

July/August 2021

Volunteer NEWSLETTER



Staying Connected

- New Section - Volunteer Experiences page 4
- See page 7 to see what has been happening at Faversham House ➔

Note from Deb...

Firstly thanks for your ongoing support and adaptability with the ever changing COVID restrictions, especially in light of the recent lockdown. It's been nice to see the majority of our volunteer programs gradually return. We hope to welcome back our Faversham House volunteers shortly.

I would like to thank those volunteers who joined us for National Volunteer Week celebrations held in May. We were so lucky to be able to celebrate and reconnect in person, included on page 6 are some photos taken from each of the events. Feedback on the thank you gift was also positive, I believe everyone enjoyed the tin of mints, (If you haven't thrown away the tin, it comes in handy to safely store a disposable facemask).

No doubt, you have seen in the media a lot of publicity around mandatory COVID vaccinations for people working in residential aged care. Clarification is yet to be received if this requirement will extend onto volunteers. BASScare highly recommend all staff and volunteers receive the COVID-19 and flu vaccinations and thank those volunteers who have taken up the vaccinations offered onsite or independently.

If you have received your flu and/or COVID vaccination and are happy to share this information with BASScare, (to be kept on volunteer file, please send me a copy of your details via email d.hall@basscare.org.au or send a photo via text to 0447 503 741).

I look forward to seeing those volunteers attending the upcoming open days at Morgan Glen Iris (BASScare's new serviced apartment development). If you are unable to make the 21st or 30th July, you are welcome to attend the main open day on Saturday 31 July from 10am to 3pm. Thanks and continue to stay safe. Deb

Volunteer Survey

We have recently engaged the services of Pathways Australia, to assist in preparing and seeking independent responses on our Volunteer Survey.

The survey will be sent out shortly, we value your feedback and look forward to hearing from our volunteers on what is working well or ways that we can improve.



Volunteer Gift

If you are yet to receive your volunteer gift (tin containing chewy mints), please let Deb know and she will forward onto your volunteering area, to collect when you are in next.



Contact Details

Debbie Hall

Volunteer Engagement Coordinator

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Email: d.hall@basscare.org.au

Meals on Wheels - Canterbury

Phone: (03) 9880 4703

Email: mealsservice@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

Email: hawthornkew@basscare.org.au

Faversham House - Lifestyle

Phone: (03) 8809 4908

Email: lifestyleCoordinator@basscare.org.au

Faversham House - Reception

Phone: (03) 8809 4000

Canterbury Centre

Social Support Activities

Phone: (03) 9880 4709

Email: socialsupport@basscare.org.au

Maranoa House & Club

Dementia Services

Phone: (03) 8809 4979

Email: maranoa@basscare.org.au

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Volunteer Resource Information

 **BASScare Volunteers Facebook Page**
@BASScareVolunteers

Volunteer Resource Material

www.basscare.org.au/volunteer/

Printed Volunteer Resource Folders

Are available at all BASScare sites

Connect with fellow BASScare volunteers via our **VOLUNTEER FACEBOOK GROUP**. Share news, information and photos.

BASScare Further Information

 **BASScare Facebook Page**
@BASScareAgedCare

BASScare Website

basscare.org.au

BASScare Social Support Programs

Canterbury and Marwal Centres

www.basscare.org.au/category/news/

Morgan Glen Iris

(62 serviced apartment development in Glen Iris)

www.morgangleniris.com.au

Hester Canterbury

<https://hestercanterbury.com.au/>

Affordable Independent Living Units

www.basscare.org.au/service/affordable-living-units/

Upcoming Events

Morgan Glen Iris Volunteer Tours and Morning Tea

Please refer to the invite emailed.

Wednesday, 21 July (10:00am to 12:00pm)

Friday, 30 July (10:00am to 12:00pm)

National Meals on Wheels Day *

Wednesday, 25 August 2021

End of Year Celebration *

Thursday, 18 November 2021

* Invitations to possible events will be sent out closer to the dates.

Volunteer Program Updates

Social Support Programs Canterbury Centre & Marwal Centre

Apologies for the last minute cancellation of our Cancer Council Morning Tea Fundraiser, planned for 27 May 2021, (just prior to the recent lockdown).

Thank you again for your patience as all our onsite programs were paused and slowly returned with reduced capacity limits.

With the easing of restrictions, we look forward to welcome you all back.

Just a friendly reminder whilst onsite please:

- Wear a facemasks (except if eating),
- Sign-in via QR Code, and
- Adhere to 1 person per 2qm.

Below, photos from the Quartz performance at the Canterbury Centre.



Faversham House

Thanks for your understanding and patience whilst volunteering at Faversham House remains paused. Our objective is to keep everyone safe, including our residents who may have compromised immunity and are at high risk.

We will continue to keep you updated on further easing of restrictions and look forward to welcoming you back, as soon as it is safe to do so.

Please note: from the 18 June 2021 a further check-in via QR code is required for everyone entering Faversham House, (only exceptions being residents and emergency services in an emergency situation).

Included on page 8 are some photos of recent highlights including our residents:

- New Origami 1:1 session for residents,
- Arts and Crafts Session with Sharon, and
- World Music Day celebrations on Monday 21st June.

COVID Vaccinations are underway for staff and volunteers, (residents received their Pfizer vaccinations in May).

