

Volunteer Buzz



Hi from Stacey

At Resthaven, you increase our flexibility, perspective, diversity, expertise, individual focus, support and rapport, dynamism, frequency, energy, social connections and capacity.

This is why we like to formally thank you in May each year with 'High Teas' held at a number of sites. We will celebrate you and working together with a 'Viva Volunteers' theme! Dates and details are on page 9. So let's celebrate 'Viva la Vida' style! I look forward to seeing you.

This will also be a wonderful opportunity for our new Volunteer Services team member, Deanne Laurent, to meet you. More about Deanne on page 9.

A small sample of the energy, talent and connections you bring and share is depicted on pages 10-11. Music Teacher, Richard; Salesman, Allan; Set Designer, Shirley; and Historian, Marianne, are all featured.

To showcase some of your work and to inspire others to join us, we recently held a photo shoot (pictured right). These photos will be published in a variety of mediums, including volunteer brochures, the Resthaven website, newsletters, and social media.

I also look forward to the Resthaven Movie Day for staff and volunteers on Sunday 15 May - yes, it's time again for this fantastic biennial event. Details are on the back page.

Stacey Thompson

Manager,
Volunteer Services



Volunteer Photo Shoot

In March, we held a photo shoot at Resthaven Marion and Marion Community Services, to showcase some of the things you do with residents and clients.

Some of the 'action shots' included Tai Chi, Health Moves, the 'Sweets and Treats' shop trolley, afternoon tea with the fine bone china, gardening pursuits, and canine, Ruby.

A huge thank you to Sue W, Andrea, Helen, Di, Sue L and Mariko.



Above: photographer, Don Brice, in action at Resthaven Marion with the Sweets and Treats shop trolley.





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

Volunteer Services

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In this Issue...

From the CEO..... 2
 Residential Services 4
 Community Services 5
 Useful Resources..... 5
 Chaplaincy 6
 International Relations 6
 Health and Safety 7
 Manual Handling 7
 Building Update..... 8
 'Thank You' High Teas..... 9
 Welcome, Deanne 9
 Out and About..... 11
 Volunteer Opportunities..... 12

From the CEO

Happy new year!

I trust you join me in looking forward to another year of providing high quality service as we work together with older people and their carers.

Industry Update

Aged care in Australia continues to undergo reform, reflecting continuous improvement as a world class system. More of the costs are borne by those who can afford it. Importantly, all individuals who choose services to sustain their quality life have a government 'safety net' regarding the level of cost they personally pay each year. There is a lifetime 'cap' on the cost of their care.

Support, either at home or in residential care, is also available for those people with limited financial means or other specific needs. For example, to ensure access to services, the government provides individuals with limited financial means additional support.

I strongly encourage those people with financial resources to use them to sustain their quality of life and planning for their future.

Community and Consumer Engagement

Knowing our community helps us to understand what potential and current consumers and stakeholders need and expect. This strengthens our ability to build trust between Resthaven and the people we serve, and helps to shape our service focus.

Resthaven staff have regular conversations with various communities of older people, an opportunity that adds great value to Resthaven's understanding through the sharing of experiences and thoughts.

This, in turn, provides insight that is used to ensure that our services are community-centred, locally relevant and aligned to the expectations of our communities.

Every interaction we have with clients, residents, carers and those who may require a service, is an opportunity to reaffirm our genuine interest and capability to work with them, reaffirm the trust they have in us, and our focus of working with them in the choices they make to sustain their quality of life.

Research Findings

Recent research conducted by McGregor Tan*, identified that around one in four people surveyed had not thought about their future plans as they aged. Being prepared makes a difficult time easier.

As an example of planning ahead, I encourage everyone to think about their future wishes and put an Advance Care Directive in place well before it is needed. An Advance Care Directive is a legal document that formally expresses your wishes regarding future medical care and lifestyle decisions. For more information, visit www.advancedcaredirectives.sa.gov.au.

