

Resthaven Review



Volume 24 Issue 4

Summer 2015-16



Residential Services

- Bellevue Heights • Craigmore • Leabrook • Mitcham • Malvern • Marion
- Mount Gambier • Murray Bridge • Paradise • Port Elliot • Westbourne Park

Community Services

- Community Respite • Limestone Coast • Marion • Murray Bridge, Hills & Fleurieu
- Northern • Onkaparinga • Paradise & Eastern • Riverland • Western



From the Editor...

What a year!

Resthaven celebrated its 80th anniversary in 2015, with events held throughout the year to commemorate this milestone. Thank you for celebrating with us.

Other highlights featured in this edition include the launch of the 2015-2020 Strategic Plan and opening of the new Head Office building (opposite page), the 80th anniversary scholarships (page 6), and the launch of the 'Celebrating Centenarians' project (page 11).

Across the sites, staff, volunteers, residents and clients have engaged in many interesting activities.

Resthaven Murray Bridge, Hills and Fleurieu Community Services clients celebrated Christmas early (page 13), and Resthaven Marion, Paradise and Eastern, Northern, and Riverland Community Services kept busy with bus trips, expos, gardening clubs and Melbourne Cup celebrations.

In residential services, there was an 'international' flavour, with a Thai exchange at Resthaven Malvern (page 20), a Japanese student visit at Mitcham (page 22), and the launch of the 'Homeland Memories' project at Paradise (page 25).

All these stories and more are featured in this edition of the 'Resthaven Review'.



Warm season's greetings to residents, clients, family and friends.

Resthaven Public Relations Team

From the CEO's Desk ...

Congratulations!

On 16 October, I was delighted to attend the Council on the Ageing (COTA) 'Every Generation Positive Ageing Awards' presentation, where Resthaven Marion Manager, Anthea Tyler, was presented with the 'Intergenerational Award' for Resthaven Marion's community program with Westminster School.

For more than nine years, Resthaven Marion residents have collaborated with Westminster students in many community partnerships, including knitting winter clothing for the homeless, and supporting residents through the changing world of information technology.

Deputy President, Resthaven Board, Lee Sando, presented the 'Community Project Award – under \$10,000,' sponsored by Resthaven, to the Northgate Men's Shed project.

Congratulations to all award recipients.



Above (L-R): Resthaven Marion staff members; Anthea Tyler (Manager) and Karen Neighbour (Lifestyle Coordinator), with Phil Stewart (Westminster School) and Richard Hearn (CEO) at the COTA 'Positive Ageing' awards presentation on 16 October.

From the CEO's Desk (continued) ...

Triple Celebration

Launch of Strategic Plan, Opening of Head Office, and Resthaven 80th Anniversary Celebration

On 23 September, the new Head Office at 6 Bartley Crescent, Wayville, was officially opened by Board President, Mark Porter, and dedicated by the Moderator of the Uniting Church in South Australia, Dr Deidre Palmer (pictured, cutting the 80th birthday cake).



At the opening, we celebrated our 80th anniversary, and formally launched the 2015-2020 Strategic Plan, which incorporates our values of Trust, Dignity and Choice.

These are critical elements to our relationships and engagement with the individuals who choose Resthaven to work with them in their day to day lives.

It is fitting that, in our 80th anniversary year, we celebrated by providing staff with this new office space within which to coordinate our quality aged care services.

The building (pictured) is the new home to approximately 100 Resthaven staff, who were previously located over three locations and five buildings at Frewville, Fullarton, and Malvern.



Over the past year, we completed a number of projects, including upgrades at Resthaven Westbourne Park and Marion, new offices for Resthaven Western Community Services (right), and new residential and community services at Port Elliot.



We commenced the redevelopment at Resthaven Malvern, and are expecting to begin redevelopments at Resthaven Mitcham, Murray Bridge and Aberfoyle Park in 2016. Various community service developments, and the gradual refurbishments of some independent retirement living units, are underway.

All such projects seek to improve the quality of the amenities of our services.

Resthaven funds all building and redevelopment projects through prudent financial management and governance. These projects are not funded through bank loans, and do not receive any government funding.

This is possible because Resthaven is a 'not for profit,' charitable organisation, meaning that **all** surplus funds go back towards improving Resthaven's provision of services for older people and their carers. This includes any bequests made to Resthaven Incorporated.

A summary of Resthaven's financial position is published in our Annual Report, which is available for download on our website. Sites will receive a small number of hard copies in late December, to distribute to residents/clients upon request.

Continued page 4...



From the CEO's Desk (continued) ...

Industry Update

In addition to the important elements of the government reforms, that further reposition the individual as the controller of their services, the reforms also seek to deregulate the provision of services. This will achieve, in part, an increase in competition in the sector. This approach must carefully address potential gaps and equity issues. For example, there are unique considerations for services in special needs areas, and rural and remote services.

Concurrently, consolidation of the sector is occurring through acquisitions and corporatisation. We have already seen significant movement in this regard, along with changes in ownership of services, as large national service provider groups are established.

We aim to ensure that our services continue to be of very high quality. Resthaven's purpose is working together with older people and their carers, and we are proud of the history of service organisations such as ours.