Meals On Wheels

Canterbury, Balwyn and Hawthorn/Kew

Many thanks to all our meals on wheels volunteers, who continued with deliveries during the recent lockdown. We appreciate your support and extra offers of help to ensure the essential service of meal deliveries continued.

If you also made deliveries during some of the stormy and server weather conditions recently thank you. Please remember to exercise caution, particular on wet days in the slippery conditions on the roads and on footpaths.

We recently received a volunteer suggestion for hi-vis vests. BASScare are currently looking into the types of vests available, signage and pricing options. We look forward to sharing further information with you in the coming weeks. (The wearing of vests for Jockeys and Drivers will be voluntary and non compulsory, we are open to any thoughts and suggestions. Please provide any feedback to Deb or via the meals offices).



We recently have not been receiving the menus back in time from our clients. If you could please ask your clients if they have a menu ready for collection, it would be greatly appreciated.

Canterbury – Thanks for your transition to contactless meal collection during the height of restriction. We welcome you back onsite, make use of the Canterbury Community Lounge.

Maranoa House & Club

After a short pause for a couple of weeks, we are happy to welcome back clients with support from volunteers.

SEEKING HELP!!

We are still looking for an Italian-speaking volunteer to assist with our in-house program on Tuesdays. If you know anyone who may be interested please refer them onto us or have them call Deb on 0447 503 741.



Volunteers in Focus

Call Out For: VOLUNTEERS TO SHARE YOUR EXPERIENCES, STORIES AND BENEFITS

I'm keen to focus on our volunteers and share your stories on what volunteering **MEANS TO YOU** – if you would like to share a story with us please let me know. I'm happy to meet you at one of our locations or catch up over a coffee (subject to restrictions).

Deb Hall,
Volunteer Engagement Coordinator

VOLUNTEER EXPERIENCE FROM.... Marwal Meals on Wheels Volunteer Karlie

"I love my Meals on Wheels round. I feel like I should be thanking you for giving me the opportunity, and the clients, for making me feel amazing after every visit".

Over coffee, Karlie shared with me one of her memories from meals on wheels (when volunteers could enter our clients homes).

She recalled making a delivery to a beautiful husband and wife, they asked her to come in and have a chat and she noticed they were somewhat distressed. They had been working on a jigsaw puzzle, almost finished with the exception of 1 missing piece.

Kindly, Karlie offered to have a look on the floor and other areas that the clients could not easily reach and with great luck managed to find the missing piece.

The clients were so appreciative, as the jigsaw was on loan. For Karlie it was a simple task that made such a huge difference and leaves her with fond memories.



Knitted Squares by

MEALS ON WHEELS VOLUNTEER LIZ

Our vibrant community at BASScare consists of many talented people with a variety of skills. Meals on Wheels volunteer Liz is undoubtedly one of them and she kindly dropped in to donate a number of knitted squares she made.

Liz decided to fill in some time knitting during the 2020 restrictions making a range of coloured squares that I will organise to be put together and be made into a knee blanket for use by one of our residents or clients. An incredible effort, we are so proud to have collaborations like this within the BASScare community.

Thank you Liz.



Other News

Special thank you to WOOLWORTHS and RECKITT-BENCKISER

We would like to acknowledge and thank **Woolworths** and **Reckitt-Benckiser** for the generous gift of sanitising and cleaning products, recently distributed to our Meals on Wheels clients.

The kits were greatly received and appreciated. Many thanks to **Meals on Wheels Victoria** for their involvement in organising this and our amazing meals on wheels volunteers for helping deliver the kits.



Morgan Glen Iris

We have opened our doors at Morgan Glen Iris, with our first resident moving in on Monday 5th July. Morgan Glen Iris offers our residents flexible services and packages, as well as chef prepared meals. We let the resident choose the level of support that best suits their needs.

If you are interested in visiting Morgan Glen Iris we will be holding **Open Days** for BASScare's volunteers to get a sneak peak on **21 July and 30 July (10am - 12pm)**.



NEW PREMIUM Assisted Living
Community Luxury apartments offering
independence with care & support

A Nationally Accredited COVID-19 Pfizer Vaccination

We were happy to secure and offer Pfizer vaccinations to staff and our volunteers. Thank you to those who took up this offer with BASScare and to those volunteers who have already taken steps to secure vaccinations independently.



Assisted support for living at home

Tailored domestic personal & clinical support for independent living in your own home

We're pleased to announce BASScare will now be offering Home Care Packages and would like to welcome Lauren Richey as Home Care Manager.



If you know of anyone requiring assistance to remain at home safely and independently, have them contact our Home Care team to discuss their needs on 8809 0050.

National Volunteer Week Celebrations

NATIONAL 17-23 MAY 2021
VOLUNTEER
RECOGNISE. RECONNECT.
REIMAGINE. WEEK



Morning Tea - Thursday 20 May 2021 at the Canterbury Centre



Afternoon Tea - Monday 17 May 2021 at the Maranoa Club



Whilst visitor restrictions remain in place at **FAVERSHAM HOUSE**. We thought we would share some photos of what's been happening.

Follow us on **FACEBOOK** to see further updates.

Arts & Crafts Sessions

With Eric and Sharon



Chair Yoga!!! Everyday is a good day to do Yoga



WORLD MUSIC DAY - Monday 21st June

Faversham House's residents celebrated with Music Therapist Christina and talented musician Rob. Christina and Rob facilitated sessions where residents were introduced to drumming and bell ringing, finding rhythm, movement and social interaction as they created music together.

