

# Volunteer Newsletter



January | February 2020

Happy New Year  
2020

## Note from Deb

I hope everyone had a great start to 2020 and thanks for your continued support Volunteering with BASScare.

This year we look forward to enhancing our Volunteer program and services including:

- Making a computer kiosk available at Marwal for Volunteer use, in addition to the computer kiosk available at the Canterbury Centre
- Launch new values and behaviours for staff, including a purpose statement and values for Volunteers
- Offering additional free training opportunities starting with Dementia Training in March
- Roll out our Volunteer Facebook page
- Seek your feedback | suggestions and ideas through an online Volunteer survey and
- Acknowledging our Volunteers with various recognition events during the year.

Volunteers are an integral part of our operations and we welcome your feedback, thoughts and suggestions.

Best wishes, *Deb!*

Debbie Hall - Volunteer Coordinator

Phone: 8809 0010 Email: [d.hall@basscare.org.au](mailto:d.hall@basscare.org.au)

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## 2019 End of Year Volunteer Thank you Gift...

As our diary supplier had gone out of business, we opted for an alternate 2019 end of year Volunteer Thank-you gift. We hope you find the mini first aid kit of use, great to keep in a backpack, handbag or car glovebox.

*Each kit contains: 15 adhesive bandages, 1 antiseptic towelette, 1 moist towelettes, 1 soap wipe & 4 alcohol prep pads.*

If you didn't receive the gift at the end of year Volunteer celebration or whilst Volunteering during December, please let me know and I'll try and get one to you.



## International Volunteers Day

City of Boroondara  
International Volunteers Day  
Celebrations -  
5th December 2019



Thank-you to those volunteers who took up the invitation joining myself and Janet Crago at the City of Boroondara International Volunteer Celebration, held at the Hawthorn Arts Centre. The afternoon included light refreshments and messages of thanks from Councillor and Mayor of Boroondara, Cynthia Watson for everyone's Volunteering contributions.

The Boroondara 2020 Volunteer of the year was awarded to Verna Wood from Balwyn High, second-hand book shop with over 30 years Volunteer service at the school.

## Morgan Glen Iris

Recognition of BASScare's founding Volunteers lives on - Through the naming of BASScare's Assisted Living Apartments in Glen Iris

For those that missed our CEO Craig Bardrick speech at the Volunteer End of Year Celebration, I'm happy to share that BASScare's Assisted Living Apartments (*Currently under construction*) will be named "Morgan Glen Iris".

The name Morgan has been chosen as a recognition of the contribution made by Volunteers Fred and Collen Morgan who established the Canterbury Citizens Welfare Committee back in 1956. Known today as BASScare.

The development will consist of 62 new Assisted Living Apartments anticipated for completion in March | April 2021 .

If you would like further information please call 1300 667 444 or email [live@morgangleniris.com.au](mailto:live@morgangleniris.com.au)

Website: <https://morgangleniris.com.au/> .

Display Suite: 605 Camberwell Road, Camberwell  
VIC 3142

**FREE** music concert jointly presented by  
BASScare and Melbourne Recital Centre

## Music Always

with

The String Contingent

Friday  
**31st January**

2.00pm

Canterbury Centre,  
2 Rochester Rd,  
Canterbury

Seats Limited  
**BOOK NOW!**

There will be a sumptuous  
three-course lunch served prior to  
the concert for \$12 from 12.30pm - 1.45pm

Transport: \$5 each way (booking required and conditions apply)

Bookings/enquiries: 9880 4709 or email [socialsupport@basscare.org.au](mailto:socialsupport@basscare.org.au)

## Kiosk Team

### Special Thanks to our kiosk team at Faversham House

Thank-you to our Kiosk Volunteer team for donations made to Faversham House, (resulting from cost savings between supermarkets). The money has been put to good use including the recent purchase of interactive cats used in the Assisted Memory Unit of Faversham House. The kiosk is open on: Tuesday, Thursdays and Saturdays between 12.30 and 1.30pm.



## Air Quality and Heat

Your health, safety and welfare are important to BASScare.

We understand that on days of extreme heat and more recently the poor air quality may impact on your availability to Volunteer. We ask that you take care of your health as a priority, if you are not able to attend a scheduled shift please notify the staff/area in which you volunteer.

As has been the case in the last week, BASScare has had to cancel some activities last minute such as bus outings, due to poor level air quality. Whilst we will endeavour to make contact you in regards to any cancellation, we appreciate your understanding that some cancellations have been very last minute

For our meals on wheels volunteers its important going in and out of your car during the heat, that you stay hydrated. Bottled water is readily available at the Canterbury Centre and Marwal, please help yourself before and after a round or ask a staff member.

