

Volunteer **Buzz**



Hello!

At the time of writing, it is 25 November 2021, two days after our interstate borders opened. When you read this, it will be close to Christmas. A lot may have happened between now and then in South Australia, as we learn to live with COVID-19.

I am thinking that Christmas might be a good time to pause... for a moment, a short time, or a bit longer.

For some, this might be pausing to enjoy a coffee, a cup of tea, a wine, a beer, or a refreshing glass of aqua. Others might pause to enjoy raucous fun and festive time, or quiet time with loved ones.

Some might pause to read a book, write a poem, be in nature, enjoy treats... and for some, this might involve pausing before we speak or judge.

Pausing will look different for each of us at different times.

I would like to take this time, to pause, to thank you for making a such a difference in people's lives. Thank you to those who have had their COVID-19 vaccinations (and provided records) and those who are waiting. We appreciate and respect those who have made other choices.

On behalf of Resthaven, staff, residents and clients we wish you peace and joy.

We hope you enjoy our small gifts enclosed—some gift tags to keep, sow 'n' grow and gift to others, and an angel making stencil.

With much gratitude,

Stacey Thompson

Manager,
Volunteer Services



With gratitude



From all at Resthaven



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

Stacey Thompson
Manager Volunteer Services
P 8373 9036 or 0488 105 510
E stacey.thompson@resthaven.asn.au

Angie Snowball
Volunteer Services & Special Projects
Support Officer
P 8373 9032
E angela.snowball@resthaven.asn.au

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What's the Buzz?

The 'Little Things'

The 'little things' that staff and volunteers do every day make a big difference! This has inspired the 'little things' project, led by Erika Comrie, Executive Manager, Strategy & Governance.

We want to share the great stories of Resthaven's amazing people, and celebrate the many thoughtful, important and impactful things that people do every day that make a real difference in the lives of people of we care for and support. Here is one such story:

"When my client hangs clothing on the line, she likes to use matching pegs. I've never been asked to do this, but I know it is important to her, so I also use matching pegs."

Leonie Freidenfelds

Home Support Worker
Resthaven Community Respite Services (below)



Keep an eye out for more stories like Leonie's on posters at sites, and on Resthaven's social media.

We would love to hear your stories of the 'little things'. Please share them with us.

Email your stories to:

thelittlethings@resthaven.asn.au
or
volunteer@resthaven.asn.au

Alternatively, you can scan this QR code, to be taken straight to the 'little things' email.



International Volunteer Day: 5 December

Every year, the United Nations recognises and promotes the important contribution of volunteers across the globe by attributing 5 December as International Volunteer Day. We support this sentiment!

If you'd like more information, go to www.unv.org/international-volunteer-day-2021

From the CEO

Hello everyone,

COVID-19 Immunisation

This year continues to be significantly affected by the COVID-19 virus.

One of the best defences against COVID-19 is vaccination. It was a mandatory government requirement that all residential aged care staff had obtained their first COVID-19 vaccination by 17 September, 2021. All have now obtained at least a first vaccination. This is a wonderful effort, and I commend our workforce on their willingness to roll up their sleeves and get their vaccination in an effort to protect our site communities.

From 30 November, all community home care services staff and volunteers also require a vaccination.

In November, the government announced that, from 6 December 2021, a person must not enter a residential aged care facility unless they have been double vaccinated against COVID-19. They will be required to provide evidence of vaccination. The requirement does not apply to a child aged 12 years and two months or less, at this time.

As more than 70% of residents at all Resthaven aged care homes have received both doses of a COVID-19 vaccine, visitor numbers are not restricted. However, as per the new government requirement, all visitors must be double vaccinated from 6 December.

Board Update

The Resthaven Board has oversight of governance issues. We are privileged to have a well-qualified and diligent board.

Deputy President Ben Sarre was recently appointed as Executive Officer of The Cottage Homes Incorporated (TCHI). Given the similarity between the objectives of TCHI and Resthaven, Ben has tendered his resignation to the Board. We thank Ben for his significant contribution over many years to the governance of Resthaven.