The research also indicated that two thirds (68%) of survey respondents thought that the standard of care and service was the most important aspect when seeking aged care and support.

Cost was a factor for 43%, although 70% of people agreed that those who can afford to contribute to the cost of their own care should do so.

There was strong support (84%) for the level of government funding to be indexed to keep pace with wage increases and other related costs associated with the need for service support to sustain quality of life.

Personal choice was another important factor. More than half of the survey respondents stated that they would prefer a not-for-profit organisation when choosing an aged care provider.

*McGregor Tan Omnibus Survey, August 2015

From the CEO

Innovation Hub Update

The SA Innovation Hub is an initiative between a small group of providers in South Australia, the Department of Social Services, Council on the Ageing (COTA) Australia, the Australian Aged Care Quality Agency (ACQA) and the Aged Care Financing Authority (ACFA). It showcases collaboration and partnership between industry, government, regulators and the community. The trial aims to improve and sustain better outcomes for older Australians engaged with aged care services.

Current membership of the SA Innovation Hub includes The Society of Saint Hilarion Inc, James Brown Memorial Trust, Helping Hand, Barossa Village, Boandik Lodge, ACH Group, Resthaven and Southern Cross.

For more information visit <http://sainnovationhub.org>.

Accessing Aged Care

A significant outcome of the aged care reform process is the transition of the Aged Care Assessment Team referral system. New client referrals are now processed using the full functionality of the government's My Aged Care (MAC) portal.

The ACAT transition for assessment and referral of services to residential aged care, residential respite and home care packages commences in South in late March, 2016. ACATs will use the new electronic assessment system using the National Screening and Assessment Form (NSAF), support plan and completing the delegation process in the assessor portal.

Once transitioned, all new ACAT approvals for residential care, transition care and home care package providers will be via My Aged Care.

Trust

Trust is at the heart of our work with individuals. Providing a safe environment in which to live and work is a primary focus.

We must all be sensitive about how we communicate with and treat others, and vigilant about reporting anything inappropriate. We encourage feedback regarding any issues that may arise, and investigate all relevant contributing factors and responses for a balanced, informed view.

Clients, residents and families are encouraged to bring complaints to the attention of a Resthaven employee in the first instance, and can request an advocate or translator if required.

As of 1 January 2016, general complaints about Government funded aged care services come under the jurisdiction of the new Aged Care Complaints Commissioner, Rae Lamb.

This change aims to strengthen the aged care complaints process, as it is now completely separated from the regulation and funding of aged care.

Government legislation requires mandatory reporting of abuse of older people, as well as police checks for all employees and volunteers working in aged care facilities.

Under the legislation, all of us have an obligation to report incidents of suspected or alleged abuse of residents.

Responsibility for receiving compulsory reports remains with the Department of Health, such as reportable assaults and unexplained absences, as required under the *Aged Care Act 1997*.

Significant Retirements

My personal note of appreciation to Marilyn O'Connor, Senior Manager, Community Services, for her twenty-two years of valued service to clients at Resthaven. Marilyn (below right) retired on 5 February, 2016.

Former Relieving Manager, Community Services, Melanie Howard (below left), was appointed to the role of Senior Manager, Community Services, in February. Please join me in welcoming her to her new role.



Andrew Davies, Manager, Building and Property Services (right) also retired in late February 2016.



Andrew has been a significant contributor to Resthaven and the myriad of building projects he has overseen.

Emmet O'Donovan began in the role of Manager, Buildings and Capital Projects, in January. Please join me in welcoming Emmet to Resthaven.

Thank You

As a small token of appreciation, all volunteers and staff are invited to our biennial Movie Day on 15 May (more details on back page).

I hope to see you there!



Richard Hearn
Chief Executive Officer

Residential Services

Accreditation Visits

In December 2015 and January 2016, Resthaven Mitcham, Westbourne Park and Malvern received unannounced visits from the Australian Aged Care Quality Agency (AACQA). I am pleased to advise that assessors were very complimentary at all sites, recommending that all requirements were met.

