

December

Volunteer NEWSLETTER



Staying Connected

- PAGE 2 Contact Details
- PAGE 3 Volunteer Program Updates
- PAGE 4 Volunteers in Focus
- PAGE 5 Long Service Awards
- PAGE 6 Other News ➔

Note from Deb...

What a difference a few months makes, especially in these extraordinary times and ever-changing world! I would like to thank all our amazing volunteers for your continued patience, flexibility and ongoing commitment in supporting BASScare, our clients, each other and the local community.

We have had some extreme weather days and undesirable conditions – despite this, our Meals on Wheels volunteers have continued to deliver meals in a timely manner with friendly smiles on your faces, to the delight and ongoing appreciation of our meals clients. A great reflection of the dedicated meals volunteers we have across our three Meals on Wheels locations.

Our social support and dementia support volunteers have also shown great resilience with a number of stop starts to programs, accommodating COVID safe protocols, including sign-ins, density limits, wearing PPE, need to be vaccinated and increased sanitising of areas and equipment.

I have not forgotten our Faversham House Volunteers you have shown amazing resilience and patience, holding onto the hope of soon returning.

Thanks so much for your understanding as programs remained paused associated with

visitor restrictions in aged care settings.

On behalf of management and the board, we extend our thanks for supporting BASScare's goal of keeping everyone safe, including our older clients.

We are not out of the woods yet; slow and steady wins the race. Please continue to stay vigilant and safe.

If I don't get to see you before the year is out, have a Merry Christmas and a Happy New Year, Deb.

Merry
Christmas
and HAPPY NEW YEAR



Contact Details

Debbie Hall
Volunteer Engagement Coordinator

6 Rochester Road, Canterbury
Mobile: 0447 503 741
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



Volunteer End of Year Gift Contents

Here's a glimpse of what's included in your end of year gift.



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

Employee Assistance Programs

Caraniche Phone: 1800 099 444



Apartment 1.12 at Hester Canterbury is for sale. For more information visit: <https://hestercanterbury.com.au/apartments-for-sale/>

BASScare Further Information

 **BASScare Facebook Page**
@BASScareAgedCare

BASScare Website
basscare.org.au

BASScare Social Support Programs Newsletter
Canterbury and Marwal Centres
www.basscare.org.au/category/news/

Other Areas for Support

Coronavirus.beyondblue.org.au Phone: 1800 512 348

Lifeline Phone: 13 11 14

Headspace.org.au Phone: 1800 650 890

1800respect.org.au Phone: 1800 737 732

Kidshelpline.com.au Phone: 1800 551 800

Or talk with your GP.



**Morgan
Glen Iris
See page 7**



*End of Year
Celebration - Update*

**See
page 5**



**Volunteer
in Focus
See page 4**

Volunteer Program Updates

Maranoa House & Maranoa Club

A big **welcome back** and **thanks** for your ongoing support.

It has been great to see the return of clients to our programs, providing much needed support to our clients and their extended family members.

A special **welcome** to our new volunteer Rosa, assisting our Italian group on Tuesdays.

Welcome Back
to Maranoa House & Club
& *Welcome to Rosa*

Faversham House

We are now moving into a period of adjustment, learning to function and live with COVID – finding balance between risk and safety for our residents, staff, volunteers, families and contractors.

Everyone plays a vital role in this balance and we thank you for your ongoing support and understanding as we continue to adapt. We hope to return volunteers onsite shortly and will keep you updated.

Lifestyle Staff Update – due to personal circumstances we said goodbye to Julie Bell in November. Julie held a shared role with Rachel in the lifestyle team.

Resident Update – Residents are now enjoying family visits onsite within set restrictions and able to leave on outings or visit family. Please direct any enquiries or booking request to see residents via Faversham House reception on 8809 4000.

Our residents are continuing to stay engaged in a number of activities, including:

- Cooking day, making milo balls,
- Cup celebrations/fashion on the field day,
- Halloween activities,
- Men's garden bowl completion, and
- Celebrating International Day of the Older Person.



Meals on Wheels

Canterbury, Balwyn and Hawthorn/Kew

The hi-vis vests are now available for collection via the meals offices. If you did not place an order, but would like the vest (not a compulsory requirement), please let us know.

Friendly reminder – if you are unable to attend a scheduled shift, please contact the meals office directly. Please leave a message if calling outside of business hours or if meals staff are unable to answer.

Canterbury Ph: 9880 4703

Marwal/Balwyn Centre Ph: 9880 4751

Hawthorn/Kew Ph: 9880 4750 or 0437 816 081

Many thanks to volunteers assisting with additional shifts and stepping in as an emergency. If you are available and would like to assist with extra rounds please let us know.