Adjunct Professor John Kelly, CEO of Aged and Community Services Australia (ACSA), the peak body for not for profit aged care service providers, defines the key differences between for profit and not for profit providers when he says:

*The distinguishing responsibilities of ACSA members are to act as custodians of values, leaders of innovation, champions of volunteerism, providers of pastoral care and proponents of wholesale community benefit. There is a commitment to **people and values** rather than investment and profit.*

Any surplus is reinvested in improving services, keeping people actively connected in civil society, delivering unprofitable services in unviable markets and operating where there is no capacity for the disadvantaged in our society to receive care in existing markets.

'Celebrating Centenarians' Project Launch

On 27 November, I attended the official launch of the 'Celebrating Centenarians' project (see photos page 11), along with five Resthaven centenarians, family members, and University of South Australia (UniSA) students. We viewed for the first time the seven personalised films produced through the project.

This year, Resthaven engaged Media/ Communications students from UniSA to interview and film seven centenarians in the Resthaven community.

Featuring three people who live at home, and four centenarians in residential care, the films record precious memories and moments in time. They will be available on Resthaven's YouTube channel later in the year (www.youtube.com/ResthavenInc).

Season's Greetings

I extend warm season's greetings to all for the upcoming festive season.

Enjoy!

Richard Hearn
Chief Executive Officer



• Trust • Dignity • Choice

When Resthaven celebrated its semi sesquicentenary (75th anniversary) in 2010, then Board Member, Rev Dr Malcolm McArthur, wrote a prayer for use at Resthaven Board meetings and other appropriate occasions. It incorporated the values at the time.

In 2015, a new prayer was developed by current Board Member, Rev Dr Graham Vawser, on the occasion of the launch of the new Strategic Plan 2015 - 2020 and to celebrate Resthaven's 80th birthday.

He first gave the prayer at the launch function. It appears below:



Resthaven Prayer

Gracious God,
For Resthaven, we pray with gratitude:
For carers near and far;
For those cared for - the fit and the frail;
For all who were, and are, and are to be.

Loving God,
By your Spirit you provide gifts for service.
We acknowledge your presence in all our life –
In the work we do, and in the care we provide.
By your presence, may we continue to trust
Your power to enhance our service
So that we may be trustworthy in our service and care,
And trusting of all with whom we work.

Loving God,
Through your Spirit's power may we recognise within all people
The spark of grace which is your gift to all that lives,
And respect the dignity of all whom we meet.
Through our work may each person be valued and respected
So that hope and peace may be shared.

Loving God,
In the dignity you have bestowed on us
Help us to provide everywhere the opportunity for people
To feel their own needs met according to their own decision
And know that every soul retains your gift of choice.
We make this prayer in the name and the Spirit of Jesus Christ.

Amen.

Written by Rev Dr Graham Vawser, Resthaven Board Member





Governance and Workforce Development

Resthaven Chaplaincy

Residents and staff at Resthaven Marion will see a new face this Christmas, as we welcome Rev Dr Bruce Grindlay to the role of Coordinating Chaplain at Resthaven Marion.

Bruce is well known to Resthaven Marion residents, having relieved there from time to time. He takes on this role just in time to share Resthaven Marion's Christmas lunch on 9 December.

Anthea Tyler, Manager, Resthaven Marion says, 'This is a great chance for Bruce to meet and share the Christmas spirit with residents, their family and staff. I welcome him into our community.'

'Bruce will take on the roles that previous Coordinating Chaplain, Robyn Masters, facilitated, including fortnightly church services and Chaplain's Chats.'

'Robyn remains the Coordinating Chaplain for Resthaven Malvern, Mitcham and Bellevue Heights.'

Chaplaincy services are very important. Chaplains work within a multidisciplinary team to support residents' religious and spiritual needs.

Residents and their family members are always invited to get to know the Coordinating Chaplain at their particular Resthaven home. They are:

- Craigmores and Westbourne Park: Rev Kingsley Congdon
- Malvern, Mitcham and Bellevue Heights: Robyn Masters
- Leabrook and Paradise: Rev Cate Baker
- Murray Bridge: Rev Frances Bartlett
- Mount Gambier: Dianne Bailey-Walters
- Port Elliot: Rev Anne Butler
- Marion: Rev Dr Bruce Grindlay.



Above (L-R): Resthaven 80th Anniversary Scholarship winners, Katherine Boyd (2015), Heather Law (2013), Miriam Bayhon (2011) and Jinhua Yang (2013), with Wendy Morey at Flinders University.

80th Anniversary Scholarships

This year, Resthaven celebrates its 80th anniversary, and a 40th anniversary is celebrated by Flinders University.

On 23 September, Resthaven and Flinders University School of Nursing and Midwifery celebrated our collaboration at the launch of the Resthaven 80th Anniversary Scholarship Program, held at Flinders University.

We wanted to acknowledge Resthaven's 80th anniversary in a meaningful way, and providing scholarships for the future aged care workforce is a great way of doing that.

Resthaven takes its social responsibility seriously, and the nursing scholarships exemplify this. They are an important part of the linkages between Flinders University and Resthaven.

