

Volunteer **B**uzz



Let's Make a **Buzz** About...

Volunteers 'bee-ing'... inspiring, kind and unique people. Let's celebrate by bee-ing together throughout May.

Sadly, we were not able to bee together last year, so let's make a buzz this year with our celebration events. Please join us, the dates are on the back page. This year, we are going to try something a little different and email invitations, with maybe a little bit of animation. Don't worry if you don't use email—if this is the case, you will receive your invitation via post. Ange and I are really looking forward to May and seeing many of you.

In this edition of the 'Buzz', you will find an update from CEO, Darren Birbeck, information about work health and safety, and dementia. Check out the love stories on page 11.

The COVID-19 vaccination rollout has commenced in South Australia. We have included the information available to date, from the Australian Department of Health, on page 5. As more information becomes available the Department of Health makes this available on their website.

We are also creating a buzz about attracting more volunteers—see 'What's the Buzz' on page 9.

For some fun, flip this page for an autumn-themed word search. Did you know that newly-mated bumblebee queens find places to hibernate in autumn? They may choose a hole in the ground, a compost heap, or leaves.

Like bees, where would we bee without you? Thank you for bee-ing you!

Stacey Thompson

Manager,
Volunteer Services



Great '**Bee-ing**' Together!



Above (L-R): Pamela Bastow (Lifestyle Coordinator), Dianne Bailey-Walters (Coordinating Chaplain), Jodie Jarnevic (Lifestyle Assistant) Ross Patterson (Volunteer), 'Wally' (visiting volunteer dog), Leigh Jones (Volunteer), Carolyn Taylor (Lifestyle Assistant) and Tracey Krueger (Lifestyle Assistant).

Like many teams, the Resthaven Mount Gambier team are certainly enjoying 'bee-ing' together. So much so that this is the theme for our 2021 Volunteer Celebration events.

Three Resthaven Mount Gambier volunteers are pictured above, with the new Resthaven Mount Gambier Lifestyle Coordinator, Pamela Bastow, including Leigh and Ross with canine, Wally. You may recall that Wally was going to be retiring, however, he loves it so much it is hard for him to stay away! Pamela thanks the team at Resthaven Mount Gambier for her warm welcome, friendly faces, and understanding whilst she finds her feet.

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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Autumn Word Search

S E H C N A R B R G R E E N C
 B R O W N S D E E S E T Y I L
 G W S V W A H P W B D K N U S
 C A D E C I D U O U S E F L T
 E H R O V C N N L N C I I H O
 S N R D I A F D B S T R C A O
 C N I D E I E X F U P H F Y B
 A H E H R N O L A A I L T B M
 R R A E S N I E E L Y O E A U
 E A S R I N B N L H E O K L G
 C A K U V T U Y G L L C C E J
 R I Q E U E S S F O L I A G E
 O E B S E A S O N B O Q J W B
 W N E D L O G T R T W R A I N
 P S I R C E P I R F E L P P A

Solution page 8...

- | | | |
|-----------|------------|----------|
| Acorn | Gumboots | Season |
| Apple | Harvest | Seeds |
| April | Haybale | Sunshine |
| Beautiful | Jacket | Wind |
| Bonfires | Leafblower | Yellow |
| Branches | Leaves | |
| Brown | Rain | |
| Chilly | Rake | |
| Cider | Red | |
| Cool | Ripe | |
| Crisp | Scarecrow | |
| Deciduous | Scenic | |
| Equinox | | |
| Foliage | | |
| Frost | | |
| Gardening | | |
| Golden | | |
| Green | | |



From the CEO

The first few months of 2021 were a testing time for the aged care sector, waiting for the rollout of the COVID-19 vaccine. Visitor screening continues at residential aged care homes, along with appropriate infection control measures.

The Australian Department of Health began the roll out of Australia's COVID-19 vaccination program in late February 2021. Aged care residents are a priority group, with Resthaven Marion and Resthaven Port Elliot two of the first aged care homes chosen for the vaccinations. Clinics took place at these homes in late February/early March. Vaccination clinics for residents will take place at all Resthaven residential aged care homes in the coming months.

