

Volunteer Update

July has been filled lots of activities, despite multiple homes experiencing COVID outbreaks.

The support from our volunteers has been **invaluable and greatly appreciated** during this time, as you continue to volunteer during these outbreaks. It is especially wonderful to see that during these difficult times, our volunteers continue to provide care, emotional support and companionship to our residents.

We are expecting COVID outbreaks over the coming weeks. Please remember to be vigilant with hand hygiene on entry, exit and between resident visits and social distancing.



It is important that we continue to be testing daily with a Rapid Antigen Test (RAT) before entering the home, and wear face masks at all times inside the home. Goggles or face shields must be worn at all times in any home experiencing an outbreak.

Volunteers can take a few Rapid Antigen Tests (RAT) home so you can test at home prior to your next visit. Please ask at Reception.

On behalf of the Management and Staff we THANK YOU for your daily assistance. Every volunteer visit means so much to our staff and the residents you engage with.

Michelle Chate
Volunteer Coordinator



Return, Reconnect, Reward

One of the consequences of the COVID-19 pandemic is that some of our volunteers have stopped their previous volunteer work or hesitant to return.

We are encouraging all our volunteers to **RETURN, RECONNECT** and reaps the **REWARDS** of your important work by giving your time to help others, which can help you as well.

At Warrigal we have strong policies and procedures in place to keep everyone safe (*read more over page*).

Betty Uren and Janet Walsh

It is with sadness that we advise the passing of two important women to Warrigal's history who will not be forgotten.

Betty Uren passed away on 28 June and was a long time Warrigal Auxiliary Volunteer and Company Member.

Betty commenced volunteering at Mt Warrigal when it was first opened and would talk about how she washed sheets, made toffee apples, cakes etc for fundraising fetes.

Betty became a Company Member in 2007 and at aged 95 years was still volunteering on the Auxiliary and as a Company Member until her passing.



Janet Walsh passed away on 5 July and was a Company Member since 1997 and remained a member until her passing.

Janet served on the Board from 1998 to 2001. Janet's nursing background was helpful for clinical governance on the Board.



Both ladies will be missed as they did so much to help older people at Warrigal.

8 Tips for Successful One-On-One Visits

One-on-one visits allow you to respond to the needs of those who avoid social settings. There are many enjoyable games and activities to keep minds and bodies strong and active that can be enjoyed in a one-on-one setting.

One-on-one visits also provide an opportunity to develop rapport and trust with individuals, which is so important in residential care settings.

1: Put Yourself in Their Shoes

Prepare yourself mentally beforehand by spending a few minutes thinking about the person; try to put yourself in their shoes. Take a look at their profile form and see if there are hobbies or interests you can talk about.

2: Early Morning is Best

Schedule visits for early mornings when residents are more alert. Alternatively, visit mid-afternoon after lunch and rest time. Make them feel special by sending a note: "Hi Linda, if it suits you, I will be coming by tomorrow for a chat and a cup of tea!"

3: Eye Contact is Important

On arrival, look your resident in the eyes, set the right tone with a warm greeting and then sit down in front of the resident at eye level.

4: Use Props

If you need to, bring a 'helping hand' such as a flower, some seasonal fruit, some interesting media headlines, or a home-baked biscuit. Props can trigger reminiscing and help start conversations. *(Note: check dietary requirements with staff).*

5: Reduce Background Noise

Turn off the TV and radio and close the door if loud noises are coming through.

6: A Change of Scenery Can Be a Good Thing

If your meetings are always in the bedroom, try a change of scenery. A veranda or garden setting are good alternatives.

7: Pay Attention to Body Language

Pay attention to your resident's body language as well as your own. If you are wringing your hands or looking at the clock, it sends a message that you don't want to be there. Be genuine, your attitude will make or break a visit. If you are not there in body and soul they will sense it and become indifferent. On the other hand, if they are nodding off to sleep or avoiding eye contact, make an excuse and come back when the resident is more receptive.

8: Be Patient

If the resident has advanced dementia, be prepared to repeat conversations as needed; look at pictures in the room and ask questions, admire clothes and hair.

www.goldencarers.com



Photo: Michael and Bill, with Bill proudly wearing his Canberra Raiders cap.

Michael and Bill's Story

Michael visits Bill and Fay Sunday mornings at Warrigal Stirling.

"I love giving back to the community and when I visit it makes me feel good".

Resident Bill is a mad Canberra Raiders supporter and as part of his one-on-one visits, Michael showed Bill all the Canberra Raider grand finals from 1989 onwards.

Michael wasn't prepared for the joy these YouTube highlights would bring Bill, who watched with tears of happiness and reminisced these games.

Michael started bringing his black Labrador Levi with him during his weekly visits, which the residents are thoroughly enjoying and asking for Levi to come each week.

