

## Full Circle

Apr / May 2016



## Goodbye to Debra and Welcome to Suzanne!

Hi All!

I hope that everyone had a fantastic Easter and enjoyed any time off they were lucky enough to receive! We were able to take the long, LONG weekend and come back completely rejuvenated!

It is with great sadness that we bid a fond farewell to one of our CVS Co-ordinators and the 100+ Club Co-ordinator Debra. Debra has made the hard decision to make the move to where the grass is

bluer (New South Wales!). We wish Debra all the best for her future and we can't wait to see what she gets up to next!

However there is always a rainbow after the rain and with that we welcome our newest staff member Suzanne! Suzanne is joining Garth as Community Development Officer and is also taking over as the 100+ Club Coordinator.

Suzanne has been involved in aged care for 5+ years and has even been a Community Visitors herself! She has a passion for serving the aged care community and is looking forward to helping the 100+ Club reach greatness and meeting all our volunteers!

As always, we are conducting Visitor Recruitment Drives around a number of places in Brisbane, Gold Coast and Sunshine Coast. If you know anyone who you think would

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make a perfect visitor, please pass on our details! Finally, a great big **Thank You!** for all your hard work and contribution to your aged care home.

Yours in volunteering,

*Kieran*



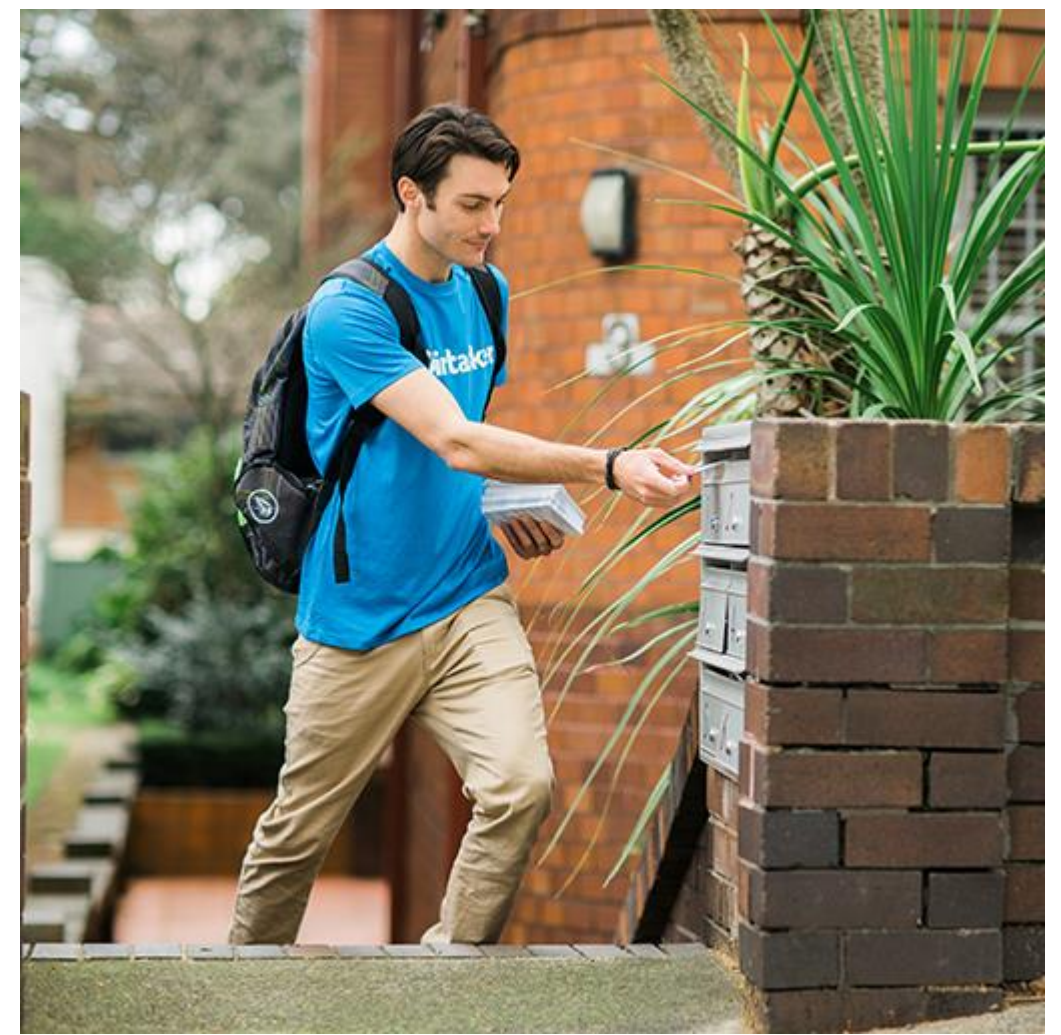


## Are you walking for exercise?

Chances are we are currently seeking volunteers in or around your local area! If you are walking around your neighbourhood for exercise, why not get in touch with us to drop some recruitment leaflets while you are at it?

You can get your exercise and you might even help your local aged care home get some more friendly faces visiting!

[garth@qccn.org.au](mailto:garth@qccn.org.au)



## Need to update your details?



To check or update your contact details, simply log into the Volunteer Information Centre (VIC). This can be accessed from our website at [www.qccn.org.au/wp/vic](http://www.qccn.org.au/wp/vic)

Remember, record of visits can now be recorded via VIC too and by lodging when you visit, you go into our end of year prize draw!

If you haven't received a copy of our guide to navigating and using the VIC, please email [garth@qccn.org.au](mailto:garth@qccn.org.au) and request a copy.

