

NEWSLINK



Well, it's been a few months since we have sent out a newsletter to everyone. We've been bunkered down, haven't we and it's another challenging year with COVID.

I'm very pleased to let you know that we have close to 100% residents vaccinated with COVID vaccine and nearing 60% of our staff vaccinated. Most of you will know that by mid September, all of our staff will be vaccinated and I am hopeful that vaccinated contractors will also be able to return to provide essential services at Sydney North Region.

We've had a few wins in the last 3 months:

- Our new nurse call system is across all our services. There have been a few hiccoughs – thank you for letting us know straight away. The Vitalcare team and Vocera team have been fantastic to work with. They have got on to issues straight away and fixed almost all within 24 hours. Our team are really settling in to using these two systems that make communications easier.
- Our Consumer Directed care model was fully evaluated and is going into place across all of high care. Samy and Ceci have been appointed as Homemakers for Thomas and Redleaf and I'm excited to see the fantastic cultures they are building in each of our households.
- Many of you will have now met Jason, our new Head Chef Manager for our catering and dining services. His new team will start on 30th September. Did you try Jason's cooking on Aged Care Employee Thank you day? I've added a couple of pictures because the look and taste had the "wow" factor. We are very excited that these services are coming in house and will also be part of the resident directed care service model. Jason is chatting to residents now about each person's hopes and dreams for our new menu.
- We are almost ready for all staff to wear their photo ID. It will be a combination ID and swipe for access to our services. This and easier supply of uniforms will see some changes over the next 12 months.

- Our site development at Pacific Highway, Wahroonga is now starting down the path to submit a Development Application in 2021. This has been a long journey as we rebuild UPA's dream to fit the new boundary.
- The sale acquisition by Transport for New South Wales of a strip of land to widen the Pacific Highway to three lanes has been completed and they have started the construction work.

Here's a few questions I asked Jason about himself:

Favourite colour	Blue
Dream Holiday	Canada Skiing at ski resorts
Kids	Two teenage sons
Last Job	Care Manager, Uniting, The Garrison at Mosman
School	McGregor High School
Apprenticeship	Gold Coast ANA Hotel

What are my first impressions of Jason?

- J Joy about food and his family
- A Artistic in the way he presents food. You'll see a big variety of familiar meals individually served.
- S Smiling chef. Under that mask, there's a lot of smiles.
- O Operations expert. He just knows how kitchen business works.
- N Natural team leader. He has great stories about teams he's worked in.

Please be encouraged to get your vaccination. We want COVID to become history like we did with Polio and those other terrible pandemics of the past.

Bronwyn Heard
Regional Manager



News from Thomas & Rosetta AGST Aged Care

Written by Aaron Renel

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Good afternoon,

I would like to Thank all the staff who have continued to work in the service during these most difficult times. As the state has been in lockdown for the last seven weeks, the staff at Thomas and Rosetta continue come to work. The staff are meeting the daily care needs of the resident while trying to be safe for themselves and families. They continue to do this with big 'Smiles' on their faces, which at times can be difficult to see at times with the 'Face masks' on.



Also, a thank you to the residents' families who have also been supportive and understanding during this time. As the circumstances change and the rules

change, thank you for being respectful and compassionate to the needs of the Thomas and Rosetta Aged Care Community.

Currently, the service is experiencing limited activities and participation across the service. We have focused on keeping the residents safe. Which includes the resident being supported with social distanced visits such as over the fence visits, Zoom calls and phone calls. These have been arranged with the care staff. Which has been utilised by some families who have enjoyed this experience. This has further been enhanced with the residents' new looks, as we had no access to hairdressers' long hair and curls seems to be the style.





The service has celebrated milestones, with one resident having the Centenarian birthday last month. We were only able to have a few family's members visit to assist to enjoy the occasion. The residents also enjoyed 'Cheering' on the Aussies at the Tokyo Olympics. To see the Australian Swim team 'The Dolphins' get those medals brought back some memories of the Sydney games in 2000.