Award Win

Resthaven was proud to be a finalist in three categories at the 2021 Aged & Community Services South Australia (ACSA) awards:

- Provider of the Year
- Employee of the Year, Leanne Lawrence, Clinical Services
- Volunteer of the Year, Janet Hill, Resthaven Aberfoyle Park.

I am delighted to announce that, whilst we were not successful in the first two categories, Janet Hill was named as Volunteer of the Year. Congratulations, Janet!

Janet is pictured below with the Resthaven team. She is one of many volunteers who make a real difference every day at Resthaven. We wish we could nominate every volunteer.

We welcome more volunteers to the Resthaven community.

Finally...

We are approaching the end of what has been another year characterised by the COVID-19 pandemic.

Thank you for all that you do to bring happiness and joy to the people in our care. You make a real and tangible difference in people's lives.

My very best wishes for the festive season,

Darren Birbeck
Chief Executive Officer



Above (L-R): Erika Comrie (Executive Manager Strategy & Governance), Peter Hill (Janet's husband), Janet Hill (Resthaven Aberfoyle Park Volunteer), Stacey Thompson (Manager Volunteer Services), Nav Kaur (Lifestyle Coordinator), Aman Khalon (Relieving Manager Residential Services) and Tina Cooper (Executive Manager Residential & Retirement Living) at the 2021 ACSA Awards.

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

Accreditation

In September, Resthaven Murray Bridge underwent an unannounced visit from the Aged Care Quality and Safety Commission. I am pleased to say that we have received the completed report and were compliant in meeting the standards assessed. Well done.

Staff Welcomes

We welcome Mark Bednall to the role of Senior Manager Residential Services. Mark has been Manager Residential Services at Resthaven Leabrook for the last five years, and we are delighted that he has taken up this new position. Congratulations, Mark. Recruitment is underway for the Resthaven Leabrook Manager role. Finally, we farewell Mandy Micallef from her role as Manager Residential Services at Resthaven Bellevue Heights.



I thank Mandy for all of her contributions as well as wish her all the best for the future.

I am pleased to welcome Leanne Spencer to the role of Manager Residential Services at Resthaven Bellevue Heights. Leanne will commence in mid-December.

Blankets for the Homeless

Residents at several Resthaven residential sites have created warm, knitted blankets to donate to the homeless. You will have seen the Resthaven Aberfoyle Park story on the front page of the previous edition of this newsletter.

At Resthaven Malvern, the blanket-making began more recently, but they have already made three large blankets and have plans for more. These will be delivered to the Hutt Street Centre for Christmas.

Resthaven Leabrook residents have also been making warm, hand knitted scarves for vulnerable members of society.



Above: Mrs Joyce Thomas, Mrs Shirley Kanally, and Mrs Ruth Osborn (100) of Resthaven Malvern.

Well done to the site staff and volunteer teams, for these thoughtful and generous initiatives, giving back to the community.



Tina Cooper

Executive Manager,
Residential Services
& Retirement Living

Strategy & Governance

Royal Commission and Governance Framework

Many of the legislative changes relating to the Royal Commission are in the process of being implemented. Things are moving fast! Increased requirements in relation to governance in aged care are a key part of the Royal Commission recommendations.

Resthaven is fortunate in that our Board and Board Governance practices already meet the majority of the new requirements.

One major change is a new requirement which means that Resthaven's Board Members are likely to have to attest to the

quality of Resthaven's systems and processes, and the care and support provided to our customers. The Strategy and Governance team have been working closely with the Board Governance Committee to revise the Governance Framework.

Legislation Updates

Did you know there are more than 250 items of legislation that govern aged care? It's a lot! There are more than 3,954 (and counting!) obligations that Resthaven needs to fulfil as an aged care provider – also a lot!

