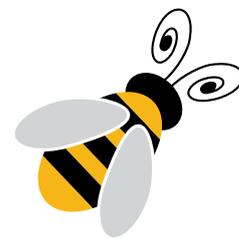


Volunteer **B**uzz



Hi from **Stacey**

Hats off to you!

It has been ten years since we had the theme 'Hats off to volunteers' for our High Tea celebrations throughout May, and we would like to do it again.

We take our 'hats off' to you, for giving and sharing of yourselves, for your individuality, spirit, and genuineness.

This spirit is reflected in the volunteers in action on pages 10 and 11, and our canine friends.

At this year's High Tea, wear your favourite hat, special hat, crazy hat, comfy hat... whatever hat you like.

We will also be able to make hats—the kind that takes three people to make. Start saving your newspapers!

High Tea dates are listed over the page. Invitations will be posted.

We are getting excited about Resthaven Aberfoyle Park, which is due to open in July. Recently, a few of us joined a community event held by the Aberfoyle Park Lutheran Church and School, for neighbours to get to know one another (pictured page 2).

Despite the hot weather, it was a great opportunity to meet local residents, and catch up with former volunteers, returning volunteers, and potential new volunteers. If you know people in the Aberfoyle Park area, let them know we are opening soon and are keen to engage volunteers.

See you in May, if not sooner!



Stacey Thompson

*Manager,
Volunteer Services*

'Hats off to you!'

Celebrate with us as we take our 'Hats off to you,' at our annual 'Thank You High Teas' throughout May.



Statement of Purpose

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

Our Values

- Trust
- Dignity
- Choice

Resthaven is a richly diverse South Australian community founded on the principles of inclusion and unity, embracing and respecting each person's beliefs, culture, language, background, lifestyle, life experience and values.

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'Thank You' High Teas 2018

'Hats off to you!'

This is the theme for this year's Volunteer 'Thank You' High Teas.

So let's celebrate together in May. You will receive an invitation in the mail.

The 2018 dates are listed below. Events begin at 2.00pm.

Date	Sites	Location
2 May	Resthaven Leabrook	Ivon Wardle Hall
4 May	Resthaven Paradise, Paradise & Eastern Community Services, Western Community Services	Resthaven Paradise Activity Hall
8 May	Resthaven Murray Bridge, and Murray Bridge, Hills & Fleurieu Community Services	Resthaven Murray Bridge, Blue Wren Cafe
9 May	Resthaven Port Elliot	Encounter Hall
11 May	Resthaven Malvern, Westbourne Park, Mitcham, Agedcare Alternatives	Resthaven Malvern Activities Hall
15 May	Resthaven Bellevue Heights	Auditorium
16 May	Resthaven Craigmore and Northern Community Services	Resthaven Craigmore, Tamarisk Hall
17 May	Resthaven Marion, Marion Community Services, Community Respite Services	Resthaven Marion, Kiah Lounge
25 May	Resthaven Mt Gambier and Limestone Coast Community Services	Resthaven Mt Gambier, Blue Lake Cafe

Below: The team at the Aberfoyle Park community event (L-R, standing): Darren Pike (Senior Manager Residential Services), Lee Bennett (Assistant Manager, Onkaparinga Community Services), Cathy Rhorlach (Clerical Support, Marion Community Services); (L-R, seated): Mia Brooks (Manager Residential Services, Aberfoyle Park) and Stacey Thompson (Manager Volunteer Services).



From the CEO

Another Great Year Ahead

As we embark on another year, I am reminded that Resthaven works with approximately 10,000 older people, offering the compassionate care and respect they deserve in sustaining their quality of life in their particular circumstance.

I am thankful that each of you choose to work with us, and for your dedication.

In this, Resthaven's 83rd year, I trust you will continue to be fulfilled in your work with those older people who gave, and continue to give, so much to their communities and families.