My congratulations to all staff on this positive result, especially at Westbourne Park, where the visit coincided with the Residents' Christmas Luncheon!

In early February, Resthaven Port Elliot successfully underwent their formal Accreditation Audit, with recommendations for all outcomes being met. Congratulations to Pam and her team at our newest residential site.

'Coaching' Project

Resthaven Craigmore recently participated in a Northern Aged Care Engagement Project, aimed at supporting new staff with a 'Coach' during their early employment.

The project 'Coaches' supported new staff to adjust to Resthaven's values, standards, and the positive community in which they work.

Manager, Kerri-Anne Barnes, has confirmed that the three "Coaches" are now recognised as "go to" people by other staff wanting support in the workplace.

This is a great outcome that assists in better quality care services for residents.

'Co-Producing' Services

I recently visited Resthaven Port Elliot to speak with residents as part of Resthaven's dedication to 'co-production', whereby consumers are equal partners in the design and delivery of services.

We provide an extensive range of ways for residents and clients to provide feedback; there are annual focus groups, resident meetings, community advisory groups, resident food committees, resident lifestyle surveys, and the Annual General Meetings held at all residential sites.

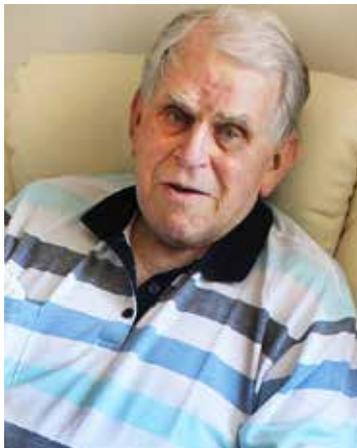
At Resthaven Port Elliot, I met Alexander 'Sandy' Lewis, former Liberal MP for Western Australia. He provided us with some really positive feedback.

Sandy (right) said, 'The rooms are large, with a view for everyone, and the dining areas are superb. Everything is so modern and well designed.'

'Pam is also major factor,' he said. 'She's a real enthusiast. And Kirsty does a first class job of the Lifestyle Program.'

We put a lot of effort into delivering the highest quality services to older people, so this sort of positive feedback from residents like Sandy is really gratifying and assists us in our future planning.

My thanks to all.



Tina Emery
Executive Manager,
Residential Services

Tips from a person who has cognitive impairment

Christine Bryden (Boden) was diagnosed with dementia at age 46, and has shared a number of her insights about ways that families and friends can help a person with dementia. Christine is also the author of a number of publications, including *Who will I be when I die?*, the first book written by an Australian with dementia.

Christine provides these tips for communicating with a person with dementia:

- Give us time to speak, wait for us to search around that untidy heap on the floor of the brain for the word we want to use. Try not to finish our sentences. Just listen, and don't let us feel embarrassed if we lose the thread of what we say.
- Don't rush us into something because we can't think or speak fast enough to let you know whether we agree. Try to give us time to respond, to let you know whether we really want to do it.
- When you want to talk to us, think of some way to do this without questions that can alarm us or make us feel uncomfortable. If we have forgotten something special that happened recently, don't assume it wasn't special for us too. Just give us a gentle prompt – we may just be momentarily blank.
- Don't try too hard though to help us remember something that just happened. If it never registered, we are never going to be able to recall it.

Source: Alzheimer's Australia, from 'Tips from a Person with Dementia.'

Community Services

Accreditation

In April 2016, Resthaven community services sites will undergo an Accreditation review from the Australian Aged Care Quality Agency (AACQA).

The review is part of a triennial accreditation cycle. Preparations are well underway with Managers, Head Office, Community Services and Quality team members collating evidence to demonstrate how Resthaven meets the Home Care Standards. Clients will be invited to participate in the review process.

The reviewers will be onsite at Head Office, Marion Community Services, Community Respite Services, and Limestone Coast Community Services, but may choose to visit other sites as well.