Resthaven also sponsors scholarships at the University of Adelaide and the University of South Australia.

**Wendy Morey,
Executive Manager,
Governance and
Workforce Development**



Building Projects Update

Wayville Head Office

The completion and occupation of the new Head Office at Wayville occurred in mid/late September, closely followed by an official opening and dedication. Staff are enjoying the fresh, modern working conditions.

Resthaven Mount Gambier

In late September, construction was completed in the conversion of four apartments into eight new resident rooms. It is pleasing to note the high demand for these rooms, with seven already occupied.

Resthaven Malvern

A preliminary air conditioning project was completed in late October. The builders are now creating five temporary resident rooms in the area recently vacated by Head Office staff. This work, along with the creation of a new, central staff room, is scheduled to occur by the end of 2015.

The subsequent stages, which include additions to Lorikeet and Finch, and a major upgrade to Kingfisher providing all single rooms with ensuites, will follow in three stages over the next 18 months. Completion is expected in mid 2017.

Resthaven Craigmores

Drawings are nearing completion for a significant refurbishment at Resthaven Craigmores. Works will include improvements to the Wilpena dining room, creating an additional lounge area, and an electric louvre roof for the Blinman wing terrace.

Resthaven Mitcham

Drawings have been lodged with the Development Assessment Commission for the redevelopment at Resthaven Mitcham.

The project will include the demolition of the older Crump and Clement wings, a new 39-room, two storey extension, additions to the Banksia wing, and replacement of the administration, kitchen and hall areas.

We are hoping for planning approval by the end of 2015. An application has been made in the Aged Care Approvals Round (ACAR) for additional places for this site.

Resthaven Aberfoyle Park

Draft plans have been completed for the construction of a new, 100-place facility at Hub Drive, Aberfoyle Park. The project is progressing through Resthaven's internal approval processes, and is expected to be lodged with council later this year.

Resthaven Murray Bridge

Draft plans are ongoing for an 18-20 place extension at Resthaven Murray Bridge. An application has been made in the ACAR for the additional places.

Resthaven Westbourne Park

Draft plans are ongoing for a 12-21 place addition at Resthaven Westbourne Park.

This project aims to convert all rooms to singles with ensuite bathrooms. Some places currently located in the Norseman Avenue cottages will be brought under the main roof.

The final scheme, and related implications, is dependent on the results of Resthaven Mitcham's ACAR application.

**Andrew Davies
Manager, Building Services**





Residential Services

Staff Movements

It is with great pleasure that I welcome Kelly Geister to the position of Senior Manager, Residential Services. Kelly commenced on 14 September, and is responsible for Resthaven Bellevue Heights, Craigmore, Leabrook, Malvern, Marion and Paradise.



Kelly has more than twelve years of aged care experience in managerial roles with other aged care service providers.

I take this opportunity to thank Jenny Whitting for stepping back into the Senior Manager, Residential Services role for several months prior to Kelly's appointment.

Debbie Lindner has been appointed to the role of Manager, Residential Care Services, at Resthaven Murray Bridge, commencing 12 October. Debbie has worked in Country Health SA for most of her career. Her most recent position over the past ten years was as Clinical Services Coordinator at Mannum District Hospital.



Belinda Willshire commenced as Care Coordinator at Resthaven Murray Bridge on 14 September. She is an experienced nurse, with more than seven years of aged care nursing experience.



Please extend a warm Resthaven welcome to them all.

Accreditation Visits

From September - December, Resthaven Craigmore, Bellevue Heights, Port Elliot and Mitcham underwent unannounced visits from the Australian Aged Care Quality Agency (AACQA).

I am pleased to advise that all visits were successful, with very positive feedback received. Well done to the teams at these four sites on these excellent results.

Major Site Redevelopments

There are exciting times ahead for residents at Resthaven Malvern and Mitcham, with substantial building upgrades (see page 8 for details).

We look forward to providing improved amenities for residents at these sites.

Season's greetings to all,



Tina Emery
Executive Manager,
Residential Services

Worth Quoting...

“Christmas is not a time nor a season, but a state of mind. To cherish peace and goodwill, to be plenteous in mercy, is to have the real spirit of Christmas.”

Calvin Coolidge



Community Services

Commonwealth Home Support Programme

On 1 November, 2015, the former Home and Community Care, Day Therapy and National Respite for Carers programs fully transitioned to the Commonwealth Home Support Programme (CHSP).

The focus of CHSP is a better and less complex service system experience for clients. Principles for the CHSP relate to promoting wellness, reablement, and restoration of independence in partnership with consumers, who identify their service goals, and design their service plan to achieve these goals.

Staff Movements

I am pleased to advise that Susan Chessman was appointed as Senior Manager, Community Services, commencing 7 September. Susan has extensive management experience in community aged care. Welcome, Susan.



On 24 August, Grant White commenced in the position of Manager at Resthaven Paradise and Eastern Community Services. Welcome to Resthaven, Grant.



I acknowledge and thank Karen Hammond for the work undertaken as Acting Manager at Paradise and Eastern Community Services since April.

Karen has now returned to her role as Assistant Manager at the Manningham site.