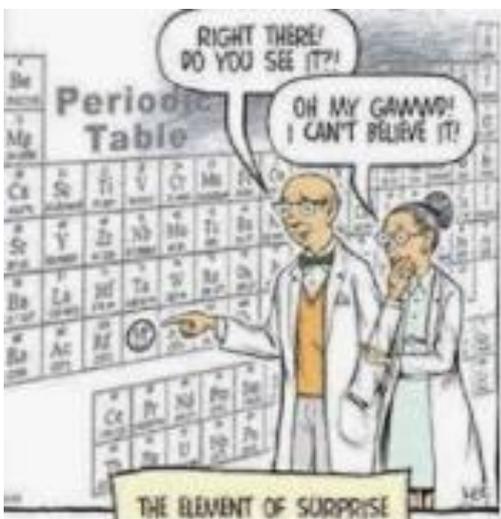
The service showed their gratitude to the staff with 'thank you day' being held on the 06/08/2021, staff were provided with an afternoon tea to have with the residents and massage vouchers,



Again thank you to all the staff and stay safe.

Regards

Aaron,



News from Redleaf & Rosetta Park Rosetta Park

Again, Redleaf residents are to be thanked for coping so well with all the changes you are experiencing as we continue to transition some of the apartments to high care. You, and the residents at Rosetta Park, continue to provide a welcoming community for all our new residents and we are so fortunate to have such a special group of people who are so kind and respectful to each other. We have a little furry friend join us too! His name is Theadore.



Thank you to Bronwyn for organising a special "thankyou" to all the staff working at this facility by providing a delicious

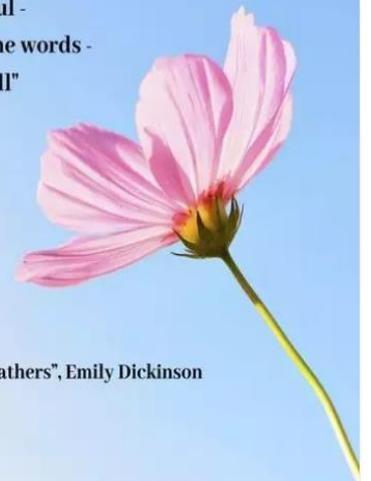
afternoon tea cooked by our new chef manager, Jason Cook, and a lovely card with a gift voucher inside.



We are all missing the coffee van and it is lovely to see some of you from Rosetta Park bringing your own coffee and sitting out in the sun socialising together

Kind Regards,
Alice

"Hope is the thing with feathers -
That perches in the soul -
And sings the tune without the words -
And never stops - at all"



- "Hope is the thing with feathers", Emily Dickinson

Health and Safety Message

Worrying about diseases is a normal reaction. But excessive worrying about infectious diseases can affect both our physical and our mental health.



1-Get informed with the right information

We are 'hard-wired' to react to possible threats to ourselves, our families and our communities. These reactions can keep us safe from possible threats. But at times, our reactions may also be excessive and unhelpful, and may cause significant stress and worry.

Relying on news from mainstream media or social media, which may sensationalise or exaggerate issues, can further increase our stress and anxiety.

One way to manage our reactions is to access the 'right information', that is, information we can trust.

Consider only accessing trusted sources of information (e.g., ABC Radio, Australian Government Department of Health website,

World Health Organisation website, etc).

2. Understand history

Events like infectious diseases often follow a predictable course.

In the past 50 years there have been multiple national and international episodes of concern around conditions such as tuberculosis, SARS, Ebola, HIV, hepatitis, measles, to name a few.

Initially, there is often scepticism, followed by attention, followed by panic, followed by reality, followed by a return to normality.

Stock markets and supermarket shelves are good indicators of where we are in the course. Reminding yourself of these patterns can help you to understand the course and plan for the future.



3. Get organised

A good antidote to stress and worry is to get active and organised.

If you are worried about something, then do something. Make plans and write your list of what you need to buy, organise, or set-up, and get on with doing it. Tick off each item and turn your 'To Do' list into a 'Ta-Da' list.

Whenever you recognise you are getting stressed, ask yourself, 'What do I need to do to help manage this situation?'

Remember that family or friends are also likely to be stressed and might need help getting organised.

Talk with them about your plans, and if possible, help them to get organised.



4. Balance your thoughts

When we get stressed about our health or risks of infection our thoughts can become dark, brooding, and pessimistic. Thoughts like, "How will I cope if I get sick?", "I can't deal with this", are often triggered by stress, but they don't help us.

Negative and dark brooding thoughts will stop you doing things that can help.

Remember, our thoughts are not always true or helpful. Challenge your negative thoughts by asking yourself what a friend would say in the same situation, or ask yourself what evidence do you have that you 'won't cope or can't cope'?

Whenever you recognise a negative thought balance it with a realistic thought.

