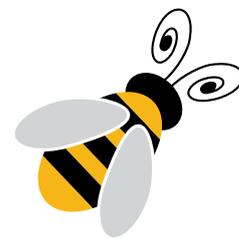


Volunteer **B**uzz



Hi from **Stacey**

I recently had the pleasure of viewing the 'Unley Legends' films, which showcase the active lives of seven older people living in the Unley Council area. Turn the page to see the faces of the two 'Unley Legends' living at Resthaven—Rev Elwyn Penna and Mrs Noreen Bray.

Work health and safety topics in this edition of the 'Buzz' include Hazard Identification, Food Safety, Infection Control, and information about the Government #StopElderAbuse campaign. Turn to page 8 to read all about these important topics.

On page 9, we discuss the Annual Memorial Services held at all Resthaven residential sites. As I read this article, I took a moment to reflect on those who had passed away in the last year.

Resthaven Marion resident, Mrs Joan Johnson, has penned a wonderful poem, 'Volunteering', on page 10. Joan's words left a smile on my face, as did the photo of Susan (right), supporting the chi ball activity. Thank you, Susan, for your great smile!

The smiles that volunteers create are one of the reasons why Resthaven Leabrook would love more volunteers. We have included some of the volunteering opportunities available at Resthaven Leabrook on the back page.

Enjoy!

Stacey Thompson

*Manager,
Volunteer Services*



Health & **Wellbeing**

Volunteers support a wide variety of health and wellness activities across Resthaven residential and community services sites.

At Resthaven Marion Community Services, chi ball class is an important part of Robert McLaughlan's wellness routine, and volunteer, Susan Wendelborn, was there to support it (below).



Resthaven's community services focus on 're-ablement'—supporting clients to manage their own health, and reaching their individual wellness goals.

Resthaven are so good at this that our community services recently won a prestigious Australian Aged Care Quality Agency award for 'National Innovation and Excellence in Aged Care'—see page 7 for details.

Resthaven Marion received a Better Practice Commendation Award for the 'Spirituality in the Garden' project.

Well done!



Quarterly Newsletter for Resthaven Volunteers

Statement of Purpose

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

Our Values

- Trust
- Dignity
- Choice

Resthaven 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.

Volunteer Services

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 volunteer@resthaven.asn.au
 PO Box 327, Unley SA 5061

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What's the Buzz?

'Unley Legends'

The 'Unley Legends' (see opposite page) showcase positive ageing.

Rev Elwyn Penna

One of the 'Legends,' Rev Elwyn Penna, gives of his time to help others—in his own words, this is what helps him stay young at heart.

Rev Penna lives in a Resthaven Malvern Retirement Living Unit, and his proximity to Resthaven Malvern and the Malvern Uniting Church gives him many opportunities to support others in his day to day life.



Mrs Noreen Bray

Another of the 'Legends,' Mrs Noreen Bray of Resthaven Malvern, enjoys singing in the Australian Retired Persons Choir to keep her young at heart.

The group regularly performs at all sorts of events, where they bring joy and happiness to others through song.

To view the stories of Rev Penna, Mrs Bray and the other 'Unley Legends' in full, visit the Resthaven website:

www.resthaven.asn.au

From the CEO

Local Legends

Every day, people help each other—some in small ways and others more generously—yet all are significant to community and family.

It is important to encourage this community spirit and connectedness, neighbours speaking with neighbours, supporting each other, and taking pride in the shared local community.

Recently, a film launch at the Capri Theatre showcased positive ageing. This film is the culmination of a collaborative project between Resthaven, the City of Unley, and seven 'Unley Legends'. It explores and shares the perspectives of everyday life of older people as they age—remaining positive, active and valued members of their family and community.

Resthaven and the City of Unley worked in partnership throughout the co-funded project to produce the series of short vignettes that showcase inspiring local 'legends' aged 72–99, who are still young at heart. 'Unley Legends' can be viewed on www.resthaven.asn.au or www.unley.sa.gov.au.

In aiming for a more age-friendly community, it is a challenge to overcome ageist stereotypes and encourage real, typical and positive examples of older people who are active and valued members, contributors and founders of our community.