Although the vaccine is not mandatory, it is in the best interests of all as we move into this new COVID-normal world. I for one will be lining up for my COVID-19 vaccination when my turn comes. It will give me great comfort to know that I will be doing everything that I can to keep our residents and clients safe, not to mention my own family.

See page 5 for more information about the COVID-19 vaccine.

Board Update

Board Member, Barbara Sibley, retired at the end of 2020. She will remain a member of the Board Finance Committee.

We thank Barbara for her long service on the Resthaven Board.



In February, we welcomed new Board Member, Rebecca Clarke. Rebecca is currently the Principal of Walford Anglican School for Girls, and we look forward to sharing her expertise.



Industry Update

With the release of further funding by the Government, Resthaven is enjoying remarkable growth in our Community Home Care Packages. I would like to acknowledge the efforts of all those who are working tirelessly to make this possible.

After more than two years of thorough investigation, the Royal Commission into Aged Care Quality and Safety delivered its final report to the government on Friday 26 February 2021.

The report includes recommendations that outline the systemic change that is required to meet the needs of future generations, as well as providing options on how this may be funded.

Reform of the sector is long overdue and welcome, especially where it improves the services and support for older people. Ensuring safety and quality in aged care is our primary concern.

In late February, six aged care peak bodies came together to form the Australian Aged Care Collaboration to lobby for wholesale reform of the aged care sector through a national media campaign demanding that politicians back the reforms outlined in the Royal Commission into Aged Care's final report. The campaign is titled 'It's time to care about aged care'.

As part of the campaign, a comprehensive report has been produced containing key information about the challenges that the sector faces, the communities that are more at risk and some good ideas for how everyone can play a part in improving Australia's aged care system.

To read this report, find out more about this campaign, or sign the petition, visit: www.careaboutagedcare.org.au/

Finally...

I continue to enjoy travelling to all of our sites to meet with residents and clients, volunteers and staff. Amongst the many people I shared a chat with is Mrs Marlene Kempster (below), who I met at the Resthaven Marion Resident Christmas Luncheon in December 2020. Until recently, Marlene volunteered with Resthaven Marion for 27 years.



When visiting the sites, it didn't take me long to realise that to work in aged care you must be truly dedicated to what you do and that commitment just shines through the staff and volunteers. I hope you enjoy the Volunteer Appreciation events held throughout May.

Wishing you a safe and happy Easter, and a great year ahead.

Darren Birbeck
Chief Executive Officer

Residential **Services** & Retirement **Living**

Accreditation

The Aged Care Quality and Safety Commission (ACQSC) undertook a number of unannounced assessment contacts at several of our sites between November 2020 and February 2021. These visits were largely as part of their infection control reviews of residential aged care providers. All visits went well, and I thank the site teams for their hard work.

It was also great to receive the final and fully compliant Accreditation Performance Report for Resthaven Mount Gambier in January 2021, from the visit that occurred in October 2020. I congratulate Belle Kerr and the team for successfully achieving three years accreditation.

Staff Movements

I am pleased to announce the appointment of Jessica Margrate to the role of Manager Residential Services at Resthaven Westbourne Park. Jess previously worked for Resthaven in nursing roles over seven years, and she is excited and pleased to be returning to Resthaven. Welcome back, Jess.



At the end of March, we will farewell Stephanie Steensma from the role of Manager Residential Services at Resthaven Marion. Steph will be greatly missed and I thank her for all of her contributions.



We farewell Relieving Manager Residential Services, Linden Brazier. We thank Linden for her time with Resthaven, and wish her well for the future.



Partners in Care

The Aged Care Quality and Safety Commission requires residential aged care providers to ensure that residents are as safe from COVID-19 as possible. The ACQSC also recognises the importance of the physical, social and emotional wellbeing of residents, by ensuring that residents have regular access to family and friends. This is now known as the 'Partner in Care' Program.

Resthaven Residential Services is developing a 'Partner in Care' program that will support safe visiting for residents, and identify opportunities for implementing and sustaining the program.

Finally...

