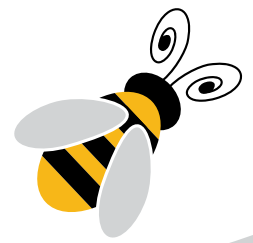


Volunteer **B**uzz



Wellbeing

It is important to treat ourselves well, and to do things that energise, nurture, and replenish us – this is wellbeing.

There are many formulas to wellbeing, no one fits all. Groove's six pillars of wellbeing include: Connect, Do, Chill, Move, Celebrate and Enjoy. Richard Davidson's four keys to wellbeing include: Awareness, Connection, Insight and Purpose.

Volunteers are like wellbeing ambassadors, you put this into practice and support the wellbeing of all those you come into contact with; residents, clients, visitors, contractors and staff. Thank you for the difference you make in the lives of so many.

We know the value of pets on our wellbeing, so it makes 'pawfect' sense to reach out to pet lovers to join our volunteer club and share the joy and power of animal connections. Just ask Mr Semmelmann... as told on page 7. More about this on the back page.

We hope that those who were able to join us enjoyed the recent volunteer celebrations. Thank you, your feedback on these events is being collated. This will help us to hold great events with you. Some photos from each event are featured on page 9.

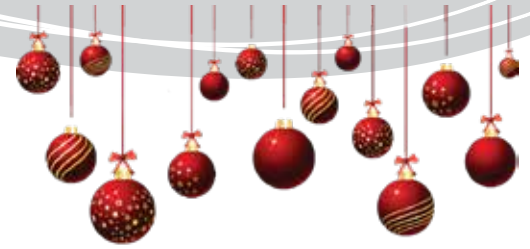
Keep reading over the page...

Stacey Thompson

Manager,
Volunteer Services



Decking the Halls



Above: Resthaven Aberfoyle Park residents creating Christmas decorations with volunteer, Janet (photo taken during a period of no mask requirements).

Across Resthaven, the Christmas cheer is spreading, with preparations well underway. The Christmas workshop at Resthaven Aberfoyle Park is pictured above in full swing, creating festive decorations that will transform the halls.

Christmas trees are appearing across all sites, covered in festive 'bling'. One of the trees on display at Resthaven Westbourne Park is pictured right, and decorations from Resthaven Malvern are pictured below.





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

Rosanna Benvenuto
Administration Officer
P 8373 9092

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From **Stacey** (continued)

Read our Insight piece from Gill Schulze on page 8. This name will be familiar to some of you. Gill is now a dementia educator, a role she loves.

Recently, we welcomed Rosanna Benvenuto to the Strategy and Governance team, as Administrative Officer. We are grateful to have Rosanna's support and energy and all things related to running Volunteer Services.

This includes contact with volunteers during their application journey as they us join us, their related documentation, not to mention vaccination records, providing information, and following up.

Rosanna can be contacted on 8373 9092, and rosanna.benvenuto@resthaven.asn.au.

Rosanna is looking forward to supporting volunteers through your journey with us - a bit like supporting people with their travel itineraries, from her background as a travel agent.

The Resthaven spaces are being decked out with tinsel, stars, baubles, trees and all things Christmassy, combined with your spirit and cheer, as pictured on the front page.

On behalf of Resthaven, wishing you all joy and peace – thank you for your kindness.



Stacey Thompson
Manager,
Volunteer Services



Feeling Festive?

Christmas will soon be here! Christmas cards are available from reception at all Resthaven sites, at \$5 for a pack of eight mixed designs, or eight of the same design.

They come in a range of designs. All proceeds go towards Resthaven.



From the CEO

Thank You

As we near the end of another year, I would like to thank you for all the contributions that each of you make to improve the lives of older people.

This year, we continued to meet the challenges associated with the pandemic, while also responding to the significant reform agenda. Your support is to be commended, and I sincerely thank you all.

COVID-19

Recently, major changes were made by the State Government, regarding easing of COVID-19 restrictions for visitors at Residential Aged Care Homes:

- Visitors are no longer required to be vaccinated against Influenza or COVID-19
- Visitors are no longer required to sign in on entry to the home, or undertake temperature checks
- Visiting hours are no longer restricted.