"I feel everyone should dedicate 1-2 hours a week to volunteering and visiting someone in aged care" Michael said.

"I enjoy looking at the residents photos, hearing their life stories and words of wisdom".





Meet Jenny from Goulburn

Goulburn Volunteer Jenny works with the Lifestyle team on Fridays.

Jenny is a regular at Happy Hour and always bakes delicious goodies throughout the day to be enjoyed by everyone.

"We can always count on Jen who is a jack of all trades, from mending clothes, providing emotional support to assisting with activities. She is a real gem".

Rachael Edwards (Lifestyle Team Leader)



Volunteer Lee assisting at Warrigal Social

Volunteer Shaz assisting at Warrigal Social



Volunteer Bus Driver Rex

Rex Halpin is our lovely volunteer Bus Driver at Warrigal Shell Cove.

"Rex goes above and beyond to ensure our residents have an excellent time on their outings".

He is so thoughtful when it comes to being organised so the outing goes well and will also make himself available on weekends so our residents don't miss great shows and opportunities.

Because of this, Rex is often invited to join in with our residents to their outings. Pictured (in white) is Rex and our Shell Cove Village at the Robertson Hotel Christmas in July lunch. "We can't thank you enough for everything you do for our residents. You are a true gem".

Lexy Varshawsky (Community Facilitator, Shell Cove)



Country and Western with Volunteers at Mt Warrigal



COVID normal and keeping everyone safe at Warrigal

Warrigal's 'COVID normal' means business as usual across all our homes and services.

To ensure the safety of everyone at Warrigal we have implemented:

- Electronic Visitor Management System which records daily visits and vaccination status.
- Rapid Antigen Testing (RAT) for anyone entering an aged care home.
- Personal Protective Equipment (PPE) e.g., masks and face shields or goggles if required.
- Hand sanitising stations throughout the home.
- Additional training for staff and volunteers.

What happens when there is a COVID outbreak?

Even during a COVID outbreak we still continue **business as usual** across all our homes and services with additional measures to stop the spread of infection. This means volunteers **can continue to work** and provide support to residents and staff.

Additional measures include:

- Additional Personal Protective Equipment (PPE) e.g., masks and face shields or goggles.
- Residents receive regular RAT and PCR testing throughout the outbreak.
- Infected residents isolate in their rooms throughout their infectious period.
- Sections of the home may be closed during larger outbreaks.
- Air purifiers are located throughout the home.

Confidentiality Reminder

As a Warrigal volunteer, you are working with vulnerable people and residents/customers may confide and share things with you that they would not normally tell a stranger. Please remember not to discuss any details about residents/customers or their family, in relation to their circumstances, with anyone outside your work team.

If you feel that you need to discuss something you have seen or heard whilst volunteering, please discuss this **confidentially with your workplace supervisor or Volunteer Coordinator**.

As staff and volunteers we are in a privileged position and have a responsibility to protect the residents/customers privacy. At Warrigal we take the protection of privacy very seriously and any breaches will be investigated and dealt with accordingly.

Community Volunteering



UCI Cycling Event coming to Wollongong this September are looking for volunteers to be part of the team as a 'Spectator Services Role'.

- You will be welcoming and assisting visitors to W2022
- Active between **18 and 25 September** (Volunteers don't have to be available every day of the week)
- Share your knowledge and love of Wollongong with our visitors
- Become a W2022 volunteer - get the uniform and be part of a great team
- Be part of a world-event
- Sign up on the below link if you're interested in volunteering as part of this event

Link to Expression of Interest Wollongong 2022 Volunteer Program.docx

Community Facilitators

Shell Cove - Lexy Varshawsky (0476 858 872)
avarshawsky@warrigal.com.au

Queanbeyan - Maddie Memmolo (5110 3500)
mmemmolo@warrigal.com.au

Lifestyle Team Leaders

APR - Natasha McAlister (0476 858 870)
nmcaster@warrigal.com.au

Bundanoon - Stacey Plain (02) 4884 6100
splain@warrigal.com.au

Calwell - Nancy Sconce (02) 6298 5200
nsconce@warrigal.com.au

Coniston - Amanda Keys (0438 412 298)
akeys@warrigal.com.au

Goulburn - Rachael Edwards (0476 858 871)
redwards@warrigal.com.au

Mount Warrigal - Stella Banks (0458 110 571)
sbanks@warrigal.com.au

Mt Terry - Linda Winter (0436 631 170)
lwinter@warrigal.com.au

Queanbeyan - Kathleen Thompson (0408 486 016)
kthompson@warrigal.com.au

Stirling - Kimberley, Amit, Sushila, Bubita (02) 6287 0200

Wollongong - Wendy McKnight (4222 0930)
wmcknight@warrigal.com.au

For all volunteer enquiries please contact Warrigal's Volunteer Coordinator

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