

# Keeping In Touch Newsletter

September 2020

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## Note from Deb...

Firstly, a big thank you to those volunteers who welcomed me into their homes in a virtual and safe way, during recent Zoom catch-ups. It has been great to see you all and hear how you are keeping busy and entertained, especially with the need to stay at home during Stage 4 COVID restrictions. I know my daughter particularly enjoyed sneaking into a few of the Zoom sessions, (one of the many challenges of working from home and home schooling).

Whilst the bulk of BASScare Volunteer programs are paused, I would like to extend my thanks to a number of volunteers helping in a virtual capacity: sewing face masks, knitting blankets, sending notes/ letters to clients, assisting on phone call sessions and zoom group activities. Your continued support is greatly appreciated by clients and staff.

I have a list of clients who are interested in receiving letters, via our virtual volunteering pen pal program. Please let me know if you are interested in writing 1 to 2 letters a month, helping older members in our community stay connected. This small gesture makes a huge difference in lifting the spirits of others and helps us stay connected.

Congrats to our Meals on Wheels Volunteers who received long service awards from the City Boroondara. This year we celebrated National Meals on Wheels Day remotely, a copy of the presentation shared via Zoom can be viewed at:

<https://www.basscare.org.au/wp-content/uploads/2020/08/National-Meals-On-Wheels-Day.pdf>

I look forward to letting you know more information in our next newsletter, about when we are going to reopen programs, (all subject to Victoria's road map to re-opening).

Looking forward to seeing you on the upcoming themed zoom sessions. Stay safe

Deb

## Morgan Glen Iris – A New Development by BASScare

You may recall in our last newsletter, we mentioned construction is underway at BASScare's new assisted living apartments. It's progressing well, if you would like more information please visit:

<https://morgangleniris.com.au/news/its-full-steam-ahead-on-construction/>



# Staying Connected Zoom Catch Ups



Following the success and interest in continuing Zoom Catch up's, you are invited to join me and fellow BASScare Volunteers in the upcoming themed Zoom sessions.

Invitations including the Zoom link, Meeting ID and password will be emailed separately in the coming weeks. All Volunteers are welcome to join me in any or all of the below sessions. If you would like to contribute any photos or content that you would like me to share, please email the information to [volunteers@basscare.org.au](mailto:volunteers@basscare.org.au) you can also share thoughts, comments and photos during the Zoom meeting.

I look forward to chatting and seeing those that can make our next round of zoom sessions.

Date	Time	Theme	Optional
29.09.20	2.00 to 3.00pm	Spring - Gardens and Flowers	Share photos of your favourite spring flowers, gardens or tips you have on gardening
14.10.20	2.00 to 3.00pm	Footy Grand Final	Feel free to wear and show your team colours, as we approach the Grand Final
29.10.20	2.00 to 3.00pm	Melbourne Cup	Dress up a little: hats, fascinators or decorative face mask. Share your tips for the upcoming Cup and join in a free Cup Sweep draw.
09.11.20	2.00 to 3.00pm	Favourite Travel Destinations / Experiences	Share photos or short stories of your favourite travel destination or experience, including tips on places to see visit.
19.11.20	4.00 to 6.00pm	End of Year Volunteer Celebration	Further details TBC - will include long service milestone awards, guest speakers, messages of thanks and summary of the year.
08.12.20	2.00 to 3.00pm	It's beginning to look a lot like Christmas	Share how you celebrate Christmas, what your family traditions are, foods you eat or your new years resolution.

## Face Masks Donations

Many thanks to the Volunteers who answered our call for help to make re-usable face masks. These have been distributed to a number of BASScare's Social Support and Meals on Wheels clients.

Below is a thank you note we received from one of our clients:

*"Thank you very much for the lovely handmade mask recently sent. It came as a pleasant surprise on a somewhat dull day, so lifting my thoughts to how good and kind people have been during these difficult days, which hopefully will soon be just an unhappy memory".*



Hand made face masks by Raewyn Axup

## TzuChi Foundation



A special thanks to our Volunteers from the TzuChi Foundation who generously donated and delivered a number of face shields, disposable and reusable face masks to help keep the community safe. The face shields and masks have been distributed to our meals on wheels offices, for use by Volunteers and staff.