The 'Unley Legends' represent the good work of others—and there are many, everywhere. Some are volunteers, some are integral to their family and others just go about their lives, active members of their community.

There are many like-minded 'legends', all of whom have made a wonderful, positive contribution to enrich our society.



Above: Peter Tsokas (Unley Council CEO), Lachlan Clyne (Mayor) and Richard Hearn (CEO) at the 'Unley Legends' launch on 23 June.

Industry News

On 9 May in the Federal Budget speech, the Treasurer announced that the Government's proposed merger of the Commonwealth Home Support Program and Home Care Packages would be delayed from 1 July 2018 until July 2020. This is an important development in the start date for a single, integrated community aged care program to support people to be able to continue to live at home.

The new timeline will offer greater opportunity for people to understand and adjust to the changes when they are introduced. It also offers much needed time for meaningful industry engagement with the Government regarding how the transition can improve client services.

As details of the transition from our current system to new home care packages is not yet developed, it is pleasing that Minister for Aged Care, The Hon Ken Wyatt AM, MP, has advised that the department will issue a discussion paper for consultation on the reforms.

Corporate Social Responsibility

As part of our social responsibility and in support of the South Australian community, since 2010, Resthaven has supported a suite of scholarships and grants in the areas of nursing and allied health at the three South Australian universities. Resthaven offers these scholarships in order to give back to the community and encourage students to consider the rewards of working with older people.

The scholarships support our students to become leading professional care to older people—now and into the future.

Supporting the students who will become the highly professional aged care nursing and allied health practitioners of the future benefits us all.

Resthaven also supports many students on placement at our sites.

Continued page 4...

From the **CEO** (continued)

International Relations

Resthaven, along with the Baan Sudthavas Foundation (BSV), in Thailand, will co-host an 'active ageing' conference in Bangkok in September 2017.

We have worked with BSV for four years, and have mutual respect for our shared purpose of working with older individuals.

On Thursday 25 May, a group of medical doctors and architects involved in establishing the Ramathibodi Hospital and Elderly Care and Hospice Centre in Thailand visited Resthaven (right), following a recommendation from the BSV Foundation about our work with them.

They visited Resthaven Malvern to see firsthand how a modern Australian residential home operates.

Site Generators

Following consideration of our business continuity plans, the storms last year and the forecast power issues in the next few years, the Resthaven Board have approved a review of residential sites with a view to installing generators.

This will safeguard our operations in times of power failure. You will hopefully observe the installation of generators in late 2017.

Advocacy and Aged Care Reforms

The aged care environment reflects increasing demand for services, and the ongoing aged care reform program, which gives greater choice and control to individuals eligible for a service.

Linked to this is the importance of maintaining an active, independent lifestyle, and, if they have some reduced capacities, that they seek our support to assist them in their quality of life.



Above: Doctors and architects from Ramathibodi Hospital and Elderly Care and Hospice in Thailand with the Resthaven Executive Group and Mario Dreosti (Director, Brown Falconer).

How staff and volunteers engage each person we work with is of great importance, as we seek to respond to their individual choices. This resonates throughout the organisation. We all contribute to such outcomes.

Resthaven has offered a fee for service program called 'Lifestyle Choices Plus' for twenty years. As greater focus is given to individuals having choice and being prepared to use their resources to support their quality of life, we anticipate this type of program will become more prevalent in home care, residential services, and retirement living.

An example of this is a Companion Service being offered at all Resthaven residential sites, as part of the Lifestyle Choices Plus options. Already a trial of High Tea services has proven popular at Resthaven Leabrook and Port Elliot.

As we further develop these options, the range is expected to increase to support consumer choice and demand.

Our efforts were rewarded on 17 August, when Resthaven Community Services and Resthaven Marion both received a 'Better Practice' Award. See pages 6-7 for details.

What is a constant throughout the history of Resthaven is our work with individuals who find that their quality of life requires some support. This is good and important work.

I value the genuine efforts of staff and volunteers in these relationships and endeavours – both those directly involved with residents and clients, or indirectly involved through various important roles.