Staff and volunteers are encouraged to remain 1.5m away from one another where possible, particularly in indoor communal areas, and to wear masks where indicated.

Industry Updates

The Department of Health and Aged Care has developed a Code of Conduct for Aged Care (Code), in response to the Royal Commission into Aged Care Quality and Safety. It commences on 1 December 2022. The Code will apply to approved providers, their aged care workers and governing persons and will give older Australians receiving aged care more confidence in the workforce assisting them.

The Aged Care Quality and Safety Commission will be responsible for monitoring and enforcing compliance with the Code.



The Code is the first element of the Government's national registration scheme for personal care workers to be implemented.

Resthaven Board

We welcomed Freddy Bartlett to the Resthaven Board on 1 October, 2022.



Freddy is Managing Director of ICAM (Inheritance Capital Asset Management) with over 25 years experience in funds management. He has held senior roles in Adelaide, Sydney, and London.

He is Vice President of the Property Council of Australia (SA Division), and serves on the Investment Committee for Public Trustee SA, the University of South Australia Business School Advisory Board, and the South Australian Centre for Economic Studies Independent Research Fund Advisory Committee. He is also a director of the Adelaide Symphony Orchestra. We warmly welcome Freddy to the Resthaven Board.

Finally...

As we approach the end of a third year characterised by the COVID-19 pandemic, we are grateful to see the return of many pre-pandemic freedoms. These little things — sharing a meal in a restaurant, attending the cinema, or just hugging our friends — are things that we will never take for granted again. I recently enjoyed calling in to see clients at Lane Cottages for Melbourne Cup Day (above). I thank them for making me feel so welcome.

I look forward to the upcoming Christmas lunches onsite, and hope to see many of you at these and other events. Together, we make up the fabric that makes Resthaven such a vibrant community.

Wishing you and your families a safe, happy and healthy Christmas and new year beyond.



Darren Birbeck
Chief Executive Officer

Community Services



Hello everyone,

Staff News

I am pleased to advise that Kylie Venables has commenced as Manager Resthaven Western Community Services. Kylie is a Registered Nurse, and an experienced aged care manager in the not for profit sector. Please welcome her to Resthaven.

Respite News

On 14 September, I was delighted to visit Resthaven's newest respite cottage at 1-3 Newland Street, Victor Harbor, to officially cut the 'opening ribbon'.

The cottage, managed by Resthaven Murray Bridge, Hills & Fleurieu Community Services, held an Open Day for members of the public. Respite is particularly important for people over the Christmas holiday period, and our cottages can double as a holiday destination. Home Care Package clients can use their package funds to access respite anywhere— it is not regionally restricted.

New Signage

New signage has been installed at the Resthaven Limestone Coast Community Services office in Naracoorte. It looks great, as you can see, below.



Safety

With the Murray River in flood, unpredictable weather, and fire season on its way, we are focusing on ensuring client safety.

With the recent wild weather across South Australia, Resthaven Community Services staff were kept busy undertaking welfare checks on clients. In the Riverland, staff continue to support clients affected by the flooding.

Butterfly Garden

Resthaven Home Support Worker, Lorraine Maslen (below), is busy growing seedlings to create a 'butterfly garden' at Resthaven's Aldinga House respite cottage.



The seedlings are tiny now, but by the end of the year they will be large and colourful, and planted out into the Aldinga House garden to attract butterflies from near and far.

Finally...

I take this opportunity to thank you for your ongoing dedication to the older people we support.

Wishing you all the best for the festive season,



Sue McKechnie
*Executive Manager,
Community Services*

Residential & Retirement Living

Hello everyone,

COVID-19

As mentioned in the CEO's update, major changes to visitor requirements were made by the State Government in September and October. I know that these changes were very welcomed by residents and families. However, we acknowledge the new challenge in ensuring that we maintain high levels of infection control practices.

I thank you, as always, for your support as we continue to navigate the COVID-19 pandemic together.

Staff News

We sadly farewell Resthaven Murray Bridge Manager Residential Services, Debbie Lindner. We thank Debbie for her long service with Resthaven and wish her all the very best.

Accreditation

Our triennial round of re-accreditation continues, with a number of sites due. If you have any questions about the accreditation process, please speak with the Manager.