## Thank You Letter to the Volunteers from the Mayor of Boroondara

(Please refer below link)

[https://mcusercontent.com/50ac5deef5af84adb5b7288/files/gcoa40b8-67b9-4665-9e93-b97ef942c43a/Letter\\_from\\_the\\_Mayor\\_to\\_Boroondara\\_Volunteers.pdf](https://mcusercontent.com/50ac5deef5af84adb5b7288/files/gcoa40b8-67b9-4665-9e93-b97ef942c43a/Letter_from_the_Mayor_to_Boroondara_Volunteers.pdf)

# Volunteer Program Updates

## Canterbury Centre and Marwal Centre, Social Support Programs

Stage 4 restrictions have contributed to an increased demand for our virtual programs. Thank you to all our Volunteers assisting in a virtual capacity on: phone calls and zoom sessions, (Including 3 new volunteers; Jill, Donna and Joy). If you are interested in assisting remotely, please let us know. We now have 23 clients who join in various online sessions via Zoom.

As we get closer to re-opening our programs, we kindly ask Volunteers wishing to return to complete a free online food safety course, send us a copy of your certificate. The course is available online at: <http://dofoodsafely.health.vic.gov.au>. The course is not mandatory but highly recommended (we can offer assistance if needed). It's designed to enable you to understand how to; safely work with and handle food, in commercial and your own home settings.

If you are looking for entertainment and virtual tour recommendations, please check out our latest Staying Connected Newsletter:

<https://www.basscare.org.au/community-news-special-edition-september-2020/>

## Faversham House

Whilst we can't give you a firm date when Faversham House will be open for face-to-face programs again, you will be happy to know that Lifestyle staff are keeping the kiosk going.

Faversham House is also providing visits to relatives, having fitted out 2 visiting rooms with Perplex screens. Residents were also delighted with a delivery of fresh daffodils and balloons.

## Maranoa House & The Maranoa Club

We look forward to seeing you in the near future and officially opening The Maranoa Club.

Sadly, we didn't get to celebrate in person with Tina Rochford, who has retired after 25 years at Maranoa. Tina was also a founding member of the Italian Program.

## Meals on Wheels - Canterbury and Marwal

Thanks to those Volunteers continuing deliveries in these challenging times, especially during Stage 4 restrictions, and the additional requirement of carrying a "Permitted Worker Permit" to verify travelling more than 5 km's from home.

If you are interested in returning, as restrictions start to ease, please let us know.

Updated Delivery Checklists for contactless deliveries are now on our website, under COVID-19 process updates  
<https://www.basscare.org.au/volunteer/>

Congratulations to our Volunteers receiving Long Service Awards from the **City of Boroondara**:

Canterbury Centre	Years of Service
Peter Axup	5 Years
David Goddard	5 Years
John Riley	5 Years
Michael Andrews	10 Years
Peter Chisham	10 Years
Faye Clarke	10 Years
Robyn Downie	10 Years
Shelley Lin	10 Years
Susan Posener	10 Years
Chris Roff	20 Years
Lynley Roff	20 Years

Marwal Centre	Years of Service
Dorothea Curry	5 Years
Lucy Chung	10 Years
Sim Wong	10 Years
Narelle Blundell	20 Years
Veronica Stock	20 Years

## Hawthorn/Kew

Thanks for your patience as we work through the logistics of starting to deliver fresh chilled meal options to our clients and our delivery/collection point. BASScare are very grateful and wish to thank the City of Boroondara for their ongoing support of drivers who are currently assisting with deliveries.

Congratulations to our Volunteers receiving City of Boroondara Long Service Awards:

Hawthorn / Kew	Years of Service
Megan Clegg	10 Years
George Liondas	10 Years
Jan Liondas	10 Years
Jody Mercer (on behalf of GenU)	10 Years
Heather King	40 Years



## Volunteers in Focus



We have a beautiful story we would like to share, with how volunteering in a virtual capacity, reconnected old neighbours. Bringing back many fond memories and a few tears of joy. Clare who Volunteers in the kiosk at Faversham House knitted a knee rug for Gladys one of the residents, they had been neighbours many years ago in Canterbury. Clare remembers fondly her Mother talking to Gladys over their back fence.



A special thanks to Anne Kok for her donated hand made blankets. They are a true work of art!!

