

Keeping In Touch Newsletter

December 2020

Note From Deb
Program Holiday Closing /
Reopening Dates
Volunteer Program Updates
Staying Connected - Zoom Catch Ups
Thank you to Our Volunteers
Positive Feedback From Our Clients
Volunteers Needed
QR Codes
Volunteer Survey
Special Thoughts
International Volunteers Day
Friendly Reminders

Note from Deb...

A wise person once told me “we should never wish time away” however this year is a little different and many people I’m sure will be excited for the New Year and new beginnings.

Whilst 2020 has been very challenging, I would like to thank you for your ongoing support helping the local community.

Not only have Volunteers helped to support the community, we have also supported each other via Zoom. Being able to share a conversation, photos, stories, tips and even short video clips was a much welcome change to my day and I know was a welcome change for some of our Volunteers, (especially whilst in hard lock down).

With restrictions easing, I hope to offer some further Zoom catch-ups and, fingers crossed, on site coffee catch-ups with Volunteers in 2021.

Special thanks to the many Volunteers who continued in virtual/remote capacities during 2020 including:

- Making face masks, walker bags and knitted blankets,
- Assisting with group activities via conference calls and zoom meetings, and
- Assistance with ad hoc tasks.

We had a great turn out for our end of year remote celebration; if you missed it, a copy of the presentation is available on our website. <https://www.basscare.org.au/volunteer/>. Well done to an amazing number of long service award recipients.

BASScare look forward to returning the majority of our programs in 2021 and welcoming you back onsite safely.

All the very best for the festive season and New Year ahead.
Deb

Program Holiday Closing / Reopening Dates

Canterbury Centre – Social Support Activities

Closed from Monday 21st December, returning Monday 11th January 2021.

Maranoa House & Club – Dementia Services

Closed from Monday 21st December, returning Monday 11th January 2021.

Meals on Wheels

We will operate as normal however, we will be closed on 25th, 26th, 28th December 2020 and the 1st January 2021

*All the best wishes
for the Festive Season.*

Volunteer Program Updates

Canterbury Centre And Marwal Centre Social Support Programs

In addition to the phone and online activities, we have welcomed back the following programs exercise groups, lunches and computer kiosk. We are also very fortunate that we can also host smaller Christmas lunch groups.

With the return of programs we are very happy to be seeing the gradual return of Volunteers to these groups. If you are keen to return please let us know.

Changes from 2021 - Vicki Bayly will take on a new role of General Manager Social Support. Tom Edwards will take over responsibility for the management and day-to-day running of the Social Support programs.

Information and a copy of the Social Support Newsletter are available online: <https://www.basscare.org.au/community-news-special-edition-december-2020/>

Maranoa House & Club

Staff clients and family members have been happy to see the much needed return of some programs. Initially starting outdoors and now returning some indoors.

The Maranoa Club is currently recruiting for a facilitator.

Morgan Glen Iris

Construction of our new assisted living apartments is over 60% complete. If you would like to find out more or track the progress on the development, please visit:

<https://morgangleniris.com.au/news/november-construction-news/>

Faversham House

Residents and staff look forward to welcoming back Volunteers to a number of group activities from mid-January 2021.

Volunteers who attend in a visiting capacity, with already established relationships are now welcome to return onsite.

Just a friendly reminder that Volunteers (along with all staff and contractors) are required to follow the check in process at reception, including wearing face masks at all times and following social distancing measures.

With the renovations now complete, you may find a lot has changed since you were last on site! We hope you like the new changes and additional art work as much as we do.

Meals on Wheels

Many thanks for your assistance with our contactless deliveries and wearing face masks. BASScare will review our delivery processes in January and will keep you updated of any changes.

Our Hawthorn/Kew Volunteers that transferred from the City of Boroondara, we appreciate your support and happy that we can now offer you the opportunity to return.