Thank You

In closing, I wish you and your families a safe and joyous festive season, and hope that the new year ahead shows us some light at the end of the COVID tunnel!

Stay safe, and we'll see you in 2023.



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

Building Update

Christmas is just around the corner! It's amazing how quickly the year has gone.

Resthaven Bellevue Heights

As part of the Resthaven Bellevue Heights major redevelopment, the new 12-place extension to Correa and Waratah is now complete, as are the refurbished areas of Correa and Waratah. Residents are being relocated into the newly refurbished rooms. Residents, families, and the workforce seem very happy with the new areas.

Stage 2 has commenced, with Manson already demolished (pictured below). The internal refurbishment of Banksia has commenced.

The project is scheduled to be complete in December 2023.



Resthaven Westbourne Park

The design phase of the Resthaven Westbourne Park major redevelopment is nearing completion. Works commenced in November 2022, and will run until August 2025.

The project involves replacement of the Hampton and Richmond wings, a new entry, cafe, hall, kitchen and laundry, staff room, and back of house service areas.

The cottages on Norseman Avenue, and part of Hampton/Richmond, will be demolished before the end of the year, to allow works to begin.



The new design connects all areas of the site to a central cloister courtyard (artist's impression above). This will be the central meeting place, with a key focus on ensuring that outside areas always connect with internal.

Everyone is excited that the project has started. I hope to share some photos as things progress.

Resthaven Chiton Retirement Village

The Resthaven Chiton Retirement Village has a broader masterplan to build additional units onsite.

We are currently evaluating options regarding building a connecting road, garden reserve, caravan park, and additional retirement units.

Options were recently shared with village residents at the Annual General Meeting in October. They are excited to see the village finally completed and look forward to consultation and finalising a scheme.

Smart Road, Modbury

The Department of Infrastructure and Transport has completed the temporary car park on Resthaven's

vacant land at Smart Road, Modbury. This forms part of the O'Bahn redevelopment project.

We continue to consider different options for future use of the land, to align with supply and demand for both residential aged care and retirement living within the area.

Solar Panels Project

An initial analysis regarding the installation of roof top solar panels at all Resthaven sites has been undertaken, along with an estimate of costs and cost benefit analysis. The next step will be developing a scope, a project plan, and specifications for all sites.

We look forward to another productive year ahead in building services.

Best wishes for the festive season,



Emmet O'Donovan

Manager, Buildings and Capital Projects

Work Health & Safety

Emergency and Fire Procedures

At all Resthaven sites, there are designated Chief Wardens who will take charge during an emergency. Everyone must follow their directions. 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.

Governance and Chaplaincy

Hello!

This has to be the longest and fastest year. I am not quite ready for the festive rush.

Chaplaincy

We welcome Adam Tretheway as Coordinating Chaplain for Resthaven Westbourne Park, while also covering Sil Hein's extended leave at Resthaven Malvern. Adam has a really interesting background, as all the Coordinating Chaplains do, so stop them for a chat if you see them around at the residential sites.

Aged Care Code of Conduct

As Darren mentioned earlier, as part of the Aged Care Reforms, aged care providers and their staff, volunteers and chaplains need to be aware of the Aged Care Code of Conduct. The Code of Conduct was released for consultation on 30 September 2022 and becomes effective on 1 December 2022.

Similar to the Aged Care Charter, which sets out customer's rights

and expectations of Aged Care Providers, the Aged Care Code of Conduct sets out the Federal Department of Health and Aged Care's expectations of people working and volunteering in the aged care sector.

The proposed Aged Care Code of Conduct is human rights-based, and aligns closely with Resthaven's Code of Conduct - which means it doesn't require more of us than what we currently provide.

Refer to the Aged Care Code of Conduct, below. All Resthaven staff and volunteers will be expected to be aware of the Code, and work to its expectations, by 1 December 2022.