After research into meal packaging options, we have changed our packaging, with the aim of assisting clients for easier opening of meal containers (the containers are microwavable).

With Christmas fast approaching and travel back on the cards, stay safe and let us know of any extended plans you may have.



Social Support Programs

Canterbury Centre & Marwal Centre

Welcome back – if you have any queries with regards to the return of programs or when volunteer assistance is required, please do not hesitate to contact Tom or Vicki via reception on 9880 4709 or alternatively Deb.

Please be assured all staff, contractors, volunteers and clients attending the Canterbury Centre are required to be double COVID vaccinated and expected to follow COVID safety protocols upon arrival and whilst onsite.

Tom will be on leave from the 18th November until 6th December 2021. We wish Tom and his wife Sophie all the best now newly married and enjoying some time away.

Upcoming retirement of Vicki Bayly

Sadly Vicki has opted to leave BASScare, with her final day on the 3rd February 2022. Vicki may not fully retire, but plans to embark on new adventures and commit more of her energies outside work.

Best wishes to
Tom and Vicki

Volunteers in Focus

MEET JUDY SAVAGE Meals on Wheels Volunteer at Marwal

Although choosing to retire at the end of this year Judy Savage has kindly offered to share her volunteering experience with us. Judy started volunteering in June of 2002, making deliveries on her own and delivered many a meal to clients on round 3 via the Marwal Centre, for just shy of 20 years.

In her words, Judy has enjoyed and found it a great pleasure delivering meals, meeting and talking with clients and building good friendships over time. Judy has seen and has enjoyed the honour of taking politicians and local council members out on meal runs.

Whilst she has seen a number of changes with meal deliveries over 20 years, those more notable include:

- Ladling out soup from large containers, before they moved to vacuum flasks and having to pour soup into the clients' own mugs or bowls.
- The need to carry upwards of 4 to 5 flasks for the hot soup along with individual meals and desserts, whilst delivering accounts and collecting payment for meals.
- Making deliveries to a large number of clients, (approx. 30 to 35 homes per shift).
- Changes in the delivery of meal items including packaging, now more "fine-tuned" with varied menu options that are well planned.
- Decline in meal recipients numbers with clients moving into care, passing away or opting for other meals alternatives.
- Witnessed the changing landscape with demolition of older homes making way for new larger homes, including the impact of building works has on parking when delivering meals.
- Extra safety precautions with meal deliveries since 2020 due to COVID food safety changes.
- Always found clients very happy to receive their meals and most grateful for the service.

During her time volunteering, Judy recalls only one concern with a meals client having fallen outside of his home. She stayed to help him along with assistance from locals/neighbours. Judy waited until emergency services arrived and appreciated the support received and message of thanks passed on from his family.

Judy summed up her time volunteering as an enjoyable way she could give back to the community. She learnt so much, chatting and checking in on people stemming from "the old nurse in me". She will miss her "dear friends" on round 3 leaving with fond memories of visiting them with meals and keeping in touch checking on their wellbeing. Judy thoroughly recommends volunteering to retirees or anyone with free time looking for a way of "giving back to the community".

On behalf of all of BASScare's staff, clients and fellow volunteers, we pass on our utmost thanks and appreciation to Judy for her commitment, dedication and wish her all the best for the future.



Thank you
Judy

End of Year Celebration - Update

Each year BASScare celebrate and thank you all for your valuable contributions. Due to ongoing concerns around COVID in the community and with large gatherings, we are going to err on the side of caution and won't host an onsite celebration this year, (initially planned for Thursday 18th November 2021).

BASScare will still be celebrating our volunteers and taking steps to thank you for the valuable contributions you have made during 2021. We are currently finalising plans and will be distributing a thank you gift shortly. Please refer to the invitation you will receive including details on when and where you can collect your gift.

We hope to have the gifts available for collection from 1 December 2021, via your service area. As restrictions continue at Faversham House, Faversham volunteers will be invited to collect your gift via Deb Hall, Volunteer Engagement Coordinator at Airdrie House.