## When it's smoky outside, you should:

Keep windows and doors shut

Set airconditioners to 'recirculate' air

Take advantage of public spaces  
with airconditioning such as  
libraries and cinemas

Keep pets and pet bedding inside

**Call Nurse-on-Call on 1300 606 024**  
if you're worried about symptoms

If you have  
breathing  
difficulties,  
**call 000**  
**immediately**



# Volunteers in Focus

Maling Ward Newsletter

December 2019



Thanks to our Meals on Wheels Volunteer Peter Axup who featured in the Maling Ward December 2019 Newsletter.

Peter is a valued MOW Volunteer at our Canterbury Centre and enjoys giving back to the community via Meals on Wheels..

If you would like to see the full article please refer to the website.

<https://www.boroondara.vic.gov.au/sites/default/files/2019-11/maling-ward-newsletter-dec-2019.pdf>

Radio Interview on 94.1 FM

27 November 2019

Thanks Chris Ross for attending an interview with Ian Messer on 94.1 FM. Chris is a long serving valued meals on wheels Volunteer, who shared his volunteering experience and story with the wider community over the radio.



BASScare receives invitations and can apply to share information about our services and Volunteers to the wider city of Boroondara Community.

We also share a number of stories we feature via social media including Facebook and Instagram.

If you are interested in sharing your volunteering story, please let me know. Thanks Deb

Debbie Hall - Volunteer Coordinator

Phone: 8809 0010 Email: [d.hall@basscare.org.au](mailto:d.hall@basscare.org.au)



[basscare.org.au](https://basscare.org.au)

BASScareAgedCare

# Volunteers in FOCUS continued...

## Bruce And Caroline – Brain Games at the Canterbury Centre



On the 16th December 2019, we celebrated and thanked our valued Volunteer presenters Bruce and Caroline who had been hosting Brain Games since 2016.

Bruce and Caroline spent many volunteer hours researching and putting engaging and insightful presentations together, which they delivered on Mondays to participants at the Canterbury Centre attending Brain Games.

In 2020 Brain Games will continue with the new presenter Garry Seven who will be running the sessions at both BASScare & Mannacare.

Special thanks also goes to our Volunteers:

- Kate Avallone - Researching & delivering presentations in 2019
- Matthew Morrison - Researching & Presentations in prior years
- Dominic Callegari - 20 Questions & Presentations in 2019
- Murray Watson - Ongoing assistance with room setup & Attendance

Apologies if I may have missed everyone—everyone's contributions have helped BASScare run an engaging program.



## BASScare Volunteers Resource Material Folders

Ever wondered about some of BASScare's policies or where to find additional information? To help you out we have put together "Volunteer Resource Material" folders containing some of BASScare's policies and procedures. The folders are an interim measure, until we can make computer access available at all our sites, (as our policies are maintained online via a system called Prompt).

Volunteer resource folders can be found at:

- Airdrie House (Entrance)
- Canterbury Centre (Community Lounge and Meals on Wheels Office)
- Faversham House (Reception and Volunteers Room)
- Marwal Centre (Meal collection point) and at
- Maranoa House (In Faye's Office)



If you have any thoughts or suggestions on other resource material you may find useful, please let me know.

## Volunteers are welcome to use our services at BASScare

For further information for what's on at Canterbury Centre and Marwal Centre please visit our website or enquire at the Canterbury Centre reception.

<https://www.basscare.org.au/service/social-and-activity-programs-for-older-adults/>

# Area Updates

## Canterbury Centre & Social Support Services

We wish Tania all the best as she is leaving BASScare (the Canterbury Centre reception) with her last day on the 24<sup>th</sup> January 2020. Tania is exploring another career opportunity closer to home.

Thanks for your patience with the delays in carpet replacement within the Community Lounge, I hope your enjoying the new look Community Lounge and Library Area.

Congrats to our Learn Laugh Lunch staff member Judy Russell upon receiving a 2019 Community Recognition Award from Parkinson's Victoria. In recognition of the significant contribution volunteers make supporting people living with Parkinson's and their families.



### Marwal

New computer kiosk running about to start via bookings and we hope to also make this available to volunteers shortly.

Welcome back to our new Meals on wheels Manager Anne Butler, having replaced Geraldine.

Thanks also to Jill having stepped in & helped with Meals at Marwal and Canterbury.

### Meals on Wheels Canterbury

Our thoughts go out to the family of George Mitchell, who sadly lost his fight with cancer. George Volunteered with Meals on Wheels for 16 years and will be missed by, staff, fellow volunteers and our clients.