5. Shut down the noise

Stress is infectious, and often unhelpful. People tend to talk about things they are worried about; this creates lots of 'noise', which can create even more stress.

Give yourself permission to switch off 'noise' such as social media, news, or even radio for most of each day.

Also give yourself permission to excuse yourself from people who are creating stress.

Keep checking in to reliable news sources once or twice a day, but otherwise, turn down the 'noise'.

Instead, replace it with things that can help you, including doing things you enjoy, listening to music, entertainment, games, or even meditation.

6. Remember who you are

Most people are good, kind, and sensible. They care for others and the environment and want to make the world a better place.



These reflect important 'values'.

Stressful times can make it challenging to act in the way that is aligned with our values. But, even when feeling stressed, remember who you are, and what you believe in.

Remember to be gentle, kind, and respectful to yourself and to others; other people are probably as stressed and worried as you are. By reaching out and supporting others you will not only be helping them, but also doing something that will help you to feel good about yourself.



7. Keep healthy routines

We all have routines in our daily lives. For example, we tend to get up at a certain time, brush our teeth in a certain way, get ready for the day's activities, and follow many other routines until we go to sleep at night.

Major events naturally create changes in routines, particularly if we can't do some of our usual activities.

We know that our emotional health is strongly affected by regular routines; these routines not only help to get us organised but give us a sense of achievement and accomplishment.

Some of our routines involve other people, who also benefit from them, for example, family mealtimes or get-togethers with friends.

Spend some time thinking about the routines that are important to you and those around you and find clever and safe ways to keep up these routines or create new ones.

8. Stay engaged

Another key strategy for keeping good mental wellbeing is to stay connected and engaged with people and activities that are meaningful.

Reflect on what these are for you and schedule time in your routine to keep doing them.

You might have to modify how you stay connected, for example, using Skype or FaceTime instead of face-to-face visits.

Examples of how to stay engaged include speaking to family and loved ones, using online forums and chat groups, or calling people.

Remember that people really appreciate engaging with others, even if this hasn't been planned.



9. Do enjoyable things that are good for you

When we are stressed, we tend to avoid doing things that we normally do, including things which are good for our mental health.

We all have activities and hobbies which we enjoy, and which give us pleasure. Even if we can't do those things in exactly the same way due to quarantine or isolation, it is essential that we make time and effort to do things that we find valuable and meaningful and fun.



If possible, try and do these with others; many activities are more fun to do with company.

Making a plan to do fun things regularly will give you something to look forward to, which is another key strategy for staying mentally healthy.

10. Keep looking forward

Remember the famous saying, 'this too shall pass'. It may not feel like it, but things will return to normal.

In the meantime, it is important to have confidence that things will improve, that people will recover, and things will get back to normal.

In addition to maintaining your long-term goals, also think about things that you will do each day and week, which you can and will enjoy.

Again, try and bring others into your plans; they might also benefit from thinking about the future.

10 Psychological Tips for Coping with Coronavirus (COVID-19) The MindSpot mindspot.org.au 1800 61 44 34 © Clinic is funded by the Australian Government.

Health and Safety Message

Protect yourself and others around you by knowing the facts and taking appropriate precautions. Follow advice provided by your local health authority.

To prevent the spread of COVID-19:

- Clean your hands often. Use soap and water, or an alcohol-based hand rub.
- Maintain a safe distance from anyone who is coughing or sneezing.
- Wear a mask when physical distancing is not possible.
- Don't touch your eyes, nose or mouth.
- Cover your nose and mouth with your bent elbow or a tissue when you cough or sneeze.
- Stay home if you feel unwell.
- If you have a fever, cough and difficulty breathing, seek medical attention.
- Calling in advance allows your healthcare provider to quickly direct you to the right health facility. This protects you and prevents the spread of viruses and other infections.
- Masks can help prevent the spread of the virus from the person wearing the mask to others. Masks alone do not protect against COVID-19 and should be combined with physical distancing and hand hygiene. Follow the advice provided by your local health authority.



News from Activities Corner

By Shilpa and Nahid

Hi all,

We had a lovely and enjoyable time in May and June at UPA. We organized many indoor and outdoor activities for our residents.

July and August have been challenging months for many around our country. The COVID-19 clusters in multiple local communities accompanied by lockdowns especially impact the lives of staff (and their family members), workers, and providers in Aged Care.