Keeping Safe in a Heatwave

Prolonged periods of excessive heat can be a threat to your health and safety. In order to keep safe during a heatwave:

- Drink plenty of water, and avoid alcohol and caffeinated drinks.
- Use airconditioners/fans, or visit public airconditioned places such as libraries or shopping malls.
- Do strenuous and/or outdoor activities during the coolest part of the day (mornings and evenings).
- Take cool baths or showers to cool down, or use ice packs or wet towels.
- Cancel unnecessary appointments and avoid going out in the heat of the day.

If you or someone you are with are feeling unwell, contact staff, or your local General Practitioner, or telephone Healthdirect Australia on 1800 022 222.

New Signage

Look out for the new signage in the window of the Resthaven Limestone Coast Community Services Millicent office (right). We think it looks great!



Finally...

As we come to the end of 2015, I wish you well for Christmas and the new year.



Sue McKechnie
Executive Manager,
Community Services

Volunteer Services

'Packers and Chatters'

Thank you to the new 'Pack and Chat' team of volunteers and staff, who packed approximately 5,000 Christmas Cards for distribution to sites for sale to the public, clients, family and friends.

With all new designs, the cards are fresh and appealing.

The 'Pack and Chat' team, pictured right, gathered at the new Head Office at Wayville, and were fuelled with a 'snack pack', a view of the city skyline, and great company.

Thank you to packers and chatters Pauline, Peter, Sonya, David and Anne. A special thank you to Sandy for leading the packing team.



Wishing you all the best for the festive season,

Stacey Thompson
Manager,
Volunteer Services



Retirement Living

My name is Jeannie Peace, and I am Resthaven's Retirement Living Coordinator.

I assist people moving into a lifestyle that is better suited to their age, so that they have the freedom to enjoy their life and pursue the things they most enjoy.

Resthaven's six Independent Retirement Living sites are co-located with residential sites at Bellevue Heights, Malvern, Leabrook, Port Elliot, Paradise and Marion.

Resthaven offers Retirement Living accommodation in the form of a 'licence to occupy'. This means that you have the right to live in the accommodation for the rest of your life, but Resthaven retains the ownership of the 'land, bricks

and mortar'. A maintenance fee covers council rates, water, emergency services levy, gardening, repairs, and insurance on Resthaven contents. Residents pay their own electricity and telephone costs and are responsible for their own shopping, cleaning and laundry.

If you would like any further information about independent retirement living at Resthaven, I encourage you to contact me on 8370 3756, or email retirement@resthaven.asn.au.

Jeannie Peace
Retirement Living
Coordinator



'Celebrating Centenarians' Project

On 27 November, the 'Celebrating Centenarians' project was launched at Resthaven's Head Office at Wayville.

The event, which celebrated the culmination of a collaborative project between Resthaven, UniSA, and seven Resthaven centenarians, was attended by around sixty people.

Guests viewed short 'films' made about each centenarian through the project, before enjoying afternoon tea and a good chat. The finished films are now available to view on Resthaven's YouTube channel at www.youtube.com/ResthavenInc.

Resthaven Board President, Mark Porter, formally opened proceedings, saying, 'I congratulate everyone involved in the "Celebrating Centenarians" project.'

'It has brought together people across generations and disciplines, and is in every way a great success.'

'On behalf of the Resthaven Board, I thank our centenarians and their families for their participation in this project. I also acknowledge the film producers and their colleagues, who enabled the centenarians' stories to be told.'

Congratulations to all!

Below: (L-R, standing), Carolyn Bilsborrow (Executive Producer), Justin Phillis (multimedia student), Jean Linehan (Resthaven Marion Community Services), Calum McGrath (multimedia student), Stav Tsapaliaris (multimedia) and Nicolle Dicker (journalism student). Sitting (L-R), centenarians, Tina Kuipers (Resthaven Paradise), Doris Mensforth (Resthaven Marion), Eileen Amber (Resthaven Westbourne Park), and Lillian Fernley (Resthaven Onkaparinga Community Services).





Marion Community Services

Bus Trip to the 'Farm Barn'

On 25 September, clients from the Resthaven Marion Community Services 'Friday Club' enjoyed a bus trip to the Farm Barn in the Adelaide Hills. They were joined by staff members, Caroline, Lani, Janet and Mary.

It was a beautiful spring morning as the bus drove through Upper Sturt, Crafers, and finally into Hahndorf. On arrival at the Farm Barn, which is located between Hahndorf and Mount Barker, we were greeted by the friendly staff.

Clients watched a demonstration of how to milk 'Daisy' the cow, which soon became a hands on experience for Frank, Maria, Mary and Lani!



For Maria, this brought back fond childhood memories. As for Frank, he was a natural!



Roger was impressed by the 'miniature' pig, which was definitely not miniature in size!

Other animals sighted on our adventure included lambs, goats, calves, donkeys, peacocks, and geese.

After leaving the Farm Barn, our volunteer bus driver, Jeff, took us on a scenic drive through Mount Barker, including a little history about the steam train which runs from Mount Barker to Victor Harbor.