### Maranoa House

BASScare are in the process of extending the services that Maranoa provides to people and families of those living with Dementia. We are looking to start a day drop in centre (2 doors up from Maranoa), that our younger on set dementia clients and carers can access. If you have some extra time and would like to Volunteer in this area please let me know.

### Faversham House



A Volunteer space has now been made available as a result of the recent renovations. Please feel free to make use of the space which includes:

- Desk,
- Table and chairs, and
- Lockers

A code of 1964E is required to access the Volunteer Room. In order to exit, please press button near the door.

\*Note: to ensure security of your items if kept in a locker, we recommend you bring a small combination lock for your own use.

Debbie Hall - Volunteer Coordinator

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[basscare.org.au](http://basscare.org.au)

BASScareAgedCare

# Upcoming Events



Day	Date	Time	Event	Location
Thursday	12 <sup>th</sup> March	2pm to 4.30pm	Free Dementia Training/Info session	Canterbury Centre
RSVP to Deb on 8809 0010 or via email				
National Volunteer Week -18th to 24th May 2020 Annual celebration to acknowledge the generous contribution of the nation's volunteers				
Monday	18th May 2020	10.30 - 11.30 am	Morning Tea	Canterbury Centre
Thursday	21st May 2020	2.00 - 3.00pm	Afternoon Tea	Faversham House
Invitations will be sent closer to the date				



## BASScare Volunteer Training Opportunities

### Swinburne Digital Story Program

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SWINBURNE  
UNIVERSITY OF  
TECHNOLOGY

BASScare has been working with Swinburne University students for many years. We have now been offered a training program for our Volunteers who want to work with our residents on a digital story project. The training is free and no experience is necessary. It will involve 1:1 visits with a resident weekly and 1 hour training at Swinburne every Friday afternoon beginning mid-February.

The Digital Stories program connects volunteers with older adults through companionship and social interaction and helps residents feel valued, acknowledged and less isolated. Volunteers will be taught how to communicate, reminisce, the art of storytelling and how to produce a digital story (3-5 mins) about a person.

If you are interested in joining this program please contact me ASAP [d.hall@basscare.org.au](mailto:d.hall@basscare.org.au) or Rebecca Collins at Swinburne via email [rebeccacollins@swin.edu.au](mailto:rebeccacollins@swin.edu.au)

Swinburne are conducting interviews in January for the program.

Digital Story Information:  
<http://www.swinburne.edu.au/news/latest-news/2017/06/swinburne-studentsmake-digital-stories-for-aged-cared-residents.php>

# Training For BASScare Volunteers

## Dementia Information Session

Thursday  
12th March

2.00 - 4.30pm

Conochie Hall  
Canterbury Centre  
2 Rochester Road, Canterbury  
Facilitated by Dementia Australia

*Light afternoon tea provided.*

## Free Training

For All BASScare Volunteers

Limited places available.

Please RSVP by 5th MARCH

Contact Deb on 8809 0010 or email [volunteers@basscare.org.au](mailto:volunteers@basscare.org.au)

The benefits of participating in this course are the following:

- Broaden your understanding about Dementia
- Provide you with knowledge, skills and empathy to volunteer with individuals with dementia and their families to provide high quality dementia care.
- Learn effective ways of listening and communicating with people with dementia
- Help you better understand the disease process and some practical tips on how to care for someone with dementia
- Explains the considerations of the person's abilities, needs, and preferences in order to maximize comfort, sense of well-being, and independence.
- Opportunity to ask questions and learn from people with experience





BASScare held our annual Volunteer Thank You Celebration in November 2019, to celebrate the contribution our wonderful Volunteers make at BASScare.

We had a number of Volunteers recognised for reaching significant service milestones including:

5 Years	10 Years	15 Years	25 Years	30 Years
Pina Agati	Trish Budd	Penny Ames	Josephine Campagna	Jan Caldwell
Josephine Chang	Anne Kim Khoo	Rosemary Andrews	Trevor Gorman	
Noreen Donohoe	Helen McKenzie	Fran Barry	Betty Higgs	
Natalie Dunphy	Antoine Nsair	Michel Beuchat	Connie Morabito	
Dorothy Gascoyne	Terri Patrikeos	Barbara Brodbeck		
June Kavanagh	Kay Richards	Jill Neilson		
Anna Lee	Bill Stach	Richard Neilson		
Andra McClure	Gael Stach	Julie Sutton		
Kate Metcalf	Robyn Stark			
Robyn Smyth	Hilde Vanderwaard			
Shirley Tucker				
Tony Widdows				

If your interested in volunteering or have an enquiry please contact Debbie Hall on 8809 0010 or email [d.hall@basscare.org.au](mailto:d.hall@basscare.org.au)