It is a massive system. We continue to work on streamlining

the processes around legislation change, to make it easier to manage through the volume of changes that are underway as part of the Government's response to the Royal Commission.



Erika Comrie

Executive Manager,
Strategy & Governance

**The time is
always right to
do what's right**

- Martin Luther King Jr

Community Services



Staff News

We farewell two long-serving Managers who are heading into retirement: Manule Harpas (Resthaven Onkaparinga Community Services) and Carole Philp (Resthaven Community Respite Services). Both have been with Resthaven for more than ten years, and I thank them heartily for their important contribution. We wish them all the best in their well-earned retirement.

Lee Bennetts has been appointed as Manager Onkaparinga Community Services. Lee has been Manager of Resthaven Marion Community Services for the past 18 months. Prior to that, she was Assistant Manager at Resthaven Onkaparinga Community Services for eight years.



Franco Parenti will take up the position of Manager Resthaven Community Respite Services.



Franco is a very experienced manager, having spent nine years as Manager Resthaven Western Community Services, and, prior to that, Coordinator to establish Resthaven Agedcare Alternatives.

We farewell Leah Wills, Manager of Resthaven Paradise & Eastern Community Services, and wish her all the best. Recruitment is underway for this role, along with the Manager roles at Resthaven Marion and Western Community Services.

Alexandra Cottage

A new day and overnight community respite cottage commenced operations in October at 61 Alexandra Avenue, Toorak Gardens (pictured above). It offers day and overnight respite for carers of older people. New volunteer, Lisa Stawbridge, has joined the Cottage, supporting this initiative.

Sue McKechnie

*Executive Manager,
Community Services*



Chaplaincy

One of the things that I am constantly reminded about when walking in nature is how amazing life is – there is a uniqueness and fragility to nature, as well as stubborn determination and strength.

It is like our own human lives; each person here at Resthaven, resident, volunteer, or staff, has their own rich story.

Each of us adds colour to the lives of those we live and work with. We have withstood storms and raging torrents, as well as changes of seasons, and still, we contribute to the lives of each other in meaningful ways. It is the gift of time, and what a precious gift it is!

Furthermore, in giving of ourselves, we discover something new about another which, in turn, teaches us something about ourselves.

Wishing you a safe and peaceful festive season,

Nina Corlett-McDonald

*Coordinating Chaplain,
Resthaven Leabrook &
Murray Bridge*





Finance & Technology

Resthaven Bellevue Heights

On Friday 17 September 2021, a 'turn the turf' ceremony was held at Resthaven Bellevue Heights, to officially mark the beginning of the \$25 site redevelopment. The 'first sod' was turned by then-Resthaven Deputy Board President, Ben Sarre, and Manager Residential Services, Mandy Micallef.

The ceremony was also attended by various Resthaven Managers and Executive (pictured right), and representatives from Builder, Sarah Constructions, and Architects, Brown Falconer.

The redevelopment includes the replacement of 32 rooms, extra landscaping and car parking, and refurbishment across all areas of the home. The works will continue over two years, and are scheduled for completion in May 2023.

Resthaven Westbourne Park

Planning consent has now been granted by Mitcham Council for the redevelopment of Resthaven Westbourne Park. Onsite engagement with staff and residents will commence shortly, along with detailed design of the scheme. It is expected that works will commence in March 2022.

Resthaven Murray Bridge, Hills & Fleurieu Community Services: Victor Harbor

A new office and house have been leased in Victor Harbor, as outreach locations for Resthaven Murray Bridge, Hills & Fleurieu Community Services, at unit 5 in the Harbor Traders Complex, between Victor Harbor and Encounter Bay.

Planning is now underway to upgrade this space to serve as an administration area. The house, located on Victoria Street, will be refurbished to provide day respite and overnight respite.



Above: Ben Sarre (Deputy Board President), Tina Cooper (Executive Manager Residential and Retirement Living), David Norton (Executive Manager Finance and Technology), Kelly Geister (Senior Manager Residential Services), Darren Birbeck (CEO), Mandy Micallef (Manager Residential Services) and Emmet O'Donovan (Manager Building and Capital Projects).