I recognise the difficult year that was 2020, whilst we all navigated the COVID-19 pandemic and the constant changes it brought to requirements at sites.

I thank each and every member of our site communities for your adaptability to these changes. It is very much appreciated.

Tina Cooper
*Executive Manager,
Residential Services
& Retirement Living*



Community **Services**

Bushfire Response

In January, Resthaven Limestone Coast, and then Murray Bridge, Hills & Fleurieu Community Services, faced the pressures of bushfires in their service areas. It was pleasing to see that the seasonal preparation was followed through, ensuring our teams were ready to respond.

Thank you to those staff members who worked additional hours to ensure that clients and staff were safe, and that services were only minimally disrupted.

Recruitment

With the recent release of additional home care packages by the Federal Government, we anticipate continued growth across Resthaven, particularly in regional areas. Recruitment continues, with the aim of employing around 20 new Home Support Workers per month across the sites.

COVID-19

Thank you for your continued vigilance to prevent the transmission of COVID-19. Resthaven Community Services are operating under COVID-safe plans approved by SA Health and in accordance with the Emergency Management Direction for Public Activities, and the Emergency Management Direction for Cross-Border travel.

Remember to wash your hands frequently and maintain 1.5 metres physical distance where possible.

Sue McKechnie
*Executive Manager,
Community Services*



COVID-19 Update

The Australian Department of Health has commenced the rollout of Phase 1a of the COVID-19 vaccination program. At the time of writing, vaccinations have been provided at the Resthaven Marion and Resthaven Port Elliot residential aged care homes.

For these first vaccination clinics, the focus is for residents who choose to have the COVID-19 vaccine. If, on the day there are left over vaccines, direct care staff will have the option to receive the vaccine.

The Australian Department of Health is rolling out the vaccine, and Resthaven is following this process. The Department has provided the following detail:

Aged care staff eligible to receive the COVID-19 vaccine in phase 1a include all people working at a residential aged care facility who are responsible for resident care, support and services for residents, maintenance and administration. This includes:

- *Nursing and personal care staff*
- *Health professionals*
- *Kitchen, cleaning, laundry, garden and office staff.*

Those who provide care and services for the organisation on a volunteer basis are not eligible in Phase 1a.

Phase 1b of the rollout will include:

- *Healthcare workers currently employed and not included in Phase 1a*
- *People aged over 70 years*
- *Aboriginal and Torres Strait Islander people aged over 55*
- *People over 18 with an underlying medical condition, including disability.*

Source: www.health.gov.au

More detailed information about the rollout phases of 1a, 1b, 2a, 2b and 3 is available on their website: www.health.gov.au/initiatives-and-programs/covid-19-vaccines

Influenza Vaccinations

It is anticipated that influenza vaccinations will be available from early April. We encourage people to obtain their flu vaccines as in previous years. This includes Resthaven providing reimbursement for the cost of the actual vaccine.

At this stage, it is expected that flu vaccines will remain as a mandatory requirement. It is recommended for people to take into consideration advice from their GP's and the Department of Health regarding timing in relation to COVID-19 vaccinations.

In addition, the opportunity for an electronic entry process is under current review, which would mean volunteers may not need to show their flu vaccination record each time, only once.



Above: Mrs Oriole Beaty having her COVID-19 vaccination at Resthaven Marion on 3 March, 2021.

The 2021 Influenza vaccination requirement is by 1 June, 2021.

Below: Mrs Margaret Drummond of Resthaven Port Elliot fills in her COVID-19 vaccination consent form with Registered Nurse, Kim Hooper, from the Primary Health Network, who are undertaking the vaccination roll out on behalf of the Department of Health.



Diversity News

Diwali Celebrations

In November 2020, Diwali celebrations were held at several Resthaven sites.

At Resthaven Head Office, a morning tea was held, with several staff members (below) showing us their traditional clothing.