We then found our way back into Hahndorf, where we enjoyed lunch at the Old Mill. Some clients decided on the 'all you can eat' buffet, whereas others, like Roger, tried the German sausage.

On leaving Hahndorf, we travelled down the freeway and through Heysen Tunnels with full bellies. Even though we were a little weary, there were plenty of smiles from our day in the beautiful Adelaide Hills, and the fresh air of spring.



Murray Bridge, Hills and Fleurieu Community Services

Group Christmas Outings

A Squeaky 'Chrismons' Day

On Thursday 5 November, the 'Squeaky Joints' group visited 'Alicatz' Art Studio in Goolwa to create gorgeous 'Chrismons' (pictured right).

'Chrismons' are Christmas decorations in the shape of Christian symbols. Traditionally white and gold in colour, they originated in the Lutheran church in the United States of America.

Guests enjoyed lunch at the Whistle Stop Café. Thank you again to the wonderful Ali Pritchard, for her amazing hospitality and teaching.

Thank you also to Des Warner and Brian May for donating the foam and cutting out the Chrismon shapes for the day.



Parkinson's Christmas Celebration

On Monday 9 November, the Murray Bridge Parkinson's Support Group joined with the Mount Barker Support Group to enjoy a delightful Christmas lunch at the Palmer Hotel (pictured right).

A traditional meal was enjoyed, comprising roast pork and turkey, followed by traditional plum pudding, custard and cream.

Thank you to Pat Jennings from the Mount Barker Group for helping to bring the groups together. Thank you to Jeff and Denni Ebert for their wonderful 'country' hospitality.



Northern Community Services

Gardening Group

Resthaven Northern Community Services clients are enjoying the fortnightly Gardening Group, run by several Occupational Therapists at the site.

The group runs from 9.30 - 11.00am every second Thursday.

Clients plant, water and take care of vegetables and herbs, which are planted in raised garden beds for ease of access.

After their gardening 'chores' are done, they sit down and enjoy morning tea and a chat about the garden.

Any ripe fruit or vegetables are taken home by clients to enjoy.



Paradise and Eastern Community Services

Melbourne Cup Open Day

On 3 November, Resthaven Paradise and Eastern Community Services held an Open Day and Melbourne Cup event.

Clients and their friends and families were encouraged to attend the Open Day, then stay to watch the Melbourne Cup.

Staff (pictured right) put in a lot of work to provide a lovely afternoon tea and festive atmosphere for guests, which was appreciated by all.



Christmas Gift Suggestions

- To your enemy, forgiveness.
- To an opponent, tolerance.
- To a friend, your heart.
- To a customer, service.
- To every child, a good example.
- To all, charity.
- To yourself, respect.

Oren Arnold

'I Lost a Friend'

It has been a long time now since I lost my best friend to cancer.

After many ups and downs in our relationship, there came a time when I really didn't like her very much at all. I felt like she was trying to run my life, and spoil any fun I wanted to have.

Then, I grew up, and realised that she was the best friend I could ever have.

This woman was my mother. I love her and miss her dearly.

To all you daughters out there: never forget that your mother is only human, and make the most of your time together.

We only get one mum.

Marjorie Swalwell
Client, Paradise and Eastern
Community Services

Riverland Community Services

Riverland Field Days

In mid-September, Resthaven Riverland Community Services staff attended the annual Riverland Field Days.

Coordinators, Kimberlee and Sam, are pictured (right) at the Resthaven stand. They attended along with Manager, Sandy Smith.

The turnout was fantastic at this huge annual event, with staff kept busy doing referrals, handing out information, speaking with people interested in Resthaven's services, taking employment enquiries, and even selling a piece of assistive equipment!

'We took some smaller equipment with us this year, including a swivel mat, which we displayed on our table,' said Sandy.

'The vendor across from us said he had been looking for something to help his elderly mother get in and out of the car more easily. He spotted the mat, and asked if he could buy it from us!'

'He bought it at the end of the show, when we no longer needed it for display purposes.'

'On my lunch break one day, I took a ride in a helicopter over the Field Days site.'

'As you can see from the photo, it really is a huge event.'

'It's a rough job, but someone's got to do it!'

Congratulations to the Resthaven Riverland Community Services team.



Bellevue Heights Residential Services

Waterfall Gully Bus Trip

On Wednesday 4 November, Resthaven Bellevue Heights residents visited Waterfall Gully on the Resthaven bus.

On the way back, the group called into the new Head Office at Wayville, as residents were very keen to see it.

They were all very impressed with the building, with many posing for photographs out the front.

A great time was had by all.





Craigmore Residential Services

A Christmas Message



As I write this, it is a lovely spring morning, and I'm preparing for Christmas.

There seems to be a lot of footpath work taking place around our suburbs at the moment, making

the words that John the Baptist quoted from the prophet, Isaiah, come to mind: 'The crooked places shall be made straight and the rough ways smooth' (Luke 3:5 NKJV).

The workers are literally ensuring that is the case with the renewed footpaths, and many people will benefit from their efforts.

Of course, John's words had a spiritual application, as he urged his hearers to prepare for the Lord's presence in their midst.