Long Service Thank you's

A big congratulations to our volunteers receiving long service acknowledgement listed below:

5 Years		15 Years	
Jill Grant	Vicki Finlay	Shelagh Chesterman	
Matthew Ety-Leal	Dianne Whitelaw	Robyn Clarke	
Sue Hill	Liz Cuckson	John Marshall	
Stephen Clarke	Murray Watson	Linda Mattarucco	
20 years		25 years	
Jenny Dunn	Rita Stubbs	Tzu Chi Foundation	
Anne Beuchat	Carole Yeats	Angela Cheng	
Manny Dalla Costa		Bee Eng Cheong	

Special mention of thanks to all our volunteers having retired during 2021, with a special mention of thanks to:

Judy Savage	Just shy of 20 years	Marie Purcell	Just shy of 25 years
Narelle Blundell	21 years	Julie Sutton	17 years
Sue Gilford	33 years	Linda Zamprogno	12 years
Penny Ames	17 years	Maroula Voyias	13 years
Robyn Cass	43 years	John Sartori	19 years
Peter Chisham	11 years	Isabel Harkensee	25 years
Sue Posener	11 years	Cleo Di Paolo	Just shy of 20 years
Helen Hunwick	Just shy of 23 years	Judy White	Just shy of 23 years
Val Sayers	28 years	Pam Fabry	14 Years
Elizabeth Harrison	Just shy of 15 years	Mee Mee Koh	Just shy of 13 years



National Meals on Wheels Day – 25 August 2021

Celebrated on the last Wednesday of August each year

Our Meals Manager Anne Butler was interviewed for a podcast in celebration of National Meals on Wheels Day. During the interview, Anne was able to share the valuable difference Meals on Wheels makes in the community and share the amazing support we receive from our volunteers. We couldn't operate the service we do without the support of our amazing volunteers. If you would like to hear, the podcast please visit:

https://open.spotify.com/episode/4rN7IkDsIsxcftHXC6EUa3?si=CUBpOzfFRiu6XkiUtrloWw&dl_branch=1

If you missed the advocate article Meals on Wheels Day, featuring comments from a number of BASScare's volunteers please visit:

<https://theadvocate.org.au/news/meals-on-wheels-is-still-on-the-road/>



VOLUNTEER ENGAGEMENT SURVEY –closed Friday 19 November 2021

Many thanks to the volunteers who took the opportunity to complete our Volunteer Engagement Survey.

The survey distributed by Pathway Australia closed on Friday 19 November 2021. If you did not receive an email inviting you to complete the survey and would like to participate – please let me know.

We look forward to sharing the results with you in the coming months and appreciate your feedback on what is working well or ways that we can improve.

You are always welcome to provide feedback at any time. Please feel free to pass on any feedback via your service area coordinator, to Deb Hall Volunteer Engagement Coordinator or via the suggestion improvement boxes located at BASScare sites.

Staying Connected

Thanks to the great turn out of volunteers who joined the Zoom and Trivia session hosted on the 22 September 2021.

Special thanks for your kind words and expression of thanks shared with my daughter Bethany who co-hosted and prepared the trivia session.



Other News

A FUNERAL MASS FOR



BRIAN JAMES BEGLEY

31st May 1931 ~ 7th November 2021

Condolences....

Our thoughts go out to the family and friends of Brian Begley, former Meals on Wheels volunteer at the Canterbury Centre. Sadly, Brian passed away early November at the age of 90 after an ongoing battle with cancer.

Brian was a valued member of our meals on wheels team at Canterbury and a dear friend to our Thursday group of meals volunteers. He commenced volunteering with BASScare back in December of 1997 and continued to assist with Meals on Wheels for over 20 years, before needing to retire in 2020, associated with ill health. **Rest in Peace.**

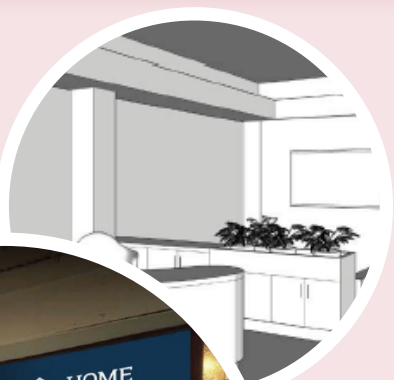


Morgan Glen Iris

BASScare's premium assisted living luxury apartments, featuring 62 apartments is now offering onsite tours again – bookings essential.

We are aiming to reschedule a tour for volunteers for when we can accommodate for larger groups.

If you would like to book a tour independently or find out further information, please call **1300 667 444** or visit the website <https://morgangleniris.com.au/apartments/>



BASScare - NEW Shop Front

Unfortunately due to building approval delays, we have not been able to open our new shop front/office at Maling Road. We hope to see minor works start in the coming weeks converting the old pharmacy into to welcoming reception and office space.

We will continue to keep you updated, hopefully in the new year, 131 Maling Road, Canterbury will become the new site for our: Home Care Team, Marketing/Publicity Staff and Deb Hall – Volunteer Engagement Coordinator.

Coming Soon to Maling Road