

Volunteer Update

During August many of our homes experienced COVID outbreaks, but despite this, we continued to deliver fun and exciting activities, outings and cultural celebrations.

On 8-14 August we celebrated National Student Volunteer Week and wanted to take a moment to highlight some of our inspiring student volunteers. (Read full stories over page).

CEO, Mark Sewell, announced his retirement in the coming months after working at Warrigal for over 20 years. The recruitment of the new CEO has commenced and is being overseen by representatives from Warrigal's Board of Directors.

We had reaccreditation audit's undertaken by the Aged Care Quality and Safety Commission at Mount Terry and Shell Cove with the assessment team providing encouraging feedback from residents living at both homes.

From Monday 29 August, the entrance doors to all our homes will remain unlocked during Reception hours. It is still a requirement to register each visit on the electronic Visitor Management System and undertake a Rapid Antigen Test upon entry.

The Oak Flats Men's Shed was officially opened for operation. In 2021, Warrigal assisted community members to start up a Men's Shed at our Oak Flats property.

On 7 August we celebrated Aged Care Employee Day and thanked our amazing staff and volunteers #thanksforaring. "We see first-hand just how much of an impact our aged care heroes make to the lives of older people in their community, and it's something that should be celebrated everyday.

Their commitment and genuine care for the older people we support at Warrigal does not go unnoticed".

Mark Sewell CEO

Michelle Chate
Volunteer Coordinator



Thanks for the Memories Mark



Volunteer Polo Shirts

We are excited about our specially designed Volunteer polo shirts for volunteers working with residents or within our residential care homes (except Golden Angels Volunteers).



The purpose of the polo shirts is to ensure Warrigal volunteers feel they belong as part of the Warrigal team and can be easily identified by our residents, staff and visitors whilst working in our care homes.

We ask you wear your new polo with pride when volunteering, knowing you are part of the Warrigal team and vital to the day to day running of our homes by providing essential support to our residents.

Please email volunteering@warrigal.com.au or call 0436 806 723 to order your polo.



Karla - Golden Angel Volunteer

David & Lynne Retire to QLD

David & Lynne Hodges commenced volunteering at Warrigal Warilla over 40 years ago when the home first opened. Since that time they have regularly volunteered at Warilla, Albion Park Rail and Sell Cove to provide religious services and spiritual care to our residents. "It has been an absolute privilege and labour of love to be part of Warrigal and visit residents. We want to thank Warrigal for allowing us to be part of this wonderful community and sincerely thank the staff (Amanda, Lexy and Tash) for always being so accommodating and welcoming". *David & Lynne Hodges*



David & Lynne are such lovely people. Nothing was ever a trouble. I loved that they continued a connection with one of our residents who had relocated from Warrigal Warilla. They have been so kind during the lockdowns and continue to stay connected with their weekly letters to residents. It was such a thoughtful idea which they continued even when we reopened. They will be missed. *Lexy Varshawsky, Community Facilitator (Shell Cove)*

David & Lynne are two beautiful gems who I feel blessed to have met and worked with.

I used to take the residents to the church services every second Sunday that David & Lynne facilitated for years. The service, fellowship and emotional support they provided to every resident who attended was beautiful to witness and be a part of.

When COVID hit, David & Lynne continued to support the residents at Warilla by sending out weekly handouts with words of fellowship, bible readings and emotional support. And when lockdowns lifted, they visited regularly to talk with our residents and our residents loved and appreciated their visits. Their caring nature and kindness was always genuine and selfless.

David & Lynne have always been a massive support for our residents and their love and kindness will be missed and never forgotten. I wish them all the best and lots of love. *Amanda Keys, Leisure & Lifestyle Team Leader*



Hannah from Mount Terry

Hannah volunteers at Mount Terry for an hour each week as part of the Duke of Edinburgh Awards, and enjoys chatting with the residents, listening to them share their life stories and assist with daily activities.

“Volunteering in aged care gives me an opportunity to listen to stories, have memorable conversations, offer support and bring joy to the residents. It is so rewarding that I can place a smile on their face, and they can place one on mine too”. Hannah said.

“Visiting Warrigal every week has certainly been a source of multiple memorable experiences! One of my most special memories was from my first volunteering day. I sat with a resident to provide companionship and she told me I was her guardian angel. This was very special memory reminded me of the opportunity I've been given to bless the residents”.

“Volunteering at Warrigal has been an unforgettable experience and given me an increased understanding, appreciation and love for the elderly. I would encourage other students to volunteer at Warrigal to experience the beauty of blessing others.”



Layla from Queanbeyan

Layla is a volunteer student at our Queanbeyan home and assists with various activities such as bingo, painting nails, bus outings, happy hour and making coffees in the Café. “I enjoy doing one on one visits and hearing about all the resident's life stories. They really appreciate having someone to talk to”.

As a volunteer you learn a lot about the resident's lifestyle, what it was like for them growing up and what they like to do to make their lives more enjoyable.

“Volunteering has taught me skills like teamwork, communication, task management and problem solving, which have given me valuable life lessons and skills that will benefit my future career. It's a great learning experience,” Layla said.

“It's an amazing feeling when the residents smile and thank you for something you have done for them. I've made so many fun happy memories.”



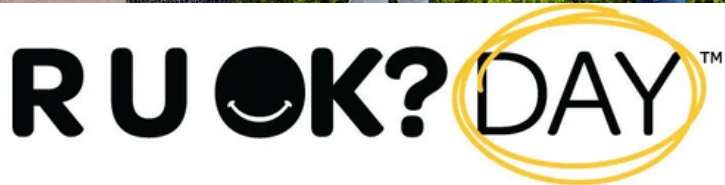
Emily from Stirling

Emily volunteers as part of the Golden Angels Dementia and Delirium Program and visits two residents each week providing one to one companionship, talking about current events and hearing their life stories. Emily also participates in activities that the residents enjoy, such as looking through photographs and reading.