Thank you!

Richard Hearn
Chief Executive Officer



Building Update

Our capital works program continues at speed, despite the weather proving difficult!

Resthaven Malvern

The majority of the Kingfisher refurbishment (right) is complete, and expected to be finalised in September 2017. The entry and reception area are undergoing major refurbishment.

The project has now been running for more than two years. We recently had our 50th site meeting!

Resthaven Mitcham

The new areas at Resthaven Mitcham are taking shape. Carpet has been laid and fittings installed. The new areas, named Lavender and Jasmine, are scheduled for completion in September 2017. Once these new areas are handed over, the entry point will temporarily return to Smith-Dorrien Street to enable stage 2 to take place, which involves the demolition of Clement and Crump.

Resthaven Mount Gambier

The significant refurbishment at Resthaven Mount Gambier is complete, with new TVs and weather protected external areas.

Resthaven Murray Bridge

Stage 1 is advanced, with the scaffolding removed from the new 18-place building. Works to the new car park have commenced. Stage 2 (refurbishment of Harrip and Homburg) will commence in September, with residents relocated to the new extension.

Stage 3 will commence in 2018, and incorporates the construction of 20 new rooms to replace Talbot, Jenkins and Christopher. This will also include new reception and administration areas, a hall, café, hairdresser, shop and library.



Above: One of the new, extra-large 'superior single' rooms at Resthaven Malvern.

Resthaven Aberfoyle Park

Works on the new residential home at Aberfoyle Park are progressing well. Nearly all foundations are poured, and the ground floor concrete slab is underway, along with the erection of structural steel.

Resthaven Craigmore

The new six place extension to the Resthaven Craigmore Flinders area is complete. An 'open evening' was held on 29 June, with tours run for residents, families and friends.

Resthaven Westbourne Park

The major redevelopment at Resthaven Westbourne Park has commenced. Two Resthaven-owned blocks on Norseman Avenue have been cleared to make way for a new extension.

The redevelopment will include an enlarged reception with meeting place and café, an open courtyard, enlarged staff room, relocation of the Manager's office, and stormwater modifications. Works are expected to be complete by April 2018.

Resthaven Bellevue Heights

The Resthaven Bellevue Heights refurbishment is progressing, with ensuites in Correa and Waratah being enlarged and upgraded. There will also be a new pergola, planters, clear screening, a covered verandah to the dining area, and upgraded paths outside Waratah.

Resthaven Head Office

The extension to the Head Office reception area is complete. It provides more weather protection to the reception area and is a more focused point of entry.

Resthaven Paradise

A significant refurbishment application for Resthaven Paradise has been approved by the Commonwealth. Plans include upgrades in Robin and Swan, and extension of the outdoor café area. Planning and design will commence soon.



Emmet O'Donovan
Manager, Buildings and Capital Projects

Residential Services

Resthaven residential services staff continue to work towards ensuring positive outcomes for the many older people who live in our eleven residential homes across South Australia.

As part of the work we do, the Australian Aged Care Quality Agency (AACQA) continue to visit our sites announced, and unannounced. Between May and July, Resthaven Murray Bridge, Paradise, Marion, Mount Gambier and Craigmore underwent visits from AACQA. I am pleased to say that the Surveyors recommended that all expected outcomes were met at all sites.



In July, we farewelled Relieving Manager Residential Services, Marilyn Paris, on her retirement. Marilyn (pictured above with Senior Manager Residential Services, Kelly Geister, and myself) has worked at Resthaven in various management roles for the past 23 years. During that time, she has touched many staff, residents and families with her kind and caring approach. We wish Marilyn all the best in her retirement.

In August, we welcomed two new Relieving Managers, Residential Services: Maria (known as Mia) Brooks, and Stephanie Steensma.

Mia and Stephanie both have many years' managerial experience in residential aged care. Please welcome them as they make their way around the sites.



Above (L-R): Pam Alde (Manager Residential Services, Port Elliot), Darren Pike (Senior Manager Residential Services), Professor Veronica Soebarto (School of Architecture and Built Environment, University of Adelaide), Dr Helen Barrie (Research Fellow, University of Adelaide) and Dr Joost van Hoof (Fontys University of Applied Science, Netherlands) at Horseshoe Bay.