Advisory Committees

It is imperative to have an understanding of the people who utilise Resthaven's services, their families, and the wider community in which our organisation operates.

Knowing the aims and life goals of Resthaven service users and stakeholders helps to form our organisation's direction. Resthaven's 2015-2020 Strategic Plan includes a strategy to, 'engage existing and potential consumers, enabling them to shape delivery of services.'

Starting in 2007, Resthaven established seven 'Community Advisory Groups' in metropolitan Adelaide, Murray Bridge, and the Limestone Coast. Groups of 8-11 members meet regularly throughout the year.

Group members comprise Resthaven residents, clients and carers, along with members of the broader community. They may be representatives from service clubs, community organisations, local government and church congregations. Each group has representation from a Resthaven manager or coordinator, with participation from both Residential and Community Services where relevant.

The age range of members is from mid-50s to 90+. This provides a broad and rich capacity to contribute from a wide generational profile.

Participants bring expertise from real life experience, and provide insight to help ensure that Resthaven's services are relevant and aligned to the expectations of the community.

As Resthaven moves forward into the new world of consumer direction in all our services, the consultation approach promotes tabling and discussion of topics and views that might not otherwise come to Resthaven's attention.

In 2015, groups discussed topics such as how to improve the residential admissions experience, contribution and feedback on promotion and marketing of Resthaven services, understanding the implementation of the My Aged Care gateway, and development of fact sheets for clients.

In 2016, there are 20 Community Advisory Groups meetings planned.

Community Advisory Groups give Resthaven the opportunity to address the real-life aspirations of those with whom we work to deliver outstanding care and support for older people and their carers.

We appreciate their valuable contribution.

Sue McKechnie
Executive Manager,
Community Services



#StopElderAbuse

The Office for the Ageing has launched a public awareness campaign to safeguard the rights of older people and increase awareness of Elder Abuse.

The aim of the campaign is to help the South Australian community to recognise the signs of elder abuse, and know where to go for support and information.

Visit www.sahealth.sa.gov.au/stopelderabuse.

Useful Resources

Carer Gateway

Carer Gateway is a national online and phone service that provides practical information and resources to support carers.

It comprises a national telephone service, website and an interactive service finder to help carers locate their nearest support services.

Free call 1800 422 737
Monday to Friday, 8am-6pm,
or visit the website: www.carergateway.gov.au.

National Toilet Map

As part of the National Continence Program, the National Toilet Map provides information on more than 16,000 publicly available toilets across Australia, including accessibility, opening hours and facilities, such as showers and baby change.

To find a Toilet Map, phone 1800 990 646, or visit <https://toiletmap.gov.au>.

Chaplaincy

In late 2015, Coordinating Chaplain, Robyn Masters, farewelled Resthaven Marion. Robyn remains in the Resthaven community, now working across Resthaven Bellevue Heights, Mitcham and Malvern. Resthaven Marion welcomed Uniting Church Minister, Rev Bruce Grindlay, in Robyn's stead.

'Bruce is settling in well, and doing a great job of providing spiritual support and services to residents,' says Resthaven Marion Manager, Anthea Tyler.

'A "farewell and welcome" afternoon tea was held in late 2015, attended by both Robyn and Bruce' (pictured).

'It was a great opportunity for residents to wish Robyn well on her way, and welcome Bruce to the Resthaven Marion community.'

An induction service will be held for Bruce in the near future - more information will be provided soon.

An induction service will also be held for Rev Anne Butler on 29 March at Resthaven Port Elliot.

Wendy Morey
*Executive Manager,
Workforce
Development
and Governance*



An Easter Prayer

Of all of God's gifts
Easter shows us our fate
Forgiven we will rise
And pass through
Heaven's gate.

This Easter remember
The sacrifice of a Son
And through His resurrection
Eternal life we have won.

This Easter I pray
That the love of God is
resurrected
Reborn, renewed
Inside your heart.

God bless you!

