visiting friends. Retirement is going to desperately hurt the old boy.

I know everyone reading this probably had a fur-friend who broke their heart, but Wally really is very special. He has never been yelled at, he never needs a lead, and he has never embarrassed me, or anyone else for that matter.

Training Wally was a non-event. He would render dog trainers and behaviouralists irrelevant. But he currently has a little furry niece called 'Zoe' who is the exact opposite. If I yell at Zoe (which is not infrequent) Wally cringes and tells me, 'It's not my fault, dad'.

So, how can you get yourself a Wally-dog? I wish I knew. He really was a gift from God.

But let's be positive; he is still with us: just a bit slower, a bit deafer, and a maybe bit clingy.

Bless him.

Ross Patterson
Volunteer

Pictured above right: Ross and 'Wally' at Resthaven Mount Gambier, with Wally giving a 'high five' to David Norton (Resthaven Executive Manager, Financial Services).



'Box Breathing'

For those times when we need to stop and take a moment, this is a calming 'box breathing' exercise. Start in the top left hand corner and go clockwise around the box.

START HERE

inhale 1 2 3 4 *hold in*

heavily meditated

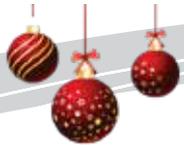
BOX BREATHING FOR CALM VIBES

A breathing technique to calm the mind and soothe the nervous system in a matter of minutes.

1. Inhale through the nose to a count of 4
2. Hold the breath in for a count of 4
3. Exhale through the nose to a count of 4
4. Hold the breath out for a count of 4

Repeat for 4 cycles.

hold out 4 3 2 1 *hold out*



Out and About

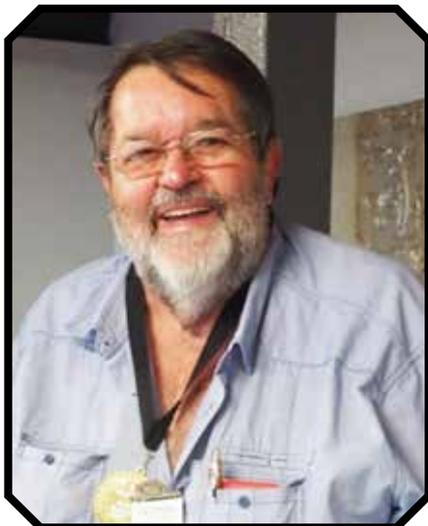
Read All About It!

The Resthaven Bellevue Heights Newspaper Reading Group is pictured (well spaced out), with volunteer, Brenda, discussing current affairs and events... I wonder what one of the topics might be?



Farewell to a Much-Loved Volunteer

The Resthaven Murray Bridge community, and all of us, were sad to learn of the recent passing of Vernon Graetz (below).



Vernon was one of the 'Harmony Trio', who shared his talents and love of music with people living at Resthaven Murray Bridge. Volunteers, Rose and Peter, now the 'Harmony Duo', are pictured playing a tribute to Vernon, in recognition of his lovely voice and great sense of humour.



Words of Advice from Those in the Know

We love these 'words of advice' from Resthaven Malvern residents (below), about how to cope with the COVID-19 pandemic.



Football Party

Resthaven Marion volunteer, Dino is pictured (bottom of page) amongst the footy jumpers at the recent site end of football season party. Dino always arrives with a smile.



Christmas Activities



Paper Angels

You will need:

- Paper in two sizes: 30 x 30cm and 15 x 15cm
- Two pieces of 30cm twine
- Glue.

Directions:

- Accordion fold the larger square of paper, then accordion fold the shorter square, just like you're folding a paper fan. The larger square will become the angel's body, and the smaller its wings.
- Fold both squares in half, making sure the ends are even with one another. If they're not quite even, snip the ends as needed.
- Place the centre fold of the smaller fan on top of the centre fold on the larger fan, so that the printed sides of both pieces of paper are facing right side up.

- Attach the two fans together by wrapping one piece of twine around them, 2.5cm from the top of the folds. This will create the angel's head. Double knot the twine on the backside of the fans and snip the loose ends.
- To create a loop for hanging the angel, thread the other piece of twine through the underside of the two folds (through the angel's head you just created). Double knot the twine, snip the ends, and hide the knot on the backside of the angel's head.
- Glue the inside of the side pieces of the larger fan together to join the angel's dress.
- Spread out the accordion folds as needed to shape the angel's wings and dress.
- Hang somewhere in your home, or add to gifts as decorations.



Tried and True!

Angie tested these instructions, and the angel above is the fabulous result.

We would love to see photos of your angels. Plus, Angie would love to receive your creative art and craft creations – with your permission, we can share some of these with each other and across sites. Angie's email address is angela.snowball@resthaven.asn.au, or phone 8373 9092.

Orange Garland Decorations

- Preheat your oven to 90°C.
- Slice your oranges into thin rounds (approx 1cm wide).
- Place the orange rounds on to a roasting tray lined with baking paper.
- Dry in the oven for 2.5–3 hours.
- Once they're dehydrated, you can store them in a glass container until you use them.

You can string them together and make a garland, scatter them along the dining table, or even add them to drinks for a subtle flavour, or dip half into melted chocolate and pop into fridge before enjoying.

This recipe is untried... share your experience!



Season's greetings!

Angie Snowball

*Volunteer Services
& Special Projects
Support Officer*