Knowledge Sharing

On Friday 16 June, a delegation of Chinese business partners visited Resthaven Paradise to gain expertise in aged care. The visitors were hosted by Belle Kerr (Manager Residential Services), and Kelly Geister.

On Thursday 6 July, Resthaven Port Elliot hosted a delegation, hosted by Pamela Alde (Manager Residential Services) and Darren Pike (Senior Manager Residential Services).

After the visit, the group took some time out to showcase the stunning local scenery with a photo opportunity at Horseshoe Bay (above).

Spirituality in the Garden

I am thrilled that the 'Spirituality in the Garden' program won a 'Better Practice' Commendation Award from the Australian Aged Care Quality Agency. The group is pictured below in the Resthaven Marion 'Warrawee Gardens'.

A formal presentation will be conducted at Resthaven Marion in the future.

Tina Cooper

Executive Manager,
Residential Services



Community Services

National Award Win

On Thursday 17 August, Resthaven was honoured to be awarded one of two 'National Innovation and Excellence in Aged Care' Awards by the Australian Aged Care Quality Agency (AACQA) at the Better Practice Awards reception in Sydney.

The award was presented for Resthaven's 'Wellness and Reablement in Home Care' model in the inaugural 'National Innovation and Excellence in Aged Care' awards.

This new, higher tier of Better Practice Awards recognises providers who are demonstrating leading edge, innovative practices in aged care that represent 'excellence'.

This award, for innovation and excellence in our approach to wellness and reablement in the home, reflects the genuine intent of staff and volunteers, as they work in partnership with older people who have invited us into their homes to support their quality of life.

I am immensely proud of their hard work and dedication. Well done to all.

Staff Movements

In June, we farewelled Senior Manager Community Services, Susan Chessman. Sonja Dillon has commenced in the role of Senior Manager Community Services.

I am delighted to advise that Karen Hammond has been appointed as Manager Northern Community Services. Karen has many years' experience with Resthaven, and I am confident she will be a great leader for the Northern Community Services team.



Sue McKechnie
Executive Manager
Community Services



Above (L-R): Richard Hearn (CEO), Sue McKechnie (Executive Manager, Community Services) and Lynn Openshaw (Manager, Service Development) accept the 'National Innovation and Excellence in Aged Care' Award at the AACQA Awards in Sydney.

Spring Word Find

Can you find all the words in the table below? Solution page 12.

Y	Z	W	I	O	Z	G	P	P	T	U	H	Z	R	F
P	T	X	O	G	U	X	N	O	Z	C	Z	R	Z	C
P	Z	V	E	R	O	T	O	I	T	T	B	E	N	W
P	I	L	U	T	G	F	D	A	R	L	L	V	E	S
R	E	N	E	W	E	Z	H	O	O	P	S	E	W	D
F	R	A	G	R	A	N	T	S	O	H	S	F	B	U
A	S	L	A	N	X	P	S	C	Y	R	B	Y	O	O
W	B	B	R	E	W	O	L	F	R	L	S	A	R	L
A	L	H	S	U	M	E	N	E	O	I	E	H	N	C
K	U	S	W	U	Z	U	L	O	A	N	S	H	V	F
E	B	U	E	E	S	Q	M	V	N	V	E	P	R	F
N	P	L	E	P	O	L	L	E	N	F	E	E	G	V
N	A	R	T	B	S	M	R	A	W	E	S	S	R	O
H	B	S	J	H	A	T	M	Z	L	H	Z	T	J	G
E	O	T	F	G	W	U	W	K	A	M	H	S	N	Z

- | | | | |
|----------|----------|----------|--------|
| Awaken | Crisp | Hatch | Renew |
| Barefoot | Flower | Hayfever | Spring |
| Bloom | Fragrant | Leaves | Sun |
| Blossom | Fresh | Lush | Sweet |
| Breeze | Green | Newborn | Tulip |
| Bulbs | Grow | Outdoors | Warm |
| Clouds | Hat | Pollen | |

Work Health and Safety

Hazard Identification

There are many hazards in the aged care environment. However, with some forethought and care, you can identify and report hazards to make your work environment safer for everyone.