Industry Update

Important changes are required to the Australian aged care system to support those who have contributed so much to our community and families, and some of whom now need our help.

Reflecting on what we observed in 2017, one area high on the priority list includes the more than 100,000 individuals who have been assessed as eligible or needing a Home Care package, yet there is not a package available for them. Most have high care needs—needing such a package to assist them to remain at home.

The Federal Government has continued an important, bipartisan aged care reform process, giving welcomed control, choice and a greater emphasis to services that support older people to remain living at home. However, many thousands of older people cannot obtain the support they have been assessed for because there are not enough available high level home care packages.

The number of people on the national wait list **exceeds** the number of people who are actually receiving a home care package on any given day.

Flu Vaccinations

As autumn approaches, we encourage people to take up the offer of a flu vaccination. This assists in protecting people with whom we work.

Resthaven provides a free annual flu vaccination to all volunteers and staff aged under 65 years.



For those aged 65 or older, your doctor can administer your free flu vaccination. If you are aged under 65 years, you can receive your vaccination at one of the 'clinics' to be held at all residential sites throughout autumn.

The flu virus changes every year, so immunisation must be given annually to maintain protection against the viruses expected in our community during the winter months.

Please look out for 'flu vax' clinic dates on site notice boards in the near future, or speak with your site Manager for more information.

A key challenge for all members of Federal Parliament during 2018 is to address this situation. We optimistically look forward to the May 2018 Budget with the hope that it will result in a significantly increased number of high level Home Care Packages and introduction of a Level 5 Home Care Package.

Board Matters

On 1 January 2018, Darren Birbeck commenced as Treasurer. Darren has been a member of the Resthaven Board since June 2016. His appointment follows the retirement of Geoff Tully as Treasurer.

On behalf of the Board and Executive, we sincerely thank Geoff for his outstanding commitment and support of Resthaven as Treasurer. We are fortunate to continue to have Geoff's expertise on the Board in his final year. Geoff has dedicated many years to Resthaven.

Above: CEO, Richard Hearn, has his annual flu vaccination at Resthaven Head Office.

Generators

From late November 2017, we commenced installation of power generators at every Resthaven residential home. This decision was approved by the Board in response to the significant power shortage risks that are reported for South Australia. The generators will assist in times of electricity blackouts, to minimise discomfort and risk to residents.

The majority of this \$2.5 million project is complete, with sites that are currently undergoing major building projects to have generators installed at different times specific to their build.

Resthaven's Head Office has also had a generator installed to ensure business continuity.

Continued page 4...

From the **CEO** (continued)

Team Recognition

I was proud that Resthaven was a finalist in the HESTA Aged Care Awards in November 2017, for a combined effort across our service divisions to support a customer at Murray Bridge. The Resthaven teams worked together to ensure smooth transitions between services at home and periods of residential respite.

We were one of five finalists in the 'Team Innovation' Award category. Even though we did not win, it is wonderful recognition of the commitment and teamwork of Resthaven staff.

Childsafe

Resthaven's purpose is to work together with older people and their carers to offer the best possible outcomes in their personal circumstance. So whilst our focus is on older people, Resthaven recognises and acknowledges that children are valued members of communities, families and intergenerational interactions.

We are committed to establishing and maintaining a child safe and child friendly environment within all services and where services come into contact with children.

Since late 2017, we have been establishing (where necessary), enhanced 'child safe' environments and practices in accordance with our values, the Uniting Church in Australia's National Child Safe Policy Framework for a Child Safe Church, and The Children's Protection Act 1993 (SA), which requires appropriate policies and procedures to be in place to ensure that child safe environments are established and maintained.

Right (L-R): James Bevan (Resthaven Paradise Lifestyle Assistant), 'Santa' (aka Tom Lynas, Accountant), and Richard Hearn (CEO) hand out gifts to residents at the Resthaven Paradise Resident Christmas Luncheon.