With Christmas and New Year traditionally a busy time, if you are unable to attend, or if you are able to assist on an emergency fill in basis please let us know.

Deb is currently recruiting for new meals volunteers, should you know of anyone interested please encourage them to contact us.

Staying Connected - Zoom Catch Ups 2020

Thank you to those Volunteers who joined our various Zoom sessions during 2020. It was great to see you all.



- **Spring - Gardens and Flowers.**

We have a number of keen gardeners who shared their wisdom and shared photos of their favorite plants, (daffodils and Daphne's were a group favorite).

Joy Zhong - (Canterbury Social Support Volunteer)

I enjoy every night sitting next to a peace lily. Although it's been a tough year so far, it's quite inspiring to see how it keeps thriving.



- **Footy Grand Final.**

We shared our footy colors, learnt a little about how the game originated and had a little fun with some trivia.



- **Melbourne Cup Dress**

We certainly had a few dressed to impress. Congrats to the winners of our cup sweep: 1st Place - Peter A, 2nd Place - Dianna H, 3rd Place - Val S, Last Placing - Ruby C.



- **Travel Destinations / Experiences**

We enjoyed watching short video clips of whales up close filmed in Tromsø and photos of the Northern Lights shared by Donna Chen. Highlights of her time in India and trip to Iguazu Falls by Wendy Sun, as well as photos of Pandas shared by Iris Song.

Wendy Sun - (Maranoa House Volunteer)

1. Taj Mahal
2. The Western Building, a mosque facing the Taj Mahal



Volunteer End of Year Celebration

19th November 2020

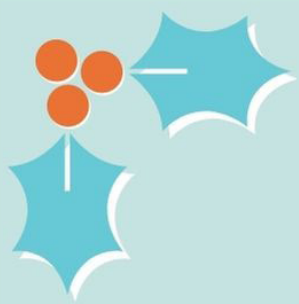
- **End of Year Volunteer Celebration**

Attended by approx. 60 people. What a great night, thanks to Zoom/technology, we could still celebrate and recognise the valuable contributions Volunteers have made to BASScare throughout the year.

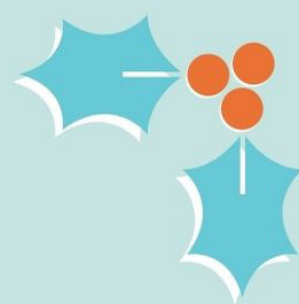


- **Last Volunteer Zoom for 2020**

We all shared a lot of interesting discussions about what makes Christmas special, ways we celebrate, family traditions and some KK/Stealing Santa game ideas.



Thank You



TO OUR VOLUNTEERS

BASScare held our annual End of Year Volunteer Celebration virtually on 19th November 2020, where we celebrated the contribution our wonderful Volunteers make at BASScare and to the local community.

We had a number of Volunteers recognised for reaching significant service milestones. Congratulations to following Volunteers:

5 Years

David Goddard
Denise Boschetti
Di Weetman
Dorothea Curry
John Riley
Kim Looi
Margaret Bridges
Mary Bendeich
Peter Axup

20 Years

Chris Roff
Lynley Roff
Narelle Blundell
Veronica Stock

30 Years

Max Gillespie

Anna Lee
Helen McKenzie
Noreen Donohoe
Andy Gower
Robyn Vandergriff

10 Years

Able Australia
Alba Gibellini
Faye Clarke
GenU
George Liondas
Jan Liondas
Jen Walker
Lucy Chung
Michael Andrews
Nicholas Jackson
Peter Chisham
Robyn Downie
Robyn Glasscock
Shelley Lin
Sim Wong
Susan Posener

35 Years

Jenny Woodhouse
Sue Gilford

Retired

June Dalrymple
Lyndsay Clark
Kay Richards
Alison Hatfield
Caroline Towers

15 Years

Cheryl Pisterman
David Pisterman
Dinah Mclean
Elisabeth Moglia
Fiona Woodard
Liz Robinson
Marietta Serong
Pam Davey
Sandra Cox

25 Years

Helen Fletcher
Isabel Harkensee
Marie Curlis

40 Years

Anne Gillespie
Heather King

Robyn Egan
Sue Gilford
Viv Wilson
Giff Hatfield

Positive Feedback - What Our Clients Have To Say About Our Volunteers.