Anonymous

International Relations

Resthaven and the Baan Sudthavas Foundation (BSV) have enjoyed a mutually beneficial relationship for several years. BSV, a not-for-profit provider of residential aged care to destitute older women in Thailand, has worked collaboratively with Resthaven to explore not-for-profit aged care models as it has developed its own unique services to meet the needs of its community.

Representatives from both Resthaven and BSV have visited each other and have had regular email contact, exchanging ideas and building understanding. Residents living at Resthaven Malvern have begun a 'pen pal' program with BSV residents and BSV has expanded its services into the local community by offering active ageing ideas, activities and support to local Senior Citizens Clubs.

On 1 March, BSV hosted many volunteers in an education event – designed to support them to get ready for an 'Active Ageing Event' in downtown Bangkok from 15-19 March. The organising team were keen to engage volunteers to support the event as part of their commitment to strengthen community connections. The group is pictured (below) preparing for their roles through several learning and development activities.

For many, this was the first time they will have volunteered. Resthaven provided BSV with some hints and tips on successful engagement with volunteers and will be keen to know about how the event goes.

This is a great example of volunteerism in an international context.

'The training session went very well,' said BSV Chairman, Arnop Chirakiti.

'Their commitments were high, and they enjoyed the training.'

A great team effort!

We wish the BSV volunteers all the best.



Health and Safety

Flu Immunisations

Resthaven is responsible for providing a safe, healthy environment for volunteers and staff. In doing so, we reduce the risk of transmission of infectious diseases to residents, clients and other staff.

We have an obligation to care for the safety of others by preventing transmission of infections, such as influenza, to vulnerable persons, through routine hand-washing and vaccination. Vaccination is one of the most effective interventions to prevent disease worldwide.

According to the Commonwealth document, 'Myths and Realities: Responding to Arguments against Immunisation – A Guide for Providers', vaccination currently saves an estimated three million lives per year throughout the world, making it one of the most cost-effective health interventions available. A corporate influenza vaccination program can:

- Minimise the transmission of influenza, especially to vulnerable people
- Reduce the impact of influenza on productivity
- Assist to maintain your health and well-being.

Other ways to protect yourself and vulnerable people include:

- Washing your hands regularly with soap and water
- Covering your mouth/nose with a tissue when you sneeze
- Placing used tissues in the bin
- Sneezing/coughing into your arm, covering totally your nose and mouth, if there are no tissues available
- Staying home when you are ill.

The influenza virus causes major epidemics and pandemics. It is characterised by an abrupt onset of fever, muscle aches, headache, sore throat and cough, and can cause extreme weakness, lasting several days.

Primary viral pneumonia occurs rarely, but secondary bacterial pneumonia frequently complicates influenza in individuals whose medical condition makes them vulnerable to the disease.



Above: Resthaven CEO, Richard Hearn, receives a free flu vaccination every year through the immunisation program.

Annual immunisation in autumn is recommended for those who can transmit influenza to persons at increased risk. It takes about two weeks after vaccination for antibodies to develop and provide protection.

Resthaven offers free vaccinations to staff and volunteers who are not otherwise eligible for a free vaccination (eg. over 65 years).

Please ask your site for their 'jab' dates.



Jane Anderson
Manager, Quality

Manual Handling Reminder

Physically Assisting People: Avoiding the Temptation

When a resident or client is frail, it can be tempting to help them, for example, out of a chair.

It is the responsibility of direct care staff, including nurses and personal care assistants, who have received training to use specific transfer lifting techniques and equipment.

For these reasons, we do **not** require you to physically move, lift or transfer residents or clients.

This includes taking the partial weight of people, for example, taking someone by the arm and helping them out of a chair.



Walking with a client/resident:

- Wait patiently until they gain their balance before moving
- Match their pace and rhythm
- Don't hold hands or link arms (you may lightly place your hand on their back as guidance/confidence, but not as physical support).

Building Update

Hello all,

I am delighted to bring you my first building update.