Thank You

I was delighted to spend time with many residents, family members, volunteers and staff at the annual Resident Christmas Functions held at all Resthaven residential sites during December 2017.

My sincere thanks to the residential teams for making these events run smoothly, and for welcoming representatives from the Resthaven Executive and Board to your site communities. Some Head Office staff also attended to support the functions.

I spoke with many residents and families. All had nothing but praise for your hard work in supporting them to meet their individual wellness goals.

I also extend my thanks to our community services teams, who supported clients to enjoy the festive season, whether through on-site events, or by assisting them to attend social activities or family functions. This is an important part of our work supporting older people to live independently at home.

It was heartwarming to observe many acts of kindness shown across Resthaven in supporting those less fortunate, from support for Christmas hampers, 'It's in the Bag', the Hutt Street Centre, and more. It shows that ours is a very caring community.

Best wishes for 2018, and to another great year ahead.

Richard Hearn
Chief Executive Officer



Building Update

In 2018, Resthaven continues the expansions and redevelopments that are underway across the organisation. We not only respond to the daily needs of existing customers, but also respond to the growing demand of an ageing community. We give prominence to maintaining the quality of the accommodation or premises within which we engage our customers.

Major redevelopments continue at Resthaven Mitcham (\$14 million), Murray Bridge (\$16.5 million), and Westbourne Park (\$5.2 million). A minor upgrade is underway at Paradise as we plan for future major redevelopment of this location.

Resthaven Mitcham

The new 'Lavender', 'Jasmine' and administration areas at Resthaven Mitcham are being enjoyed by all.

The main site entry has returned to Smith-Dorrien Street whilst stage 2 is undertaken, which involves the demolition of 'Clement' and 'Crumph'. Works to the new carpark and 'Banksia' extension are underway.

Resthaven Murray Bridge

Stage 2 refurbishment of the 'Harrip' and 'Homburg' areas of Resthaven Murray Bridge are complete, and residents have returned to their original rooms. Residents from 'Christopher', 'Jenkins' and 'Talbot' have moved into the rooms built in stage 1.

Stage 3 of the redevelopment is underway. This stage includes a new entry off Anerley Road, a temporary kitchen, laundry and stores, construction of 20 new rooms to replace 'Christopher', 'Jenkins' and 'Talbot', new reception and administration areas, a dedicated hall, café, hairdresser, shop and library.

The courtyards (above right) have undergone a 'facelift', and are looking fantastic.



Above: The courtyards at Resthaven Murray Bridge are looking fantastic after their 'overhaul'.

Resthaven Aberfoyle Park

The superstructure of Resthaven's newest residential site at Aberfoyle Park is now complete, with cladding on and the roof installed. All cabling for services is installed, and the rooms are being formed.

Resthaven Westbourne Park

The works are progressing well at Resthaven Westbourne Park, with timber stud walls now complete in the new area. Roof construction is underway, along with internal services. The new staff rooms were handed over before Christmas 2017, and were well received by staff. The project is due for completion in May.

Resthaven Paradise

Works are progressing at Resthaven Paradise, with the lounge rooms in 'Robin' and 'Swan' complete, along with eight updated rooms, which are more open and functional. Cool room works are now underway.

Environmental Responsibility

Resthaven is committed to fulfilling environmental responsibilities, and ensuring that all we do complies with or exceeds statutory requirements.

Environmentally friendly practices included use of solar panels, reticulated water for gardens and energy efficient lighting.

Recycling management and waste minimisation strategies are standard at every Resthaven residential, corporate and community services location. All new buildings incorporate environmentally friendly design. Redevelopments and refurbishments aim to improve the environmental impact of existing buildings.



Emmet O'Donovan

Manager, Buildings and Capital Projects

Residential Services

Award Presentation

On 8 December 2017, Philomena Mitolo from the Aged Care Quality Agency visited Resthaven Marion to formally acknowledge the residents and staff involved in the award winning 'Spirituality in the Garden' program.