"Great meals delivered by such cheerful, smiling Volunteers. Big Thank You"

"Thank you all so much. Wise people who deliver."

"Thank you to the kind people who deliver my meals, always with a smile and cheery word."

"Thank you and appreciation to all involved in the works."

Special Thoughts



Our special thoughts and best wishes go out to the family of Moyra Dovolil, who passed away early October.

Moyra was a valued member of our Volunteer team at Canterbury Centre and dear friend of the Learn Laugh Lunch Group.

Debbie Hall, Volunteer Engagement Coordinator
Phone: 0447 503 741 Email: volunteers@basscare.org.au



If you know of anyone that is interested or available 2 hours a week to help our community, please contact Deb on 0447 503 741.

Alternatively, if you know of a community group or centre where we can advertise please let Deb know.

QR Codes



BASScare has introduced QR code check in at all sites. It is a Victorian state government requirement that we introduce this method of check in for their contact tracing purposes. The data is kept by Service Victoria and can only be accessed by DHHS. After 28 days the data is deleted. You will still need to sign in and answer the mandated DHHS questions in our paper register.

Volunteer Survey

Our survey has been postponed until 2021. You are always welcome to provide any feedback at anytime to your service area manager or coordinator. You can use a feedback form and pop it in the feedback box on site if you prefer to remain anonymous.

International Volunteers Day

On 4th December we celebrated International Volunteer Day by acknowledging all the amazing contributions Volunteers make in Boroondara. A special online celebration, which was hosted by City of Boroondara, gave me the opportunity to give a special shout out to our amazing Volunteers at BASScare. I never miss an opportunity to say thank you to all of you!!

A recording can be found at <https://www.youtube.com/watch?v=d964wIMtK90&feature=youtu.be>

Friendly Reminders



- Please let Deb know, so we can update your centralised Volunteer records. If you:

- » Have you moved house recently,
- » Changed phone number or email address, and
- » Or have a different emergency contact.



- Copies of updated Volunteer documentation including our Volunteer Handbook Update, Meals on Wheels Checklists, Newsletter and Volunteer Policy are available on under the Volunteer section of our website <https://www.basscare.org.au/volunteer/>



- If at any point you are unable to attend a Volunteer shift, please contact the relevant service manager or coordinator (see contacts details below).



- You can access our employee assistance program for 3 free and confidential counselling sessions by calling Carniche on 1800 099 444.



- Should your circumstances change and you are no longer available to volunteer or wish to pause your volunteering, please let us know.

Faversham House - Lifestyle Team

Phone: 03 8809 4908

Reception Phone: 03 8809 4000

Email:

LifestyleCoordinator@basscare.org.au

Canterbury Centre –

Social Support Activities

Phone: 03 9880 4700

Email: socialsupport@basscare.org.au

Maranoa House & The Maranoa

Club – Dementia Services

Phone: 03 8809 4979

Email: maranoa@basscare.org.au

Meals on Wheels - Canterbury

Phone: 03 9880 4703

Email: mealservice@basscare.org.au

Meals on Wheels – Marwal

Phone: 03 9880 4751

Email: marwal@basscare.org.au

Meals on Wheels – Hawthorn/Kew

Phone: 03 9880 4750

Mobile 0437 816 081

Email: hawthornkew@basscare.org.au



Embracing the

New Year 2021

and all the very best it has to offer

Debbie Hall, Volunteer Engagement Coordinator

Phone: 0447 503 741 Email: volunteers@basscare.org.au

Pg. 6

@BASScareVolunteers

basscare.org.au