It is anticipated that the office will be open by the end of 2021, and the respite service in early 2022.

Carbon Analysis Project

The first step of the Resthaven Carbon Analysis Project is to establish rooftop solar across Resthaven. This project will undertake a feasibility analysis, and draw up the scope for sites. Other strategies are being considered for further analysis from a time/cost perspective.

Information Communication Technology

A number of key ICT initiatives have been progressing.

Visitor Management System:

The Visitor Management System is in operation in all residential sites for visitors, and will soon be available for use by staff and volunteers (see more on page 7).

Resident Wifi and Phone

Project: Slow progress has been made on this project due to resource and equipment constraints. The next sites to go live will be Resthaven Murray Bridge, followed by Resthaven Marion, Paradise and Leabrook.

CCTV Project: We have been working with AMA Security and TAF Cabling to design and ready our first three sites for the new CCTV Solution. Resthaven Leabrook has been selected as our pilot site and cabling and system readiness commenced at the site in late October 2021. Unfortunately, securing essential equipment is proving difficult in the current climate.

Swift Entertainment Solution:

We recently signed on with Swift Entertainment to bring their Aged Care Entertainment System to our organisation. Swift replaces the old Movielink System operating at Resthaven Craigmores and Mount Gambier.

The Swift System is designed for residential aged care and is a vast improvement. We hope to have at least one site up and running before the end of 2021.

Season's greetings to all,

David Norton

Executive Manager,
Finance & Technology





COVID-19 Updates

Thank You

Thank you so much for sending through your COVID-19 vaccination records.

This has been a huge effort, and we are grateful to you for what some of you have needed to do to obtain records, especially in the early days. That has put us all in good stead for being ready with our records, as this becomes a requirement more and more, for access and entry in many areas, and travel.

Key Dates

Staff and volunteers in Community Services were required to have had their **first** COVID-19 vaccination by 30 November 2021.

Staff, volunteers and visitors in Residential Services were required to have received **both doses** by 6 December 2021.

Because we have your records, we do not require you to show your vaccination record upon entry.

Sign-In Entry Process

For Community Services, the entry process for staff and volunteers requires COVID-Safe Check-In QR scan (or paper form).

For Residential Services, the entry process for staff and volunteers requires COVID-Safe Check-In QR scan and completion of Resthaven Sign In form. This will soon change. Instead, entry will be via the electronic process, 'Rapid Access,' that visitors currently use.

'Rapid Access' Tips

First Timers: when using this system for the very first time, you will be prompted to enter your first name, surname, and best phone number.



After the first time, you will be recognised in the system when you type either your name or mobile phone number. Users without a mobile phone will be able to enter a landline, however, it must be 10 digits, ie: 0883739100.

Visitor categories include: Practitioner; Visitor and; Workforce (this includes staff/volunteers/agency/students. Entry Criteria questions will be on screen and you will be prompted to declare 'Yes' or 'No' before proceeding.

The screen will also show the COVID-Safe Check-In (if you have already done this at the door as you entered, you can tap 'next').

Sign Out Exit Process

As you leave, you will be required to use the Sign Out process. Find your name on the list, and tap your details to continue. Confirm your details, and tap 'sign out'.



Poetry Corner

'Green Bag of Love'

*She searches for him endlessly
Waiting for the time
When she sees him in the doorway
And he holds her in his arms.*

*He visits her especially
At the same time every day
So that she remembers
He will never go away.*

*And the way that she remembers
Who she is waiting there to meet
Is the green bag that he carries
Full of flavours all so sweet.*

*This green bag is nothing special
Neither is what lies within
For it is only a banana
And some biscuits from a tin.*

*But the contents are more precious
Than a hidden cave of treasure
They signify a sacred union
Deeper than time can measure.*

*For what is really in this bag
Is what lifetime dreams are made of
This symbol of remembering
Is a green bag filled with love.*

Written by Sue Clark (nee Kuhl)





Work Health & Safety

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.