The program was awarded an Aged Care Quality Agency 'Commendation' award as part of the 2017 Better Practice Awards.

My thanks to all who contributed, and continue to contribute, to this outstanding initiative.

Team News

I am pleased to announce the appointment of former Resthaven Marion Manager Residential Services (MRS), Anthea Tyler, to the role of Residential Funding and Accommodation Manager, based at Resthaven Head Office.



With Anthea's move, we have recruited one of Resthaven's Relieving Managers Residential Services, Stephanie Steensma, to the role of MRS at Resthaven Marion.



Mia Brooks, also a Relieving MRS, has been appointed to the MRS role at our newest residential site, Resthaven Aberfoyle Park, opening in mid-2018.



Above (L-R): Rev Dr Bruce Grindlay (Coordinating Chaplain, Resthaven Marion), Tina Cooper (Executive Manager Residential Services), Philomena Mitolo (AACQA), Ben Sarre (Deputy Board President) and Anthea Tyler (then-Manager Residential Services) with their Better Practice Award trophy in December 2017.

Enhanced Service Options

Resthaven Lifestyle Choices *Plus* offers enhanced services available for purchase by and for residents. Our Companion Service was introduced in 2017 across all homes, and has been very well received.

Many residents have taken advantage of booking one of our capable staff to accompany them on a personal outing, to appointments, or for additional visits on site.

In response to feedback from residents, at some sites we are trialling a new exercise program run by a physiotherapist, aimed at improving balance, core strength and physical fitness. Residents with private health cover may be able to claim some of the cost of the class.

We are also exploring additional catering options, such as offering different high tea events or supplying a barbeque or picnic pack for a family get together.

We are pleased to offer these additional services to further enhance residents' quality of life. Booking details are available from reception staff.

I look forward to an exciting 2018 as we embark on change and growth in our services.



Tina Cooper

Executive Manager, Residential Services



Community Services



Our Services

Resthaven supports older people and their carers to continue living independently at home. This year, we will give renewed focus to the Commonwealth Home Support Programme, particularly those aspects related to a stronger focus on reablement.

We are also expanding support for people with vision loss. Specialised vision support services are individually tailored to manage vision loss, maximise independence and support people to remain living at home.

To speak with your nearest Resthaven Community Services location, phone 1300 13 66 33.

Community Expansion

We are in the process of designing a new office for Resthaven Murray Bridge, Hills and Fleurieu Community Services, located adjacent to the residential home. This will accommodate expansion in rural community service delivery.

Reablement Story

Resthaven's Short-Term Restorative Care program has supported Resthaven Marion Community Services client, David, to return to his passion of kayaking on the Murray River (pictured above).

David, who has Parkinson's Disease, attends several Resthaven Marion Community Services groups and centre-based gym sessions. A home-based exercise program was developed, and equipment provided. David's condition and balance has markedly improved, and he is able to manage his daily tasks.

Well done to the Resthaven Marion Community Services team for their support throughout David's reablement journey.



Sue McKechnie

Executive Manager Community Services

Agedcare Alternatives

Resthaven Agedcare Alternatives provides free, face to face support to access aged care services. If you know someone who you think may benefit from this service, encourage them to phone 8271 3888, or visit:

www.agedcarealternatives.net.au

Work Health & Safety

Dementia and Sensory Challenges

There is more to dementia than changes to memory. Dementia can also affect the senses.

When Agnes Houston MBE was diagnosed with Alzheimer's nine years ago, she expected memory changes, but not the sensory challenges.

Agnes has initiated a project, resulting in a booklet and DVD, which aims to support those living with dementia and their carers on how to live a positive life with sensory challenges.

In the booklet, people share their experiences relating to seeing/spatial awareness, hearing/hyperacusis, touch/taste/smell, hallucinations/misperception, balance, and sensory overload.

For each section in the booklet there is a definition with personal examples. Solutions are included, aptly called 'stuff that helps'.