The Christmas message of Jesus being born in a stable, behind an inn in Bethlehem, as the Son of God, is always one of mystery.

It is an inviting mystery – one which takes a moment to receive, and a lifetime to appreciate.

Just as the sign on the road before the footpath workers says: 'slow down 25kms', it can also remind us to take time to contemplate the Christmas message.

Part of that message reads: 'Do not be afraid, for behold, I bring you good tidings of great joy which will be to all people. For there is born to you this day in the city of David a Saviour, who is Christ the Lord.' (Luke 2:10 NKJV)

May the peace He offers, be with you and your family at this special time and always.

**Rev Kingsley Congdon
Coordinating Chaplain
Resthaven Craigmore
and Westbourne Park**

Season's Greetings!



Thank you to those who have contributed items for publication over the last 12 months.

We look forward to receiving your articles in the coming year.

If you would like to submit an item for the newsletters, simply hand it in to reception, or email to pr@resthaven.asn.au. Don't forget to include your name and site!

With best wishes for a safe and happy Christmas and new year from the Head Office Public Relations Team.



Leabrook Residential Services

Bus Trip to Resthaven Port Elliot

On Monday 16 November, Resthaven Leabrook residents visited Resthaven Port Elliot on the Resthaven bus, driven by volunteer bus driver, Peter Johninke.

On the way, they stopped at Crow's Nest lookout for a panoramic view of the coast.

Upon arrival at Resthaven Port Elliot, the group were invited for a delicious 'sausage sizzle' lunch.

Delighted guests were amazed by the modern site - it was quite the destination!

A big 'thank you' to Resthaven Port Elliot residents, staff and volunteers for making the Resthaven Leabrook group feel so welcome.





Malvern Residential Services

Thai Exchange ABC Television Filming

Resthaven Malvern residents have been exchanging letters and gifts with residents at the Baan Sudthavas Foundation (BSV), a not for profit, benevolent organisation which provides aged care accommodation to destitute older women in Thailand.

Over the last three years, Resthaven has developed a mutually beneficial relationship with BSV, with delegates from BSV visiting Australia to tour several Resthaven sites to provide a guide in establishing their services.

Similarly, Wendy Morey, Executive Manager, Governance and Workforce Development, has visited them in Thailand on several occasions.

On Wednesday 21 October, Mike Sexton, a journalist from ABC television visited Resthaven Malvern to film and interview residents involved with the exchange program. Wendy Morey was also interviewed, along with CEO, Richard Hearn.

'The day went very well, and we enjoyed watching the ABC television story,' said Wendy.

A number of gifts have been exchanged between Resthaven Malvern and BSV residents, including hand painted kangaroos and photographs (from Resthaven Malvern) and colourful handmade key chains and bracelets (from BSV).

Right (from top): Wendy Morey is interviewed by an ABC journalist; The 'aussie'-themed gifts Resthaven Malvern residents made for BSV residents; Marjory Harvey, Gwen Henderson, Margaret Kleemann and Louise De Silva admire the gifts made by BSV residents.



Marion Residential Services

Ducklings take up Residence in Courtyard

In October, Resthaven Marion became an unexpected home to a 'mother duck' and her nine ducklings.

The ducklings hatched on 8 October from their nest under the tree in the 'Tanderra' courtyard.

Manager, Residential Care Services, Anthea Tyler, contacted Fauna Rescue, who advised site staff to leave the ducklings where they were for around 4-8 weeks, after which time they would fly away of their own accord.

The site gardener took the matter in hand, dutifully locking the courtyard doors to prevent undue stress to the 'family,' and providing clean, shallow water.

A wading pool was later provided, much to the delight of the ducklings.

During their stay, the mother duck foraged for food in the nearby wetlands, leaving the babies safe and secure until she returned.

Nine little ducks went out one day...

It seems that the Resthaven gardens have the 'seal of approval' from the local duck population, with families of ducklings also hatching at Resthaven Paradise and Malvern during October/November.



The mother ducks obviously thought the beautifully-kept gardens would make the perfect spot for their young families. We couldn't agree more!

What a wonderful reminder of new life and new beginnings as we head into the festive season.



Mitcham Residential Services

Japanese Student Visit

On 7 October, a group of theology students from Tokyo Christian University visited Resthaven Mitcham.

'This is the second time a group from this university has visited the site,' said Resthaven Executive Manager, Governance and Workforce Development, Wendy Morey.

'Maybe it will become an annual event!'

The students are from the Flinders University Students' Association (FUSA), and are in Australia doing a short term English course.

The group, who had a particular interest in volunteering and lifestyle, participated in several activities with residents (pictured).

'Residents and students alike had a fantastic time,' said Wendy.

'The Resthaven Mitcham team, including Manager, Mandy Hutchinson, and Coordinating Chaplain, Kingsley Congdon, did a great job of welcoming them.'

'My thanks to all!'



Murray Bridge Residential Services

Melbourne Cup Festivities

On Tuesday 3 November, Resthaven Murray Bridge celebrated 'the race that stops a nation,' the Melbourne Cup.

Festivities were held in two areas of the site, with both areas enjoying sweeps, afternoon tea, lucky door prizes, knowledge quizzes, and 'best dressed' competitions. Trophies for 'best dressed' were donated by resident, Robert Lynch.