Wayville Head Office

Following the completion and occupation of the new Head Office at Wayville in late 2015, staff are enjoying the new working conditions and the opportunity to interact across all departments.

A sculpture has been commissioned and is being designed for placement at the front of the building.

Resthaven Malvern

The first stage of the Malvern redevelopment has now commenced, with Stage 1A in full construction mode.

This work, and creation of a new central staff room, are scheduled to be finalised near the end of 2016.

The subsequent stages, which will provide single rooms with ensuites, include additions to Lorikeet and Finch, and a major upgrade to Kingfisher. These will take place in Stages 2 and 3 over the next 18 months, with completion scheduled for mid 2017.

Resthaven Craigmore

Planning permission has been granted for the building works associated with the approved significant refurbishment at Resthaven Craigmore.

The building works include alterations to the Wilpena dining room, additions to create an extra lounge, and provision of an electric louvre roof to the Blinman terrace.

The works commenced on Monday 25 January, 2016.

Resthaven Mount Gambier

The conversion of four apartments to eight residential care places was completed late last year. The remaining two apartments are expected to be converted in due course.

The large single rooms with ensuites in the new 'Wattle' area are very popular, with almost all now occupied.



Above: Builders working hard on the redevelopment at Resthaven Malvern.

Resthaven Mitcham

I am pleased to announce that the redevelopment proposal for Mitcham that was submitted to the Development Assessment Commission was approved on 16 February 2016, on condition of some minor changes. Work is expected to begin in the next six months.

Resthaven Aberfoyle Park

Plans have been completed for construction of a new 100 bed facility at Aberfoyle Park. The project has been lodged with Onkaparinga Council with a decision due in mid-March.

Resthaven Murray Bridge

Plans are complete for an 18 place addition at Resthaven Murray Bridge. A planning application has been lodged with the Rural Council of Murray Bridge, and an application has been made in the Aged Care Approvals Round (ACAR) for additional places.

Resthaven Westbourne Park

Sketch plans are ongoing for a 12-21 place addition to Resthaven Westbourne Park. This project aims to create an outcome where we have virtually all single rooms, and potentially have the rooms currently located in the Norseman Avenue cottages brought under the main roof.

Resthaven Northern Community Services

On 9 February, Resthaven received development plan consent for a proposed addition to Northern Community Services. The project is now entering the detailed design phase, with construction expected to commence in May.



Emmet O'Donovan

Manager, Buildings and Capital Projects

'Thank You' High Teas

Viva Volunteers!

Our special 'thank you' celebrations with you will be held throughout May 2016. Our theme this year is 'Viva Volunteers'!

Living life to the full - volunteering!

Vivere la vita al completo - volontariato! (Italian)

Vivir la vida al completo - voluntariado! (Spanish)

Viver a vida ao cheio - voluntariado! (Portuguese)

You are welcome to join a 'thank you' celebration at a location nearest to you. You will receive an invitation in the mail soon.

In the words of Ricky Martin: ***Living' La Vida Loca!***



Date	Site/s	Location
Tues 3 May	Murray Bridge Residential Services, Murray Bridge, Hills & Fleurieu Community Services	Resthaven Murray Bridge 53 Swanport Road, Murray Bridge
Wed 4 May	Paradise Residential Services, Paradise & Eastern Community Services, and Western Community Services	Resthaven Paradise 61 Silkes Road, Paradise
Fri 6 May	Leabrook Residential Services	Resthaven Leabrook 336 Kensington Road, Leabrook
Wed 11 May	Port Elliot Residential Services, and Murray Bridge, Hills & Fleurieu Community Services (Port Elliot office)	Resthaven Port Elliot 3 Frederik Street, Port Elliot
Fri 13 May	Malvern, Mitcham, and Westbourne Park Residential Services, and Agedcare Alternatives	Resthaven Mitcham 48 Smith-Dorrien Street, Mitcham
Tues 17 May	Craigmore Residential Services and Northern Community Services	Resthaven Craigmore 200 Adams Road, Craigmore
Wed 18 May	Marion Residential Services, Marion Community Services, Community Respite Services, and Onkaparinga Community Services	Resthaven Marion 10 Township Road, Marion
Tues 24 May	Bellevue Heights Residential Services	Resthaven Bellevue Heights 47 Eve Road, Bellevue Heights
Fri 27 May	Mount Gambier Residential Services, and Limestone Coast Community Services	Resthaven Mount Gambier 24 Elizabeth Street, Mount Gambier