## 2021 Boroondara Volunteer of the Year Award

BASScare is happy to endorse any nominations that Volunteers may wish to make for the City of Boroondara Volunteer of the Year Awards. The 3 categories of nomination are:



- 2021 Boroondara Volunteer of the Year Award
- COVID-19 Outstanding local Hero Award
- COVID-19 Outstanding innovative Program

To learn more and to nominate visit:  
[boroondara.vic.gov.au/volunteer-award](http://boroondara.vic.gov.au/volunteer-award)

**Nominations  
close on  
Friday 9th  
October 2020**

For more information, contact the Boroondara Volunteer Resource Centre at:  
[bvrc@boroondara.vic.gov.au](mailto:bvrc@boroondara.vic.gov.au) or call 9278 4550.

Debbie Hall, Volunteer Engagement Coordinator  
Phone: 0447 503 741 Email: [volunteers@basscare.org.au](mailto:volunteers@basscare.org.au)

## Volunteer Survey

We will be sending out a survey in late September early October. We encourage all our Volunteers to provide feedback about your role and the Volunteer programs. This will help us improve:

- Volunteer satisfaction,
- See what is or isn't working well, and
- Identify areas for improvement.

## Upcoming Events

### Volunteer End of Year Celebration

Save the date - 19 November 2020  
Time: 4.00 to 6.00pm

## Sharing Recipes

Rubin Miller a Volunteer from Canterbury Social Support - has spent his time recently, completing a recipe book with all of his favourite recipes.

He has kindly offered to share his recipe book and make it available to anyone interested, if you would like an electronic copy please email [volunteers@basscare.org.au](mailto:volunteers@basscare.org.au)





# COVID Co-Workers Home Help



Tilly



Binx



Charlie and Amy



Xena



Cooper



Muffin



Marley



Jalen & Jacoby

Staff at BASScare have found solace from their pets in coronavirus isolation. Share photos on what brings you solace, hobbies, games or animals. We look forward to seeing them and sharing them with you in our newsletters. Please send photos to [volunteers@basscare.org.au](mailto:volunteers@basscare.org.au)



## Learn, Laugh & Lunch 5 YEAR ANNIVERSARY!!

Congratulations and thank you to all Learn, Laugh, Lunch Volunteers who have contributed to making this program such a success.



**Congratulations  
to all our Volunteers  
who have welcomed  
new family  
members, including:**

Matthew Etty Leal - a proud grandfather to his first grand daughter Emily Miller.

Born 16.08.202



# Positive Feedback

Our Meals on Wheels clients have been delighted with the service and quality of meals provided. Here are some of the positive feedback we have received are:

“

The delivery service is always courteous.

.....

I look forward to your meals and enjoy them.  
The service is always friendly.

.....

I have excellent service. Volunteers are very polite and caring, thank you.

.....

I think we are very lucky to have this service. Good wishes to all of Centre.  
Thankyou

.....