One such hazard is working in close proximity to mobile plants, such as delivery vehicles.

Risks of 'mobile plants' may include pedestrian movement near vehicles, reversing and manoeuvring, arrivals or departures, loading or unloading, hitching or unhitching trailers, lowering ramps, mounting or dismounting from vehicles, securing of loads, movement of materials and maintenance work.

Food Safety

A reminder to be aware of individual food and dietary requirements. We cannot provide food or drink to someone unless we know it is safe for them.

Staff will provide you with information about individuals. If you are ever unsure, please double check before providing food or drink.

Please check even if you have seen staff providing a certain kind of food, as individual circumstances may vary.

For example, staff may have provided a piece of cake to a resident during a birthday party, so would assume they can always have cake. However, they may have diabetes, so too much cake may not be good for them.

Please ask the staff you work with for more information, and refer to pages 18-19 of your Volunteer Handbook.

Infection Control

The best way to prevent the spread of germs is by washing your hands.

We recommend you wash your hands when you arrive on site, before you leave, and often during your stay, depending on what you are doing. This includes after using the toilet, sneezing, blowing your nose, coughing, or using gloves.

Hand washing tips:

- It takes 20-30 seconds to wash your hands properly.
- It is important to wash your hands under running water, and with soap.
- Cover the whole surface of your hands.
- The common areas that people miss include between the fingers, backs of hands, nails and cuticles, and going far enough down the wrist.
- If you are right-handed, you may have a tendency to miss your right thumb, and likewise, you may miss your left thumb if you are left-handed.
- Dry your hands properly.
- The hand washing routine takes roughly the same amount of time as to sing 'Happy Birthday'.

#StopElderAbuse Campaign

The 2017 #StopElderAbuse campaign highlights the importance of speaking up about elder abuse.

Anyone with concerns can seek free confidential advice by phoning the Elder Abuse Prevention line, run by the Aged Rights Advisory Service, on 1800 372 310.

Visit www.sahealth.sa.gov.au/stopelderabuse for more information and resources.



Brain Teasers

(Solution below)

1. t_rn

2. pr4ess

3. light

4. JUST

5. $\frac{1\ 3\ 5\ 7\ 9}{\text{Whelming}}$

(1) No u-turn, (2) Foreign press, (3) Hight, (4) Just around the corner, (5) Overwhelming odds

“ Spring is nature’s way of saying ‘let’s party!’ ”



Robin Williams

Chaplaincy

Annual Memorial Services

Throughout June, Memorial Services were held at all Resthaven residential homes.

These annual events, facilitated by the Coordinating Chaplains, are held to remember and celebrate the lives of those who have passed away in the last year.

Thank you to all residents, volunteers, staff, family and friends who attended and participated in these important services. Some are pictured here.



Wendy Morey
Executive Manager, Governance and Workforce Development



Above (from top): Rev Frances Bartlett (Coordinating Chaplain) and Des Kuhl (Volunteer Chaplain's Assistant), Resthaven Murray Bridge; Rev Sil Hein (Coordinating Chaplain), Resthaven Malvern; Mrs Glenys Ferguson and Rev Dr Bruce Grindlay (Coordinating Chaplain), Resthaven Marion.

Left (from top): Pastor Dianne Bailey-Walters (Coordinating Chaplain) and Bhavani Bailey-Walters (volunteer), Resthaven Mt Gambier; Rev Anne Butler, Resthaven Westbourne Park.

Public Relations

Resthaven Market Research

Market research is regularly conducted for Resthaven by independent researchers. In June 2017, Resthaven commissioned an Omnibus Survey, with a focus on those aged 50 and older.

Resthaven has consistently promoted our services for the past two decades. The result of this consistent, targeted marketing was reflected in the survey results, which reported that Resthaven is recognised by 98% of our target audience.