Some examples in the booklet include:

Seeing

For people with dementia, the brain may not interpret what their eyes see correctly, which Agnes calls 'Brain Blindness'. For example, a black mat on the floor of a shop may be perceived as a hole.

'Stuff that helps' with these issues includes allowing more time to process information, using contrasting colours, and having plain backgrounds, especially with carpets.

Hearing

People with dementia may experience hypersensitivity to certain noises, or particularly noisy environments, leading to sensory overload and social isolation. Agnes says: 'In noisy environments, I just can't think – my brain shuts down.'

Stuff that helps with hearing issues include allowing more time to process what the person is hearing, using reflective listening and repeating back, and reducing sudden, unexpected noises and sensory overload.

Resources

The full booklet is available for free download from this website: <https://www.lifechangestrust.org.uk/sites/default/files/Leaflet.pdf>. The supporting DVD can be viewed at: https://www.youtube.com/watch?v=U_L2107EweQ.



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

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

Before you undertake a manual handling task, ask yourself:

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

Tips on how to bend, lift and carry safely:

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

Remember:

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

Chaplaincy: Volunteer Pastoral Support

In December 2017, it was with great fondness that Resthaven farewelled Volunteer Chaplain's Assistant, Joan Bennett (right, with Resthaven Westbourne Park Manager Residential Services, Marian Greenshields).

Joan volunteered with Resthaven Westbourne Park (initially with Bellevue Heights) for seven years. She contributed much to the chaplaincy team, with her spiritual insight, great sense of humour, prayer support, and piano skills.

'I have so many beautiful memories of my time at Resthaven,' says Joan.

'However, anything I have given is nothing compared to what I received. It was always a privilege to just 'be' there for residents.'

'We really enjoyed the church services together too, and I so enjoyed being able to play the music.'

'Staff and residents were so welcoming, and I am going to miss them all terribly.'

'However, I know that God's timing is right, and I thank Him for all He does and has done for us all.'

'Volunteering has been such a privilege, and I have enjoyed it very much.'

Farewell, Joan, and we wish you all the very best in your retirement.



Resthaven's Coordinating Chaplains and Chaplain's Assistants contribute to offering a welcoming presence across residential sites, providing emotional, religious and spiritual support to residents of all faiths – or none, respecting the dignity and sacredness of all individuals.

Each residential site has a Chaplain.

Follow the Yellow Brick Road!

At the Board's discretion, funds are made available each year for internal research on topics relevant to the Resthaven Strategic Plan.

For 2017-18, five projects were approved. One of these was the '**Yellow Brick Road' Map Concept** we have previously mentioned.

The Volunteer Services team will consult with volunteers, staff and specialist designers to develop and trial a "user-friendly" map that can improve the residential site orientation for new volunteers, staff and customers.

Stay tuned for progress and updates.

Resthaven on 1197 AM Vision Australia (formerly 'Radio RPH')



Remember to listen to 1197 AM Vision Australia Radio on the second Saturday of the month for Resthaven's regular speaker spot.

See this year's schedule below.

Date	Speaker
10 Feb	Rev Dr Bruce Grindlay, Coordinating Chaplain
10 Mar	Deb McDonald, Manager Marion Community Services
14 Apr	Manule Harpas, Manager Onkaparinga Community Services
12 May	Stacey Thompson, Manager Volunteer Services
9 June	Mia Brooks, Manager Resthaven Aberfoyle Park
14 July	Tina Cooper, Executive Manager Residential Services
11 Aug	Darren Pike, Senior Manager Residential Services
8 Sept	Kerry Billing, Student Facilitator
13 Oct	Anthea Tyler, Residential Accommodation & Funding Manager
10 Nov	Mark Trebilcock, Agedcare Alternatives Coordinator
8 Dec	Karen Hammond, Manager Northern Community Services

When Marna met Nic...



When 21 year old Resthaven Malvern volunteer, Nic, sat down with 90 year old Marna, the two were delighted by how much they had in common.