Sharing Christmas Memories

We asked residents (and one staff member!) to share their favourite Christmas memories. Here are their responses. What are your favourites?



Season's Greetings from the PR Team

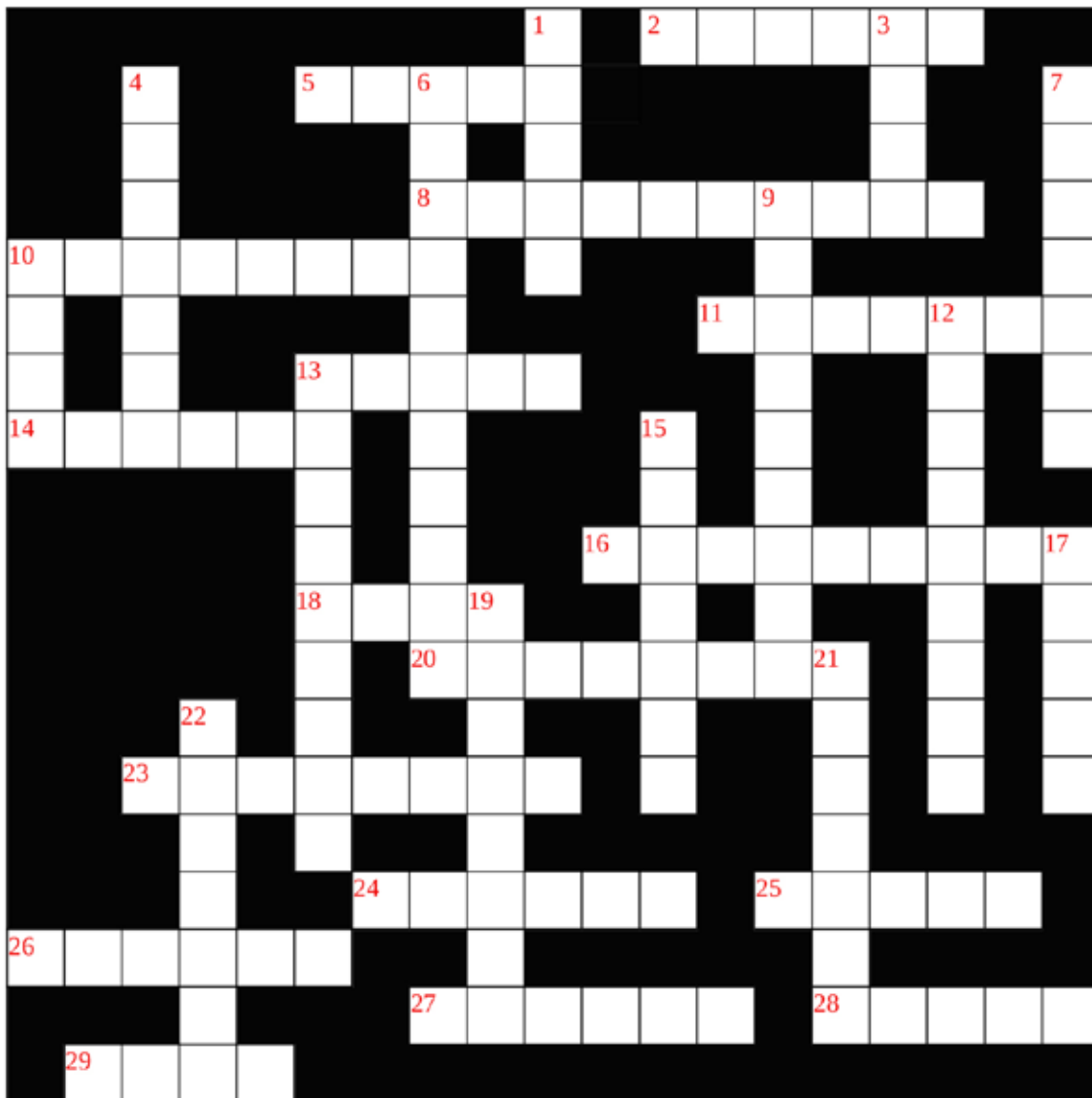
We hope you have enjoyed these newsletters and volunteer articles throughout the year. As well as Volunteer Services, Resthaven's Public Relations team welcomes submissions, and looks forward to hearing from you in the coming year. If you have news to share, please let us know via email to pr@resthaven.asn.au