During the year, we added Mix 102.7 to the suite of radio stations on which we advertise, hosted two interactive lounges on FiveAA, placed additional, regular advertising in SA Life magazine, New Times, and COTA magazine, and had six months of outdoor advertising on the Arthritis SA billboard. Sponsorship of a new major liftout in the Sunday Mail, called 'Independent Living', proved a hit.

Brand Consistency is Key

Trusted brands are trusted as much for the way they go about their business as the way they promote their business.

Branding is more than a logo—it is about building trust. What we do, say and provide to our customers builds our reputation for being trustworthy, professional and consistent. We are all brand ambassadors.

It is extremely important to consistently satisfy our customers, working together with them, to be responsive and reliable. They'll stay with us, or keep coming back again, and recommend us to their friends and family.



Julie Johnke
Public Relations
Manager



Above: Lynn Openshaw (Manager Service Development) answers questions from the public at the FiveAA 'Interactive Lounge'.

Be Social Media Savvy!

'What many social media users fail to realise is that the courts treat social media platforms in exactly the same way as other traditional publishing media channels. Every time you post, comment, message, tweet, share or submit information on social media you run the risk of becoming involved in legal proceedings. Before you post, ask yourself:

- Am I saying something negative about someone?
- Am I saying something negative to someone?
- Am I saying something that reflects negatively on my employer or another business?
- Am I saying something that should be kept to myself?

'If the answer to any of these is yes, then re-consider whether it is worth posting.'

Natalie Abela

Partner at Adelaide law firm Cowell Clarke, and leader of its defamation practice. In-Daily, 20 June, 2017.

Spring Cheer



'Volunteering'

Oh what fun to spread good cheer,
When you become a volunteer.

You know you are welcome
As you pass by,
Though now and then
You hear a sigh.

And wish you could stay longer
For that joke and chat,
But they all know
You soon will be back.

Because volunteering
Is well worth while,
You have brightened
Someone's day,
And left a smile.

Written by Mrs Joan Johnson

Resident, Resthaven Marion

There's a 'spring' in our step!



Out and About

NAIDOC Week

Resthaven Murray Bridge celebrated NAIDOC Week 2017 with a special church service.

Coordinating Chaplain, Rev Frances Bartlett, said, 'We gave thanks for our Aboriginal and Torres Strait Islander people, and acknowledge their cultural and spiritual connections with the land.'

'We thanked God for their beauty, diversity and rich heritage, and celebrate their survival, history, culture and achievements.'

'We acknowledged the traditional custodians of the land on which we meet at Murray Bridge – the Ngarrindjeri people – and prayed for God's blessings for continued healing, justice, reconciliation and strengthening of our community relationships.'

'I wore a beautiful stole given to me by a friend, celebrating Aboriginal spirituality.'

Professional Photography

Some wonderful photos were taken recently, showcasing the Resthaven Bellevue Heights Retirement Living Units.



Several retirement living residents participated. Some of them volunteer with Resthaven Bellevue Heights and Mitcham.

“ In spring, at the end of the day, you should smell like dirt.

Margaret Atwood ”



Below: Rev Frances Bartlett with Chaplain's Assistants, Mere Ravula, Coral Coulter, Shirley Hack and Des Kuhl (standing), with resident, Shirley Jarvis, during NAIDOC Week.

Below: Resthaven Bellevue Heights Independent Retirement Living residents pose for the camera.



Volunteer **Featured** Opportunities



Resthaven Leabrook

336 Kensington Road, Leabrook
Phone 8332 4333

Art, Painting and Craft

Resthaven Leabrook are starting a creative group, to be held on either Mondays or Thursdays.

Carpet Bowls Game

This popular game would welcome extra support. Held on Monday mornings, 10am-12noon.

'Chatterly' Shop

Let us know if you would like to help out in the 'Chatterly' Shop. This could be on a semi-regular basis, or as a reliever when required/available, during the week or on Sundays.



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.

'Spring'

The year's at the spring
And day's at the morn;

Morning's at seven,
The hillside's dew-pearled;

The lark's on the wing,
The snail's on the thorn;

God's in His heaven—
All's right with the world!

Robert Browning



Word Find Solution (from page 7)