Best wishes,



Erika Comrie
*Executive Manager,
Strategy & Governance*

Aged Care Code of Conduct

When providing care, supports and services to people, I must:

- (a) act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions;
- (b) act in a way that treats people with dignity and respect, and values their diversity;
- (c) act with respect for the privacy of people;
- (d) provide care, supports and services in a safe and competent manner, with care and skill;
- (e) act with integrity, honesty and transparency;
- (f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services;
- (g) provide care, supports and services free from:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse;
 - (ii) sexual misconduct;
- (h) take all reasonable steps to prevent and respond to:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse;
 - (ii) sexual misconduct.

Meaningful Connection



Four-legged volunteer, Quaid, formed a special connection with Resthaven Mitcham resident, Mr Walter Semmelmann, who is always first on Quaid's visiting list!

Quaid is accompanied on his visits by fellow volunteer, and doting owner, Diana Walters, who says, 'It has quickly become clear who Quaid's favourite resident is.'

'After only a couple of visits to see Walter, Quaid started making his way over to his room unprompted! Walter also looks forward to Tuesday's visit—so much so, that he keeps a bag of treats in his closet just for Quaid.'

'Once we are there, they both have a big smile on their faces, and Quaid is quite happy sitting

in his favourite spot by his chair to receive pats, and of course, his treats!'

'I have since learned from Walter's daughter, Karin, that dogs have been a constant throughout her dad's life.'

'It is special to know that although Walter no longer has a dog of his own, he still has a loyal companion by his side.'

Thank you for facilitating such a beautiful connection, Diana.

To read the full story, visit: <https://www.resthaven.asn.au/four-legged-volunteer/>.

Words From the Chaplain...



Mentors are people who encourage, support and enable us to be the people we are meant to be. For me, like many, my parents were my first mentors. They taught me about faith, and acceptance of others.

Several other mentors influenced me, including my first guitar teacher and my favourite high school teacher.

The interesting thing about all of these people, and many others within my story, is that they were all older than me. They had life experience and wisdom.

Inspirational people in our life are there for us when things go well, but, more importantly, when things do not, and we need love and encouragement. They help to teach us resilience and courage.

As I continue to work alongside the older people in the Resthaven community, I can't help but be inspired by the resilience they display – in their past lives, and as they navigate their current path.

All people have value, and in this moment, older people still have much to give. I thank them for sharing as they do, and being a mentor to so many of us in this time and place. It is a privilege to walk alongside them.

Blessings to you and your families, as we head into the festive season.

Nina Corlett-McDonald

Coordinating
Chaplain



Insight: Gillian Schulze



Many of you will know Resthaven Dementia Educator, Gillian Schulze, as she has a long history with Resthaven.

Whilst still at high school, her first job was working in the kitchen at Resthaven Leabrook. Gill recalls walking to the site straight from school. Her time at Resthaven Leabrook involved Gill setting tables, serving hot tea and dinner, as well as washing dishes – and was the beginning of her lifelong connection with the organisation.

After a year in this role, Gill began her first full-time job, as a watch-maker. The next four years saw Gill enduring in this role that was unsuited to her – after which she returned to Resthaven, saying, 'Resthaven has always been a

place of family for me, so I found my way back and never left!

Since then, Gill has worked at Resthaven Westbourne Park, Bellevue Heights, Mitcham, Malvern and Community Respite Services in multiple roles. She worked as a Kitchen Hand, Home Support Worker, Lifestyle Assistant, Lifestyle Coordinator, Assistant Manager and Coordinator, and is currently working as a Dementia Educator.

During these years, Resthaven offered Gill professional development programs. In total, Gill completed Certificates in Aged Care, Leisure and Health, Training and Assessment, and Project Management, along with an Associate Degree in Dementia Care, and Diplomas in Leisure and Health and Art Therapy – all whilst working and raising six children!

'During my time at Resthaven, I enjoyed working alongside volunteers, and have made some wonderful lifelong connections.'

'Volunteers add so much value to every aspect of aged care. They increase diversity and capacity to provide more individualised support. We could not provide the same level of support to residents and clients without volunteers.'

'I love working as a Dementia Educator because no day is the same, and there is always something to learn.'

Gill looks back on her long history with Resthaven and believes she will be here, learning and growing for many more years to come.

”

It is Christmas in the heart that puts Christmas in the air.