With best wishes for a safe and happy Christmas and new year, from Resthaven Public Relations.





Christmas Crossword



Across

- 2 Famous snowman
 5 Traditional dairy drink
 8 An opener or a famous ballet
 10 Hung over the fireplace
 11 Carrot-nosed figure
 13 Christmas song
 14 Circular decoration
 16 Dance of the _____ Fairy
 18 Tree topper
 20 Christmas month
 23 Tree decoration
 24 Santa's ride
 25 Santa's helpers
 26 _____ Bells
 27 Green Christmas thief
 28 Plant with red berries
 29 The First Christmas, "The First _____"

Down

- 1 _____ Pole
 3 Green Christmas decoration
 4 Mean or miserly person
 6 Treat used to build miniature houses
 7 How Santa gets in
 9 Striped sweet
 10 Frozen rain
 12 Christmas "kissing" plant
 13 Gift giving holiday
 15 Little _____ Boy
 17 _____ Christmas; A season's greeting
 19 Rudolph and friends
 21 Lead reindeer
 22 Kris _____

Source: www.printablepuzzles.com

Solution: page 12



Out & About

Susie's Story

Resthaven Westbourne Park volunteer, Susie Nelson, shares her experience of volunteering with Resthaven below. Thank you, Susie!

Being a volunteer at Resthaven Westbourne Park is a wonderful experience, that brings me as much joy as it brings to the people who join the art group.

Mrs Janet Ralph [a resident] is my mum. She is an incredibly creative person, who was a great source of inspiration to her six children. Mum (and dad) helped us all develop our own creative interests, but, strange though it may seem, I didn't realise my own love of art until two years ago.

One of the best and most loved thing in my life is being a grandma, and this keeps me really busy. Then, a few years ago, I was diagnosed with Parkinson's Disease. That discovery led me to make some changes in my life and to look for things to keep me happy in tough times. I decided to 'have a go' at painting – to follow in mum's footsteps.

I love it! Painting, sketching, and throwing colours at a canvas is life enriching and joyous!

I don't have any formal training, but I have definitely inherited mum's artistic gene. The other thing I inherited is a love of sharing fun and happiness, of being with a group of people to chat with, and enjoying their company.



When Resthaven was able to increase activities again [following COVID-19 restrictions] I knew I wanted to give residents the chance to come together and share the joy and fun of creating art. We meet weekly on Tuesday afternoons and the room is full of laughter, conversation and inspiration.

I can't believe how many talented and imaginative residents enjoy coming. What makes it even more enjoyable is no one feels any pressure to participate. Some residents simply like chatting to people, enjoying a cup of tea, and the novelty of watching me paint a new canvas each week.

Being a volunteer works both ways – not only do I feel like I'm helping to make people happy, but I'm definitely making myself happy.

Thank you to Resthaven Westbourne Park for giving me this opportunity.

**Written by volunteer,
Susie Nelson**

Note: Susie's sister, Rosie, is also a volunteer at the home. What a lovely family!

'Hello' from Quaid

Hi everyone, I am a furry volunteer, and I am one of a small team who recently passed our volunteer interviews to come and spend time with Resthaven residents.



Originally, I was going to be a guide dog, and show vision impaired people how to navigate their way to the places they wanted to go. However, when I had my puppy x-ray at 12 months, my left hip wasn't strong enough, so I wasn't allowed to continue my training with The Royal Society for the Blind.