Welcome, Deanne

A big welcome to Deanne Laurent, who began as Volunteer Services Support Officer in February.

Deanne moved to Queensland from Canada a couple of years ago, and recently to Adelaide, due to her husband's job transfer. Deanne, her husband and two children (Sarah, 12, and Tyler, 11) are loving our weather. This was reinforced recently when they visited snowy Canada at Christmas.

Deanne's Human Resources background is an excellent fit with the skills and knowledge for engaging and supporting a volunteer workforce. She herself has volunteered internationally and also in aged care. 'It's good for the soul,' she says.

She is especially passionate about volunteering with older people, saying, 'It's so important to recognise that older people have a lot to share, and there's so much we learn from them.'

'I am looking forward to meeting you as I move around the sites - please say "hi"!'

'See you at the "Viva Volunteer" High Teas.'



Visiting Isabel, 100

On 17 February, 2016, Miss Isabel Drummond of Resthaven Leabrook celebrated her 100th birthday.

Not one to make a fuss about such an occasion, Isabel is a quiet sort, and mostly enjoys relaxing in her room. She is willing to make an exception to attend her favourite activities: concerts, 'singalong,' and church services.

Isabel, who has lived at Resthaven Leabrook since June 2009, is also regularly visited by volunteer, Kaye, who spends time with Isabel once a week chatting and reminiscing.

Kaye, who also visits three other ladies at Resthaven Leabrook, says she feels a great sense of personal satisfaction from her work. 'I spend two hours a week with residents at the site,' she says.

'I've found that perseverance is the key to forging a good bond - even with quieter ladies like Isabel, we always find something to talk about.'

'For example, Isabel is always beautifully dressed, and very elegant. We sometimes chat about her lovely outfits.'

Isabel is certainly looking well for 100, with Kaye surprised to learn that she was about to celebrate the milestone. 'I thought she was only in her early 90s!' she says.

Kaye's visits have certainly made a difference to Isabel, with Lifestyle Coordinator, David Saddler, singing Kaye's praises.

'Kaye doesn't realise the positive impact she has,' he says.

'We've seen a real change in Isabel since Kaye started visiting her 18 months ago.'

'Isabel is more outgoing, and attends more activities. We attribute this positive change to Kaye.'

'Kaye is a great asset to the Resthaven Leabrook community.'



Farewell and Thank You, Leabrook

Resthaven Leabrook volunteer, Richard, who volunteered in the 'Mortimer' area, recently sent residents and staff the following letter to express his appreciation. Thank you, Richard!

After an absence from teaching music, I have been summoned back to work at a secondary school north of Adelaide. Sadly, this means that I will no longer be running our sing-a-long session. To me, they have been much loved times and I want to express my thoughts and gratitude to you.

Working with residents and carers at Resthaven has been both a pleasure and a privilege. I've been given so much; friendship, camaraderie, fun, affection, a sense of acceptance and belonging, and not to mention the laughter – that essential human leavening.

We made some lovely music together, and no matter what personal mood I began each session with, I always left feeling that life is good, life is precious and that sharing simple joys is a supreme gift. To put personal concerns behind and to serve others; that is a treasure that cannot be purchased.

So thank you for all that I have been given. It's been a priceless experience.

I think the words to 'True love' are appropriate: "I give, and you give to me..."

Yours sincerely and affectionately, Richard.

Out and About

Resthaven Port Elliot Volunteer Shop Now Open!