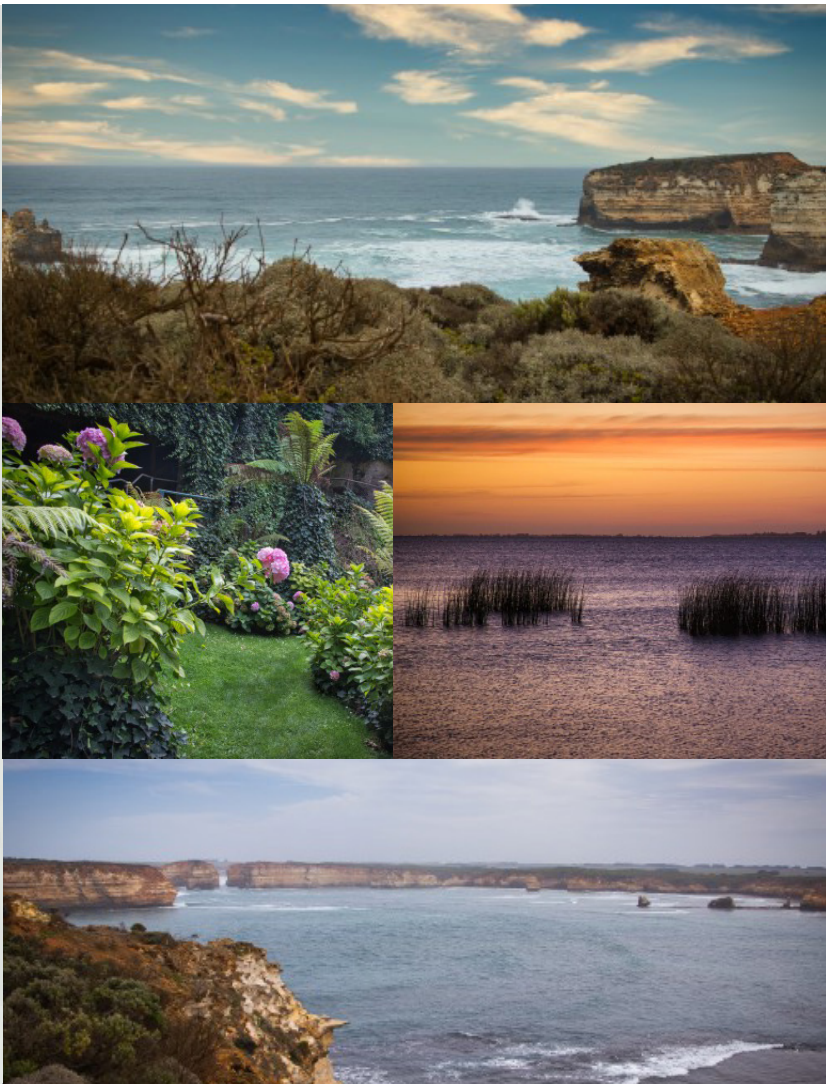
Thank you for your kindness. The people who have the delivery task are always cheerful and the meal is hot.

.....

Thank you, you lovely people.

”

# Big Lap of Australia




It is unfortunate that many of us had to cancel travel plans, birthday celebrations, renovations and much, much more. For Rubin Miller he was three weeks into his year of traveling around Australia, when they were forced to return home.

He was generous enough to share some photos of his travels.

# Post COVID-19 Bucket List

The world may be on pause at the moment, but we think this stuck-at-home time is the perfect time to get working on your own bucket lists. These are on my families bucket list:

	Dining out at some of our favorite restuarants.		Going to the beach
	Visiting relatives and friends		Camping
	Going to the drive-in		Interstate and overseas travel

What’s on your bucket list? We look forward to reading them and sharing them with you in our newsletters. If you would like to share your bucket list, please send your bucket list to [volunteers@basscare.org.au](mailto:volunteers@basscare.org.au)

# Training Opportunity

## Preventing Dementia Course

Enrolments are open for the Preventing Dementia course offered by the Wicking Dementia Research and Education. A great opportunity to learn more about dementia, including risk factors and possible ways to reduce your risk based on information from leading experts.

<b>Course Opens:</b>	6th October 2020
<b>Course Duration:</b>	4 weeks
<b>Estimated Effort:</b>	2 hours per week
<b>Course Access:</b>	Day or night, on your smart phone, tablet or computer
<b>Course Closes:</b>	20th November 2020 (content is accessible across 6 weeks)



There is a personalised certificate on completion. The course is not mandatory, recommended for those Volunteers looking to learn more about Dementia.

To register or obtain further information please visit: <https://mooc.utas.edu.au/index.php>

## Caraniche Employee Assistance Program

In these challenging times we wish to remind you that our Employee Assistance Program run by Caraniche is available to our Volunteers. Caraniche can provide you with up to 3 free counselling sessions.

Any information you provide remains confidential.

**Call 1800 099 444**

## BASScare Website

Please visit the BASScare website for access to the following:

- Volunteer Policy,
- Volunteer Handbook,
- Meals on Wheels Checklists,
- Latest updates on COVID-19, and
- Latest updates and Newsletters

## Virtual Volunteering

Whilst restrictions continue, the majority of our onsite volunteering programs remain paused.

We welcome your assistance with our Virtual Volunteering programs including.

- Conference calls,
- Zoom group activities,
- Pen pal program,
- Knitting knee blankets, and
- Sewing walker frame bags.

We are also open to any ideas or suggestions you may have, to help build stronger bonds with the older members of the community who are feeling lonely and isolated at the moment.

## Volunteers Facebook Page

**Remember to join BASScare's Volunteer Facebook page for more information and updates @BASScareVolunteers**