Queen's Birthday

In light of the current COVID-19 outbreaks across the country, we are reminding providers to undertake routine screening of people entering our service. We are stuck with lockdown, but our indoor activities are still happening and we are strictly following Covid restrictions to make sure our residents are safe and well.

Pre-lock down activities: To engage each resident and to assist them to mingle and socialize, to assist with their mobility and cognitive challenges and abilities.

- Mother's day: Celebrated with arranging fresh flowers
- Celebration of Queens Birthday: A music concert was organized with ALLYCATS- Residents voted **Elizabeth Nash** as a queen.
- Whole day Picnic: (Residents enjoyed this a lot).
- Coffee van: Thrice a week
- Bus trips
- Art and crafts

Gardening





Lockdown period activities: We make sure every resident is actively benefitting from activities especially with one-on-one support programs.



We have given special emphasis to the following activities:

- Face time/zoom calls
- Elaborate Birthday celebrations
- Walking groups
- Hand massages/Manicures
- Gardening
- Sun outing with coffee
- Library



Up and coming activities (Subject to lock down extension):

- Art and craft: Residents to make art and craft for their family members
- Flower arranging
- Pampering/facials
- Staying focused on our normal activities

Regular activities:

Happy hour (Wine with meals):

- We have a happy hour once a week, Friday for Carise (2PM), Thomas and Rosetta(3PM) and Tuesday in Redleaf(3PM)
- Various Exercise programs
- Armchair travel
- Board games
- Baking

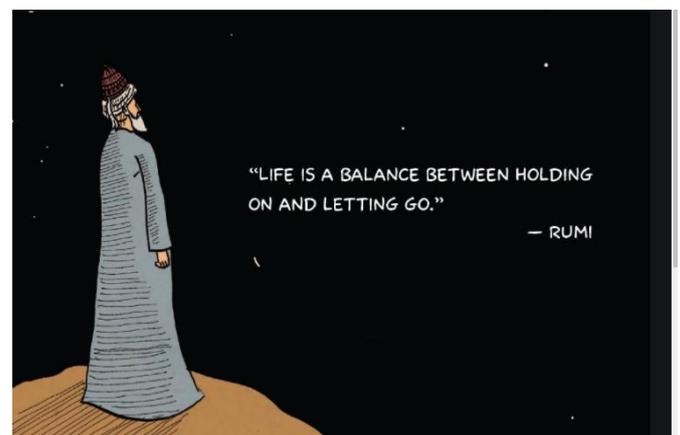
Many thanks to all of the family members for their patience and support.

Special thanks to Aaron Renel and Bronwyn Heard for organizing THANK YOU day for all of the staff.

Many thanks

From RAO Team

Nahid Sultana and Shilpa Jain





Our mission is to offer care of the highest possible standard consistent with the Christian commitment of U.P.A. and the expectations of society.

OUR VALUES: Compassion Respect Integrity Kindness Inclusiveness

PHILOSOPHY OF AGED CARE

The United Protestant Association of NSW (UPA) is a Christian organization that aims to provide quality service and care. We believe that every person that we care for has the right to live at peace with dignity, respect, and security. That right does not diminish irrespective of age.

We welcome people from all religious and cultural backgrounds. We convey compassion, kindness, respect, and honesty in our work. Our staff and volunteers encourage and empower those we care for to choose their own path. Mindful of how we ourselves would like to be treated, we aim to provide a caring atmosphere of Christian love and understanding.

When we have failed to live up to our Mission, Values or Philosophy of Care, we seek to make amends.

CONTACT DETAILS

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United Protestant Association of NSW Ltd

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The Centres of Care within the Sydney North District are: -

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UPA Sydney North Administration: Regional Manager Bronwyn Heard Ph. 9450 8300

CDC Co-ordinator- Karen Tebbet Ph. 9450 8300

Thomas & Rosetta Agst Aged Care Service: Care Manager: Aaron Renel

Ph. 9450 8320

Rosetta Park Independent Living:

Ph. 9450 8340

Redleaf Serviced Apartments: Care Manager Alice Mackay

Ph. 9450 8310

Carise Place:

Ph. 9450 8350

Home Care Program: Sydney District

Ph. 8197 9300

And St Ermes Court:

5 Isis Street, Wahroonga.

Ph. 9450 8300

EDITOR Jennifer Martin. If anyone has anything they would like to contribute please feel free to either e-mail it to: jennifer.martin@upa.org.au or forward to the office for inclusion in the next issue. It's your newsletter! *Newslink – the voice of UPA Sydney North*