No surprise really, when you consider that both have a deep passion for helping others, which led them both to their volunteer roles.

Marna volunteered with Resthaven Malvern for 25 years, running the site shop and driving the Resthaven bus, before moving in as a resident herself.

Marna still volunteers, but now runs Bingo on Saturdays instead. 'The Bingo crew are a lovely group of people,' she says.

'I give out chocolate eclairs as prizes – they're very popular.'

'It's a happy couple of hours.'

Nic also started out running Bingo at Resthaven Malvern in 2013, as part of his year 12 community service subject. 'Bingo was awesome,' he says.

'I loved the residents' enthusiasm – some got quite competitive!'

Despite his keenness for Bingo, what Nic liked most was visiting with residents.

'I like to talk with residents, and listen to their stories,' he says.

'It's just amazing to hear; they're very wise, they've got a lot of knowledge to pass on.'

'There are definitely some residents here who have been through a lot of things – like losing their kids, or husbands and wives... When we talk about those things, it can be quite intense.'

'But they have such a good attitude about life anyway – talking with them really gives you perspective.'

'I want to hear all about them. The visits are really enjoyable.'

It looks like the feeling is mutual, Nic!

Our values are more than just words



Trust

- Following up and following through
- Taking responsibility: being reliable
- Being committed
- Playing in the team
- Doing the right thing



Dignity

- Listening and speaking up
- Using respectful language and being courteous
- Respecting the sacredness of others
- Unlocking potential
- Paying attention to appropriate attire and grooming



Choice

- Being adaptable
- Reframing negative signage
- Appreciating difference
- Being in partnership
- Offering options

“

Real integrity is doing the right thing, knowing that nobody's going to know whether you did it or not.

Oprah Winfrey

”

Out and About

Melbourne Cup

In November 2017, Melbourne Cup celebrations at Resthaven Mitcham included sweeps, a fashion parade, and a lovely morning tea, served by volunteers such as Cassie (below).

Residents dressed in their best for the day, with lots of fabulous hats and fascinators on display.



Australia Day

In January 2018, Resthaven Mount Gambier celebrated Australia Day with a shared barbecue lunch and concert by Phillip Wilson. Volunteer, Jenny (below), got into the Australia Day spirit with her themed hat and 'flag' cape!



Pet Visitors

Sam, the dog, and volunteer, Emma, bring joy to residents with their weekly visits at Resthaven Murray Bridge (above). Sam has a gentle nature and loves a pat, especially if there is a treat involved!

Christmas Trading Table

At Resthaven Marion, volunteers, Helen, Joan and Judi (below, back row) supported the Craft Group to create an array of amazing items for sale for the annual Christmas Trading Table.



Volunteer **Featured** Opportunities



Resthaven Aberfoyle Park

100 Hub Drive, Aberfoyle Park

Companionship volunteers for our new residential site!

Our new residential aged care home at Aberfoyle Park is due to open in early July. Initially, we would love to engage new volunteers to support new residents to explore together and get to know their new home. You would provide individual companionship, and support small, casual social gatherings.

Below: An artist's impression of Resthaven Aberfoyle Park, due for completion June 2018



Resthaven Malvern and Westbourne Park

43 Marlborough Street, Malvern

30 Sussex Terrace, Westbourne Park

Men's Groups

Resthaven Malvern and Westbourne Park would both like more volunteers to support their Men's Groups.

- Resthaven Malvern: Any weekday, once a month, 10am-12noon
- Resthaven Westbourne Park: Once a week on Wednesdays, 10am-12noon.



Do you know someone who'd like to learn more about volunteer opportunities?

**Thanks for spreading the word to family,
friends and neighbours.**

For more information, phone Volunteer Services on 8373 9036, email volunteer@resthaven.asn.au, or visit the 'volunteering' page of the Resthaven website: www.resthaven.asn.au.