'Residents had certainly dressed for the occasion, wearing fascinators and creative hats, with coordinating outfits,' says Lifestyle Coordinator, Jan Rowney.

'Many positive comments were received about how much guests had enjoyed the afternoon.'

Below (from left): Laurie and Coral Cutting enjoy the celebrations; Robert Lynch receives his trophy for 'Best Men's Hat' from Manager, Residential Care Services, Debbie Lindner. Robert shared the trophy with Karen McKaye, who helped him with the hat design.



Above: Shirley Judd and Eric Scheer.



Right: Francy Reu receives her trophy for 'Best Dressed Lady' from Manager, Residential Care Services, Debbie Lindner.





Mount Gambier Residential Services

80th Birthday Celebrated with 'Old Time Dance'

On Sunday 18 October at 2.00pm, Resthaven Mount Gambier celebrated Resthaven's 80th birthday with an 'Old Time Dance'.

Residents, family and friends enjoyed drinks on arrival, afternoon tea, and table service in the Hall, which was decorated with red and white table cloths, festive centrepieces, and balloons.

Residents and staff alike had dressed in their best for the occasion.

The 'Old Time Dance Band' provided the entertainment, with tables arranged in such a way as to provide a dance floor. This was well-utilised by the forty or so attendees.

'The band was a huge hit, with residents saying it was the type of music they grew up with,' said Lifestyle Coordinator, Meredith Simons.



'Many residents got up to dance!'

The band played for an hour and a half, then spent time mingling with guests.

'As the band members were from Millicent, they knew some residents quite well,' said Meredith.

'It was a wonderful occasion, enjoyed by all.'

Port Elliot Residential Services

Politician Visit

On Wednesday 21 October, Member for Finnis, Michael Pengilly MP, and Leader of the Opposition, Stephen Marshall, visited Resthaven Port Elliot.

They were greeted by Relieving Manager, Residential Care Services, Merilyn Paris (right).

They enjoyed a tour of the site, followed by a cup of tea with residents.

'They were very impressed by the site, and really enjoyed meeting the residents,' says Merilyn.

'We thank them for their interest.'



Paradise Residential Services

'Homeland Memories'

On Friday 4 September, Resthaven Paradise hosted staff and volunteers from Council on the Ageing (COTA) for a project called 'Homeland Memories.'

The volunteers interviewed residents who were born overseas, discussing items and relating stories that reflected their cultural heritage and brought back memories.

Auspiced by the COTA SA, the project is funded through an Australian Government Department of Social Services Commonwealth Home and Community Care (HACC) program grant.

Resthaven Paradise has many residents who were born overseas. COTA SA volunteers captured their stories and photos using iPads.

These stories were made into presentations, which were officially unveiled at Resthaven Paradise on Friday 2 October, to the delight of participants.

A survey of participants was conducted by COTA SA, with 92% of participants 'strongly agreeing' that they enjoyed the project. Furthermore, 73% said they learnt something new, and 81% indicated they would like to learn more about using iPads.

Thank you to all those residents, staff and COTA volunteers who were involved in this project.



Pictured: Residents with their special 'homeland' items, and admiring the subsequent posters created.





Westbourne Park Residential Services

'Hand Hygiene' Competition Win

Congratulations to Resthaven Westbourne Park on winning the 2015 Resthaven 'Hand Hygiene' Competition!

This fun competition, which aims to benefit the overall site health by promoting excellence in hand hygiene, is run across all Resthaven residential sites each year by the Resthaven Quality department.

'As first place winner, Resthaven Westbourne Park received a delicious Charlesworth Nuts basket, and a giant mud cake and afternoon tea to share amongst staff and residents,' says Resthaven Manager, Quality, Jane Anderson.

'Executive Manager, People, Culture and Risk, Des Itsines, visited the site to present the gifts and certificate to delighted staff' (pictured above right).

'The Resthaven Westbourne Park competition entry included a hand cleaning demonstration, a hand hygiene brochure, and a very impressive poster developed by residents, which captured everyone's attention in the entrance foyer.'

'A poem was written about hand hygiene by Merle Cottle (right), and the site choir sang "hand-washing" songs adapted from popular refrains (such as 'I'm going to wash that man right out of my hair!').

'Even pet care hygiene practices were included in the project, with posters and safety reminders for everyone.'

'It was an excellent all-round effort from the whole team at Resthaven Westbourne Park.'

'Congratulations to all!'



Above (L-R): Verona Rix (Lifestyle Coordinator), Yvonne Thomson (Registered Nurse), and Marian Greenshields (Manager) are presented with a very heavy Charlesworth Nuts basket by Des Itsines (Executive Manager, People, Culture and Risk).

Wash those hands!

If you just sneezed
Into your hands
(A filthy thing to do)
You should wash them straight away
Now there's a 'howdy-do'

You must not put your snotty hands
Down on the table top
Nor should you take that cup of tea
They poured you from the pot

It's said the 'flu is getting worse'
Dark days could be ahead
But here's a handy hint for you
To keep us safe instead:

When 'ere you sneeze into your hands
(This really is an issue)
Don't spread your slimy germs around
Just use a flaming tissue!