“I enjoy getting to know the residents and volunteering makes me feel confident and accomplished as I am able to see the positive impact that I can have on others.”

“I would definitely encourage other students to volunteer. Volunteering has helped me gain perspective on the lives of others in my community and has improved my own wellbeing”.





**SEPTEMBER
8
2022**

A conversation could change a life.

R U OK? Day (Thursday 8 September, 2022) is a national day of action dedicated to reminding everyone that any day is the day to ask "Are you OK" and support those struggling with life.

What are the signs someone might need some extra support?

- Changes in their physical appearance?
- Changes in mood?
- Changes in behaviour?
- Changes in how thoughts are expressed?

Simple steps to talk to someone who's not ok

Getting ready to ask

1. Be ready
2. Be prepared
3. Pick your moment

Starting a conversation

1. Ask R U OK?
2. Listen
3. Encourage action
4. Check in



1. Ask



2. Listen



3. Encourage
action



4. Check in

Useful contacts for someone who's not ok

Lifeline (24/7)

13 11 14
lifeline.org.au

More contacts

ruok.org.au/findhelp
ruok.org.au/work

Beyond Blue (24/7)

1300 224 636
beyondblue.org.au

SANE Australia

1800 18 SANE (7263)
sane.org

14 Tips for Communicating with Older People who have Hearing Loss



1. Do not shout; use a normal tone of voice. Speaking loudly does not increase clarity and it may in fact cause confusion.
2. Speak clearly but without exaggeration. Speaking too slowly can be patronising.
3. While engaging in activities or games, sit in front of the resident so they can see you clearly when you talk with them. Watching your lips move as you speak may help them understand what is being said.
4. Do not speak into the resident's ear.
5. Do not chew or eat while speaking to the resident.
6. Don't rely on hearing aids to be working perfectly. They may be low on batteries or not positioned properly.
7. Residents with poor hearing often have difficulty with consonants such as 'P', 'TH', 'S', 'F', 'T'. Take a marker and note book and write down the word you want them to understand (in large letters if they have visual problems).
8. Eliminate glare so they can see your lips moving properly.
9. Eliminate background noises. Radio, traffic noise, even fans and air conditioners can hinder understanding.
10. Use gestures, visual aids and communication cards if the resident wishes.
11. Remember that if the resident is ill or tired this will interfere with their understanding.
12. Wait for your resident to answer questions; older people take longer to process information.
13. Observe the resident's body language to sense when they have had enough.
14. Remember the aim is to promote communication and generate positive emotions.

How Hearing Loss Affects Older Adults

It is important to understand how hearing impairment affects the quality of life and mental health of people living with hearing loss.

- People with hearing loss can find it difficult to carry on a conversation because of misunderstanding. This may result in them 'giving up' or withdrawing from social activities.
- Social stigma can be an issue; people can be branded 'crazy' for giving inappropriate answers to questions poorly understood due to hearing impairment.
- People with hearing loss may become suspicious, which leads to estrangement and distrust.
- Another problem affecting someone with hearing loss is the fact that if they can't communicate properly they talk less; this may increase isolation and lead to other mental problems such as depression.

Volunteer Positions

We have a number of volunteer positions available if anyone is looking to do something different or knows a friend or family member who may be interested in volunteering.

Fundraising Officers - Illawarra Auxiliary

Enthusiastic volunteers needed to assist with fundraising activities on the Warrigal Care Auxiliary based in the Illawarra.

APR Café

This busy little Café is located within Warrigal's APR care home and looking for volunteers to make coffees/tea, sandwiches etc. The café is the hub of the home and we want to expand our days of operation for residents and families to enjoy. Training and support provided.

Wollongong Coffee Shop

Our Coffee Shop is located within Warrigal's Wollongong care home. We are looking to reopen the Coffee Shop for residents and families to enjoy. Training and support provided.

Wollongong Volunteers Needed

- Coffee and chat (1:1 companionship visits)
- Bus Outing Assistants
- Games and Activities Assistants
- Men's Group
- Newspaper Deliveries

Calwell (ACT) Volunteers Needs

- Coffee and chat (1:1 companionship visits)
- Bus Outing Assistants
- Games and Activities Assistants
- Bus Driver (Class C licence)

Warrigal Social

- Bus Driver (Class C licence)
- Bus Outing Assistant

For more information or to apply for any of the above positions please contact:

volunteering@warrigal.com.au
0436 806 723

We'd love to hear from you.

Make a treatment plan

People who are at higher risk of severe illness from COVID-19 are eligible for oral antiviral treatments, taken as tablets or capsules at home.



These tablets work best when taken as soon as you test positive, so if you're eligible, talk to your doctor about a treatment plan today.

Having a plan in advance can save you valuable time if you test positive to COVID-19.

Vaccination Evidence

A friendly REMINDER to provide COVID19 vaccination evidence when you receive your 3rd or 4th vaccination. Email volunteering@warrigal.com.au or text 0436 806 723

Community Facilitators

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

Queanbeyan - Maddie Memmolo (02) 5110 3500
mmemmolo@warrigal.com.au

Lifestyle Team Leaders

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

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

Calwell - Amrit Adhikari (02) 6298 5200
aadhikari@warrigal.com.au

Coniston - Sarah Sainsbury (02) 4229 4433
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, Sushila, Bubita (02) 6287 0200

Wollongong - Wendy McKnight (02) 4222 0930
wmcknight@warrigal.com.au