Recent and Upcoming Cultural Events

- Lunar New Year (12 February)
- National Apology Day (16 February)
- Shrove Tuesday/Pancake Day (16 February)
- Sydney Mardi Gras Parade (6 March)
- Harmony Week (15-19 March)
- National 'Close the Gap' Day (18 March)
- Holi (Festival of Colours) (29 March)
- Maundy Thursday (1 April)
- Good Friday (2 April)
- Easter Sunday (4 April)
- Easter Monday (5 April)
- Ramadan (13 April-12 May)

Priscilla de Pree

*Project Officer,
Multicultural and
Diversity*



Chaplaincy

There has been some Coordinating Chaplain movements that we would like to share with you.

Dr Nina Corlett-McDonald was recently welcomed as part of the team at Resthaven Murray Bridge, following Shelley Alexander's move to a parish in Yankalilla. Nina also continues to work at Resthaven Leabrook, sharing the Coordinating Chaplain role with Rev Cate Baker.

Very recently, Dr Louise Townend joined Resthaven Port Elliot, and Rev Frances Bartlett joined Resthaven Westbourne Park. Louise and Frances replace Anne Butler, following her move to a parish role in Port Elliot. Frances remains with Resthaven Bellevue Heights.

Recently, Rev Dr Trevor Whitney announced his decision to retire, with his last day with Resthaven Craigmore on Thursday 8 April 2021. We all wish Trevor a wonderful retirement, and thank him enormously for his dedicated commitment in honouring and sharing in the lives of people living at Resthaven Craigmore over the last four years.

Resthaven is looking to engage a Coordinating Chaplain in a relieving role, and being available across sites during periods of leave by Coordinating Chaplains.

For your information, the sites each Resthaven Coordinating Chaplain is responsible for, as at April 2021, are:



Pastor Dianne Bailey-Walters

Resthaven Mt Gambier



Rev Dr Bruce Grindlay

*Resthaven Marion &
Aberfoyle Park*



Rev Cate Baker

*Resthaven Paradise &
Leabrook (shared)*



Rev Sil Hein

*Resthaven Mitcham &
Malvern*



Rev Frances Bartlett

*Resthaven Bellevue
Heights & Westbourne
Park*



Dr Louise Townend

Resthaven Port Elliot



Dr Nina Corlett-McDonald

*Resthaven Murray Bridge &
Leabrook (shared)*



Dr Trevor Whitney

*Resthaven Craigmore
(retiring April 2021)*

Dementia Awareness

Below, we share tips from Dementia Australia about activities for people with dementia. Dementia Australia have wonderful resources available on their website, including the extract below. The full information sheet is available from: www.dementia.org.au/sites/default/files/helpsheets/Helpsheet-CaringForSomeone05-Activities_english.pdf

Enjoyment doesn't require memory

There are many things that provide us with purpose and pleasure. For a person with dementia, the need for a good quality of life is not diminished. Abilities can vary depending on a person's age or their stage of dementia, but keeping involved and active in the things you enjoy is extremely important.

Many people will continue to live successfully on their own and can still engage in meaningful activities by using strategies, routines and support that suits their individual needs. Rather than giving up on hobbies and interests that are becoming difficult, it may be possible to modify the activity. Provide opportunities for enjoyment, pleasure and social contact.

Activities can give relaxation and pleasure

It is very important to keep enjoying anything that gives meaning to one's life or provides a sense of pleasure or relaxation. Many people enjoy creative hobbies such as playing a musical instrument, knitting or painting. Others enjoy social contact, so it is important to keep this up as much as possible. A person with dementia may enjoy an outing, even if they may not remember where they have been. What is important is that the moment is enjoyed.

Don't allow activities to reinforce inadequacy or increase stress

Abilities can fluctuate from day to day. Activities can be adapted and tried another time if not successful or enjoyable.



Simple and unhurried activities that are meaningful are best

Give the time and space necessary to allow the person to do as much as possible. Focus on one thing at a time. Break down activities into simple, manageable steps. Communicate one instruction at a time.

Prepare a safe working area

People with dementia often have difficulty with visual perception and coordination. Ensure that surfaces are uncluttered with few distractions and noise.