“

— W.T. Ellis

International Volunteer Day (IVD)

5 December is International Volunteer Day.

International Volunteer Day (IVD), mandated by the UN General Assembly, is held each year on 5 December. It aims to raise awareness about the important role that volunteers play in responding to challenges facing the world. This year's theme is 'Solidarity through Volunteering'.

Thank you, we are better together.

Season's Greetings from the Marketing & Communications Team

We hope you have enjoyed these newsletters and volunteer articles throughout the year. As well as Volunteer Services, Resthaven's Marketing & Communications 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 the Resthaven Marketing & Communications team.



Volunteer Celebrations: Colours of Life, Better Together

September/October 2022

Thank you for celebrating together.



Diversity News

Diwali across Resthaven

On Monday 24 October, staff and residents across Resthaven celebrated Diwali, the 'Festival of Light', with morning and afternoon teas, displays, and traditional cultural dances.

The festivities at Resthaven Leabrook are pictured right.

'Picnic in the Park' Feast Festival

On Sunday 27 November, Resthaven will again have a stall at 'Picnic in the Park'.

This annual event is part of Feast Festival, an event which takes place throughout November each year, and aims to celebrate inclusivity and diversity for the LGBTQIA+ community.

Christmas

Christmas will soon be celebrated across Resthaven, a most important event in the Christian calendar.

We look forward to seeing the site decorations up around the sites, and hope you all enjoy the festivities.

Best wishes,



Priscilla de Pree

*Project Officer,
Multicultural & Diversity*



Above (from top): Diwali celebrations at Resthaven Leabrook; The annual Resthaven Craigmore knitted nativity scene, which takes pride of place each year in the foyer. Merry Christmas to all!



A Christmas Wish

I wish you the joy of Christmas, the season's sweet repose.
I wish you the peace of Christmas, to mark the old year's close.
I wish you the hope of Christmas, to cheer you on your way.
And a heart of faith and gladness, to greet each coming day.

Author unknown

Out & About

Southern Community Showcase

On Sunday 16 October, staff from Resthaven Onkaparinga Community Services, and Volunteer Services, attended the Southern Community Showcase in Morphett Vale. This event was aimed at promoting volunteer opportunities with Resthaven services in the southern metropolitan area.

Pictured below are Volunteer Services Manager, Stacey Thompson, and Manager Resthaven Onkaparinga Community Services, Lee Bennett.



Melbourne Cup

On 1 November, Resthaven Marion saw the running of the Melbourne Cup. Sweeps were popular as always, which residents enjoyed with their afternoon tea of pies, quiche, petit fours and pavlovas, served by staff and volunteers (above).

Men's Group

The Resthaven Westbourne Park 'secret men's business' group (below) meets weekly at the home, facilitated by volunteer, Rob Mutton.



Bus Trips

Bus trips are popular with many resident passengers. Thank you to Resthaven's team of volunteer bus drivers for making them possible. Everyone is looking forward to the night trips in December to see the Christmas lights displays.

The Resthaven Westbourne Park 2021 Christmas lights bus trip is pictured below (with a 'photo bomb' from the Lifestyle Coordinator, Rachael Ross!).



Footy Tipping

Volunteer, Di Humphries, helped to support the Resthaven Mount Gambier footy tipping competition, which wrapped up in September. Congratulations to competition winner, Mr Robert Brown! (pictured below with Di).



Wishing everyone a merry Christmas, and a happy New Year!





The Power of Pets... Makes 'Pawfect' Sense



As you are aware, we are on a mission to engage more volunteers with pets, with all our locations.

Initially, we are trialling a number of approaches with a focus area on:

- Resthaven Malvern
- Resthaven Mitcham and Lane Cottages
- Resthaven Westbourne Park and Ridgway House

This includes an old fashioned letterbox drop in nearby streets (including Veterinary Surgeries – thanks Julie Sieben for this suggestion).

Thank you to those volunteers who put on their walking shoes in early December.

It is not limited to the above areas, so feel free to join us in spreading the word 'bark'!

We welcome more volunteers.

Pass on our contact details:

Volunteer Services
8373 9036 or 8373 9092,
or email volunteer@resthaven.asn.au

Online application:
www.resthaven.asn.au/volunteer

Thank you!

Christmas Mazes

Can you find a path through these Christmas mazes?