I can still volunteer, though! I am intelligent, highly trained, and gentle, and I love being with humans. Everyone loves to pat me when I come to visit. Pats are just as satisfying for the residents as they are for me.

Residents also love to tell me their stories, especially about the dogs they have owned throughout their lives. I am a good listener.

I am proud to show off my very own Resthaven volunteer badge!

With love from Quaid, and my human volunteer, Diana Walter.



Resthaven
VOLUNTEER
Thank you!

Out & About

40 Year Friendship Rekindled



Maureen and Jeanne have rekindled a 40-year friendship after losing touch years ago, and it's all thanks to the Resthaven Northern Community Services social group luncheon.

Resthaven Northern Community Services Manager, Karen, explains, 'The ladies first met when they were younger and were good friends for around forty years, before they lost touch with one another.'

'Maureen used to volunteer with Jeanne's husband all those years ago, and the ladies found a close friendship through that connection – they even went holidaying together!'

'They didn't have mobile phones back then like everyone does now. Unfortunately, they lost touch. Once they found each other again, they noted how much they had missed each other's friendship.'

'Thankfully, she found the courage to go with the hope to meet new friends – she had no idea she would find her long lost friend there!'

Both clients were excited at the surprise of meeting each other at the social group and look forward to continuing their friendship through Resthaven Northern Community Services.



Father's Day BBQ

Father's Day at Resthaven Westbourne Park was a very special affair. The site celebrated with a 'men only' sausage sizzle. Forty-one men came together in a hotel-like atmosphere to enjoy a barbeque, a beer or glass of wine, and a lot of fun.

Many stories were told, and a joke or two exchanged. This all-male affair was enhanced by the support of volunteers, Rob and Mik, at the barbeque (above).

Show Day at Craigmore

The Royal Adelaide Show was cancelled for another year, but not at Resthaven Craigmore. This year's Craigmore Show featured an inaugurated new game, a racing car game, invented by the Men's club, with volunteer, Rick (right).

Thanks to their collective design skills and with the support Craigmore's maintenance depot, it is a supported mobile structure that can be used anywhere.



Diwali

In October, many people celebrated Diwali, the Hindu 'Festival of Light'. This included Resthaven Aberfoyle Park residents, volunteers and staff. Pictured above are Linda, Nav, Jo Jo and Liz.



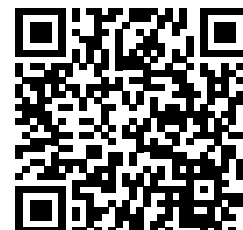
Website Refresh

Volunteer... 'Let's Connect' page

In our **quest** to **connect** and **attract** more volunteers we have given the Resthaven volunteer website page a new look!



The wonderful photos (left and below) have been included on the updated volunteer web page. For the full experience, scan the QR code at right to be taken directly to the web page. Or, go to <https://www.resthaven.asn.au/volunteering-careers/volunteer/>.



This page also includes your stories, and an electronic copy of this edition of the 'Volunteer Buzz'.



Volunteer Opportunities

Thank you for sharing amongst your networks.
These are just a couple of the volunteer opportunities available.

Resthaven Mount Gambier

Craft Supporter: Wednesdays, 10am – 11:45am

Mini Bus Driver: Flexible days (C class licence)

Agedcare Alternatives (Highgate)

Options Guides, to help people access information about care and support. Multiple opportunities across the week (except Thursdays).



Follow Resthaven on Social Media

Resthaven's social media channels and website are a great source of information.

Facebook: <https://www.facebook.com/resthaven.sa/>

Twitter: https://twitter.com/Resthaven_SA



LinkedIn: <https://www.linkedin.com/company/resthaven-incorporated/>



YouTube: <https://www.youtube.com/user/ResthavenInc>



Resthaven website: www.resthaven.asn.au.