Source: www.dementia.org.au

Focus on Parkinson's Disease

Resthaven Clinical Nurse Workforce Development, Julie Tansing, says, 'Parkinson's Disease is the fastest-growing brain disease in the world, with approximately 6.5 million sufferers globally, with most usually over 65 years of age.'

'Although there continues to be much research into the cause, it is still unknown. However, it is believed that a relationship exists with environmental factors causing inflammation in the cells of the brain.'

'The main symptoms that affect movement are slowness, rigidity and stiffness, combined with a

range of non-motor symptoms, including anxiety and mood changes, loss of sleep (often with visual dreams), and changes to speech. Cognition is affected, resulting in memory loss that may interfere with daily life.'

'All of these issues lead to social withdrawal as tasks become difficult, combined with loss of esteem and poor self image. They are not only disabling but can lead to depression.'

'The four factors which are essential for maintaining the quality of life for those who have been diagnosed are:

- Holistic, individualised care management
- Regular medication reviews
- Exercise to assist in maintaining balance, coordination and strength
- Maintaining and encouraging social interaction and relationships.'

For further information about Parkinson's disease and how to assist someone with the condition, refer to Parkinson's South Australia: www.parkinsonssa.org.au.

World Parkinson's Day is 11 April, 2021.

Work Health & Safety

Manual Handling

We all engage in 'manual handling' every day. It includes when we pick up a ball, clean the bath, go shopping, sit at a desk, and hundreds of other daily tasks.



Manual handling is any form of lifting and carrying, including using force to push, pull or hold something.

Before you undertake a manual handling task, ask yourself:

- How heavy are the items you have to move?
- How far does the load need to be carried?
- How much bending and twisting will there be?
- How repetitive will the task be?
- Does the job need two people, or the use of trolleys?

Tips on how to bend, lift and carry safely:

- Keep feet shoulder width apart
- Bend at the knees (not waist) and stick out your bottom
- Keep the load small and close to your body (arms/elbows in)
- Coordinate with the person helping you
- Avoid twisting your body; move your feet first.

Remember:

- Only carry as much as feels comfortable for you
- Maintain spinal curves and good posture
- The squat position is best when you need to bend low
- Utilise equipment (ie trolleys)
- Ensure you have adequate space, lighting, and height of work surface
- Do not stand on tables, chairs or ladders to reach heights
- Don't rush
- Take regular breaks (including from sitting).

Helping People

We do not require you to lift or transfer residents or clients. This includes taking the part weight of people, for example, taking someone by the arm, or helping someone out of a chair. This is the responsibility of direct care staff, including nurses and personal care assistants, who have been trained to use specific lifting techniques and equipment.

Avoid the temptation to help people out of a chair. This can inhibit a client/resident's ability to maintain their mobility and independence, and you are at risk if the person loses balance. You will not be able to hold them, so two people may potentially be injured.

If a client/resident requires assistance, seek care staff.

'A Smile'

A smile costs nothing, but gives much.
 It enriches those who give it.
 None is so rich or mighty
 That he can get along without it,
 And none is so poor that
 He cannot be made richer by it.
 A smile can perk up the weary,
 Bring cheer to the discouraged,
 And sunshine to the sad.
 Yet it cannot be bought, begged,
 Borrowed or stolen, for it is
 Something that is of no value
 To anyone, until it is given away.
 When people can't give you a smile,
 Give them one of yours.
 No one needs a smile so much
 As he who has none to give.

Author Unknown

Word Search Solution

(from page 2)



What's the **Buzz?**

We are excited about attracting more volunteers to join us. You will start to see the following images and themes on facebook, the Resthaven website, and as handouts, to keep you in the loop and help spread the word.

These are just some of the volunteer opportunities we will be promoting...



The Shed Needs YOU!

Come along for a yarn. Lend a hand in the workshop.

Area: Community Respite Services 'Shed' on Township Road, Marion.



Wanted! Volunteer musicians to bring live music into our hallways.

'When words fail, music speaks.'
- Hans Christian Anderson

Southern areas: including Resthaven Marion and Aberfoyle Park.



It's your move... seeking volunteer board game enthusiasts!

Area: Resthaven Community Respite Services 'Ridgway House' on Sussex Terrace, Westbourne Park.