**Written by Merle Cottle
for Hand Hygiene Week 2015**



Great Value!

Packs of 8 Christmas cards are available at only \$5.00 per pack (incl GST). All proceeds from card sales go to Resthaven.

You can order packs of 10 cards of the same design, or packs of 10 cards of mixed designs.

Cards may be purchased directly from sites, or by completing this order form, and sending with payment to:

Clerical Assistant

Resthaven Head Office
6 Bartley Crescent,
Wayville SA 5034

Your Name: _____

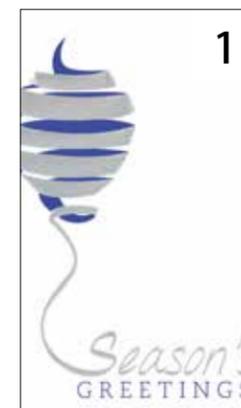
Telephone (if available): _____

Your Address: _____

Please supply me with the following Christmas cards (\$5.00 per pack of 8, incl GST)

Quantity:

- | | |
|-------------------------------|-------------------------------|
| <input type="checkbox"/> No 1 | <input type="checkbox"/> No 5 |
| <input type="checkbox"/> No 2 | <input type="checkbox"/> No 6 |
| <input type="checkbox"/> No 3 | <input type="checkbox"/> No 7 |
| <input type="checkbox"/> No 4 | <input type="checkbox"/> No 8 |



Payment enclosed: \$ _____ (total of _____ packs at \$5.00 per pack)

Send to me at the above address, OR

to Resthaven at (location): _____

Payment Method: (Please make cheques payable to 'Resthaven Inc')

Cash Cheque Drawer:

Relationship to Resthaven:

Resident/Client Relative Visitor Staff

Community Services client (specify) _____ Other _____

Your support is appreciated.



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

RESIDENTIAL SERVICES

Bellevue Heights

47 Eve Rd,
Bellevue Heights, 5050
Phone (08) 8278 8588

Craigmore

200 Adams Rd,
Craigmore, 5114
Phone (08) 8254 4008

Leabrook

336 Kensington Rd,
Leabrook, 5068
Phone (08) 8332 4333

Malvern

43 Marlborough St,
Malvern, 5061
Phone (08) 8272 0222

Marion

10 Township Rd,
Marion, 5043
Phone (08) 8296 7555

Mitcham

48 Smith-Dorrien St,
Mitcham, 5062
Phone (08) 8271 0639

Mount Gambier

24 Elizabeth St,
Mt Gambier, 5290
Phone (08) 8723 0911

Murray Bridge

53 Swanport Rd,
Murray Bridge, 5253
Phone (08) 8532 1969

Paradise

61 Silkes Rd,
Paradise, 5075
Phone (08) 8336 5444

Port Elliot

3 Frederik St,
Port Elliot, 5212
Phone (08) 8554 2000

Westbourne Park

30 Sussex Tce,
Westbourne Park, 5041
Phone (08) 8271 3300

Coming soon to
Aberfoyle Park!

COMMUNITY SERVICES

Community Respite

31/12 Township Rd,
Marion, 5043
Phone (08) 8358 3173

Limestone Coast

17 Gordon St,
Naracoorte, 5271
Phone (08) 8762 4389

Marion

43 Finnis Street,
Marion, 5043
Phone (08) 8296 4042

Murray Bridge, Hills & Fleurieu

88 Adelaide Rd,
Murray Bridge, 5253
Phone (08) 8531 2989

Northern

16 Gillingham Rd,
Elizabeth, 5112
Phone (08) 8252 6811

Onkaparinga

201 Commonwealth House,
Beach Rd,
Noarlunga Centre, 5168
Phone (08) 8326 3444

Paradise & Eastern

61 Silkes Rd,
Paradise, 5086
Phone (08) 8337 4371

Riverland

60 East Tce, Loxton, 5333
Phone (08) 8584 5866

Western

96 Woodville Rd,
Woodville, 5009
Phone (08) 8261 3411

**General Enquiries:
Phone 1300 13 66 33**

www.resthaven.asn.au

Newsletter Submissions

Do you have an item for the 'Resthaven Review'?

Residents, clients and staff are strongly encouraged to submit items for publication.

Please give your items to Reception, or a staff member, to be sent to the Public Relations Department via the internal mail system.

Remember to include your name and site. We welcome your contributions!

Resthaven Website

Keep up to date by checking our website:

www.resthaven.asn.au

It includes all services and organisational information.

We encourage your feedback Email comments to: **pr@resthaven.asn.au**.

The **Resthaven Review** is a quarterly newsletter produced and published by Resthaven Inc for all of Resthaven's residents, clients, volunteers, friends, family and staff.

The Resthaven Public Relations Department reserves the right to determine the appropriateness of items and to edit or adapt articles as necessary at any time.

Published by Resthaven Incorporated, PO Box 327, Unley SA 5061, phone (08) 8373 0211. Editorial enquiries can be made to the Public Relations Department, phone (08) 8373 9141.

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