As of January 2016, the Resthaven Port Elliot volunteer shop is officially open for business.

Opening times are Tuesday and Thursday from 10:00am – 3:00pm.

Shop volunteer, Allan, is pictured at right with resident, Kevin.



Resthaven Mount Gambier Australia Day

For Australia Day 2016, Resthaven Mount Gambier volunteer, Shirley, facilitated a classic 'Aussie' event for residents who call the 'Bottlebrush' area home.

'She decorates with such flair and imagination, uses great props, and thoroughly delights residents,' says Lifestyle Coordinator, Meredith Simons.

Shirley 'boiled the billy' on her 'fire' near a 'gum tree' (all made from props), and dressed as a swagman with a 'jolly jumbuck in a tuckerbag!' (Pictured below.)

Listening to Slim Dusty in the background, Shirley also served a great Devonshire tea.



'Reminiscence' at Resthaven Paradise

Volunteer, Marianne Newbery, facilitates a Reminiscence Group at Resthaven Paradise.

Marianne moved to Australia from Holland in 1950 at the age of six, and has lived in South Australia ever since. She started at Resthaven in 1990, when she was a volunteer at Resthaven Paradise and Eastern Community Services. Shortly after this, she was asked to join the staff team, where she remained until her retirement in 2015.

'I always enjoyed reminiscing with clients, so, when I retired last year, I loved the idea of volunteering in this area at Resthaven Paradise,' she says. Marianne shares some highlights from the group, below...

In the Reminiscence Group, we discuss childhood memories.

Many residents have memories of their grandparents. In those days, grandparents were often cared for by family, meaning that three generations were living together – a very rare thing today.

Other memories include large backyards, with old makeshift clothes lines of a frame with some line going from one post to another, with props in the middle to prevent the clothes dragging on the ground.

The washing was always done on a Monday, and there were no detergents - instead, they used Persil, Rinso, Lux Flakes or Velvet soap. A copper was used to heat the water, and get the whites clean.

One resident recalled that 'in the final rinse water, my mother used the blue bag, which was to make the white clothes come out brighter and stopped whites going yellow.'

Many residents remember having chickens, which would keep them in good supply of eggs, and many fruit trees. One lady recalled fond memories of climbing the fig tree in her backyard.

Most residents walked to school, and remember that the classrooms would have fifty students in a class.

There was also memories of the boys who loved dipping the girls' plaits in the ink wells!



Featured Volunteer Opportunities

Music Connector

Music and its positive effect is very powerful.



To see what a Music Connector does, and the difference music can make, view this YouTube clip - it says it all: <https://youtube/5FWn4JB2YLU>, or Google 'music and memories'.

Options Guides

Options Guides, based at Highgate, during business hours. Helping people access information about support for older people, including My Aged Care.

If you or somebody you know is interested in volunteering with us, phone 8373 9036, or apply online at <http://resthaven.asn.au/volunteering/become-a-volunteer.html>.

Thank you for spreading the word!

Worth Quoting...

Legend says that hummingbirds float free of time, carrying our hopes for love, joy and celebration. Like a hummingbird, we aspire to hover and savour each moment as it passes, embrace all that life has to offer and to celebrate the joy of everyday. The hummingbird's delicate grace reminds us that life is rich, beauty is everywhere, every personal connection has meaning, and that laughter is life's sweet creation.

www.papyrusonline.com.au



Movie Day

In appreciation of staff and volunteers, Resthaven hosts a biennial Movie Day at the Capri Cinema, Goodwood Road, Goodwood.

**Sunday
15 May, 2016**

Four session times are available:

**11.00am, 1.30pm,
4.00pm and 7.00pm.**

Save the date!

The Capri is an independent not-for-profit cinema run by a network of volunteers. Built in 1941, it is heritage listed and houses the Theatre Organ Society's unique world class WurliTzer theatre pipe organ. Hear the organ prior to the movie.

Regional volunteers:

You will have an opportunity in your local area. Details will be sent directly to you in due course.