Wanted! Movie Ushers

Supporting good company, good times and classic films.

Area: Resthaven Marion Community Services.

Also welcoming more volunteers are Resthaven Mitcham, Marion, Murray Bridge, Mount Gambier, Bellevue Heights, Aberfoyle Park, Craigmore, and Onkaparinga Community Services. Thanks for passing on our contact details:

Volunteer Services 8373 9036 or 8373 9092.
Online application: www.resthaven.asn.au/volunteer.

Momentum is gradually rebuilding, thank you!

Out and About



Farewell

Recently, Resthaven Murray Bridge farewelled and thanked volunteer, Shirley, for sharing her creative talents during her support of the Craft Group (below) for the last four years. We wish her well in her retirement.



'Connect 4' Tournament

Much thinking, planning, plotting and fun took place at Resthaven Mount Gambier during a lighthearted afternoon of fun with the giant 'Connect 4' game. Resthaven Mount Gambier are keen to welcome more volunteers – this looks fun!



Christmas Cheer

Resthaven Mitcham volunteer, and Rosa bus driver, Peter (pictured above), answered a last minute call up to play live music for the Christmas carols, before leaving on his trip away the very next day.

Remembrance Day

Resthaven Aberfoyle Park volunteer, Doug, is pictured above with resident, Mrs Christine Early, supporting residents to participate in the site Remembrance Day service on 11 November 2020.



Out and About (continued)



Flower Arranging

In late 2020, Resthaven Mount Gambier volunteer, Cheryl, held a flower arranging activity with residents, together enjoying the lovely scents of the blooms and array of colours.

Loves is all Around...

Hearts were filled with love and joy throughout Resthaven in February 2021. It was so lovely to see the couples living at Resthaven Leabrook and their words of wisdom on facebook. One such couple were Mr and Mrs Middleton (pictured top right), who have been married for 70 years. Resthaven Leabrook might have to be re-named Resthaven 'LOVE-brook'!

And, did you hear about the wedding between two people who met during a social group, aged 94 and 92 respectively, held by Resthaven Northern Community Services? Mr and Mrs Wormald are pictured right (second from top), dancing on their wedding day.

Janet and the gang at Resthaven Aberfoyle Park didn't disappoint, with their Valentines Day displays (right). Residents are pictured engaging in the site Valentine's Day activity.



Volunteer Celebrations 2021



Great 'BEE-ing' together again!



Join us in celebrating volunteers and volunteering. Whilst the events in 2020 were not able to be held, this year we can 'bee' together again. We hope to hold these events on the dates listed below.

Date	Site/s	Location
6 May	Resthaven Aberfoyle Park	Resthaven Aberfoyle Park Hall
7 May	Resthaven Westbourne Park	Resthaven Westbourne Park Activity Hall
10 May	Resthaven Port Elliot, Murray Bridge Community Services 'Old School' branch	Resthaven Port Elliot Encounter Hall
11 May	Resthaven Leabrook	Resthaven Leabrook Ivon Wardle Hall
12 May	Resthaven Murray Bridge, Murray Bridge, Hills & Fleurieu Community Service	Resthaven Murray Bridge Blue Wren Hall
14 May	Resthaven Marion, Marion Community Services, Community Respite Services, Onkaparinga Community Services	Resthaven Marion Kiah Lounge
17 May	Resthaven Bellevue Heights	Resthaven Bellevue Heights Auditorium
19 May	Resthaven Mitcham	Resthaven Mitcham Activity Hall
20 May	Resthaven Malvern & Agedcare Alternatives	Resthaven Malvern Activity Hall
21 May	Resthaven Paradise, Paradise & Eastern Community Services, Western Community Services	Resthaven Paradise Hall
25 May	Resthaven Craigmores, Northern Community Services	Resthaven Craigmores Tamarisk Hall
28 May	Resthaven Mt Gambier, Limestone Coast Community Services	Resthaven Mt Gambier Hall

This year, you will receive an invitation via email, with RSVP details (those without email will receive via post).

We thank you for 'bee-ing' you!