## Is your police check about to expire?

As you will be aware, to volunteer in an aged care home you are required to have a current National Police Check. This is a requirement put in place by the Australian Federal Government and one that QCCN takes very seriously.

Part of our funding goes towards having all volunteers police checked once every three years, so if you are not sure if your police check is current just send us an email and we can check for you – [policecheck@qccn.org.au](mailto:policecheck@qccn.org.au)







Anzac Day – 25 April – is an important national day for Australia. It marks the anniversary of the first major military action fought by Australian and New Zealand forces during the First World War. ANZAC Day commemorates the fallen, remembers the wounded and recognises the courage of Australia's servicemen.

Anzac Day has been continuously commemorated since 1916. The Brisbane Anzac Day Parade, together with dawn vigils, memorial services and veterans reunions have been a feature of the commemoration of Anzac Day by the citizens of Brisbane since its earliest days.



Last year was the 100<sup>th</sup> anniversary of the ANZAC Spirit and it highlighted to a lot of the community, the importance of this day and the memories and feelings that it can inspire amongst the aged care community.

While the Brisbane Anzac Day Parade was initially a commemoration of the sacrifice of WWI veterans and then WWII veterans, in keeping with the changing focus of Anzac Day nationally, it is today a commemoration of the sacrifices of those who have 'defended' our Australian way of life in all conflicts and military commitments by Australian Forces since WWI.

The Brisbane Anzac Day Parade remains a significant commemorative event on one of Australia's most important national days. It complements the Dawn and Memorial Services, as well as regional parades.

Most aged care homes have events on for residents who share a connection to the Armed Forces. If your resident is one or you would like to be involved, contact the aged care home staff to find out more.

<http://www.anzacmarchbrisbane.com.au/>

For more information please visit:

<http://www.army.gov.au/our-history/traditions/anzac-day>



# Tips for visiting someone with Dementia

Unfortunately, dementia is a fact of life for a lot of people volunteering in the aged care industry. Having some tips on how to communicate with people suffering from dementia is extremely useful; whether you choose to visit someone with dementia, your resident starts showing signs of dementia after you have become friends or even for communicating with people throughout the aged care home who may have dementia.

- Keep visits simple. Don't overwhelm your resident with too many distractions.
- Find a quiet, comfortable place to spend time together. Try to limit distractions and excess noise in the environment. Many aged care homes have porches, quiet rooms, chapels or guest dining rooms for use. Ask your Diversional Therapist or Volunteer Coordinator for suggestions.
- If at times your resident becomes angry or upset with you don't take it personally. When a person is having an unpleasant reaction to something, they may be trying to communicate an unmet need. They may be tired or distracted. Quality of time together trumps quantity of time.



- Your expectations for a visit may be quite different to the reality of visiting someone with dementia. Be present and live in the moment. Adjust your expectations. Looking at a flower or sipping a cup of tea can be simple and pleasant things to do together. Sitting silently and offering quiet company may also be a very enjoyable visit.



- Avoid conversations dealing with the “here and now”. Tap into their pleasant past memories by asking questions.
- Give your resident enough time to respond to questions or conversations – do not rush them.
- Be flexible. You may need to do different activities when you visit. What worked well once may not work the same on the next visit. Find out if the aged care home has music, memory books or other items that you can use during your visit.
- Consider the person’s interests and abilities and discuss what they might enjoy doing. Ask your Diversional Therapist or Volunteer Coordinator for an insight into your resident's interests. You may have to adapt this activity depending on changes in the person’s cognitive and physical ability.
- Consider planning activities or conversations for visits ahead of time, then be flexible according to the person’s mood or level of abilities during the visit.
- Contact the Alzheimer's Association to seek support and information to help you understand the disease, and to gain ideas for meaningful visits.



We hope that these tips can aid your visiting and help you be a little more prepared for communicating with someone suffering from dementia. As always, do not be afraid to ask for help from either Queensland Community Care Network, the aged care home staff or organisations such as Alzheimer’s Queensland.



If you know of any other tips for successfully communicating with dementia sufferers please let us know via email, [fullcircle@qccn.org.au](mailto:fullcircle@qccn.org.au)



# FREE Hand Hygiene Course Available Online



With winter coming and flu season almost upon us, the importance of hand hygiene in aged care homes is paramount. The Aged & Community Services Australia Inc have created a free hand hygiene course that only takes about 20 minutes to complete and can help you understand the importance of hand hygiene in aged care homes. If you are interested, use the link below to access the course and let the learning begin!

## Learning Outcomes

On completion of the HHA Online Learning Package, the participant will be able to demonstrate:

- A basic understanding of what hand hygiene is and why it is important
- An understanding of when they should perform hand hygiene
- An understanding of the 5 Moments of hand hygiene
- Knowledge of common products available for hand hygiene
- An understanding of how to perform hand hygiene
- An understanding of safety issues relating to hand hygiene
- An understanding of the importance of "clean between"

## Course Content

The course covers:

The why, who, when and how of hand hygiene.

'Five Moments of Hand Hygiene'

The role of gloves, nail and hand care in hand hygiene

## Estimated Duration

The course should take between 10 and 15 minutes to complete

## Target Audience

The course is targeted at all staff working in a health care setting

To complete this FREE training, simply visit:

<http://agedservices.e3learning.com.au/content/free-trial/>



## We're looking for snappy people!



We are currently working on updating our website and we would love to have some photos of our volunteers and their senior friends! If you have a happy snap that you think would look great on our website, get in touch with Kieran via email –

[kieran@qccn.org.au](mailto:kieran@qccn.org.au)

*All photos will require signed permission from yourself, your senior friend (or the volunteer coordinator / diversional therapist) and the aged care home if taken on aged care home property.*





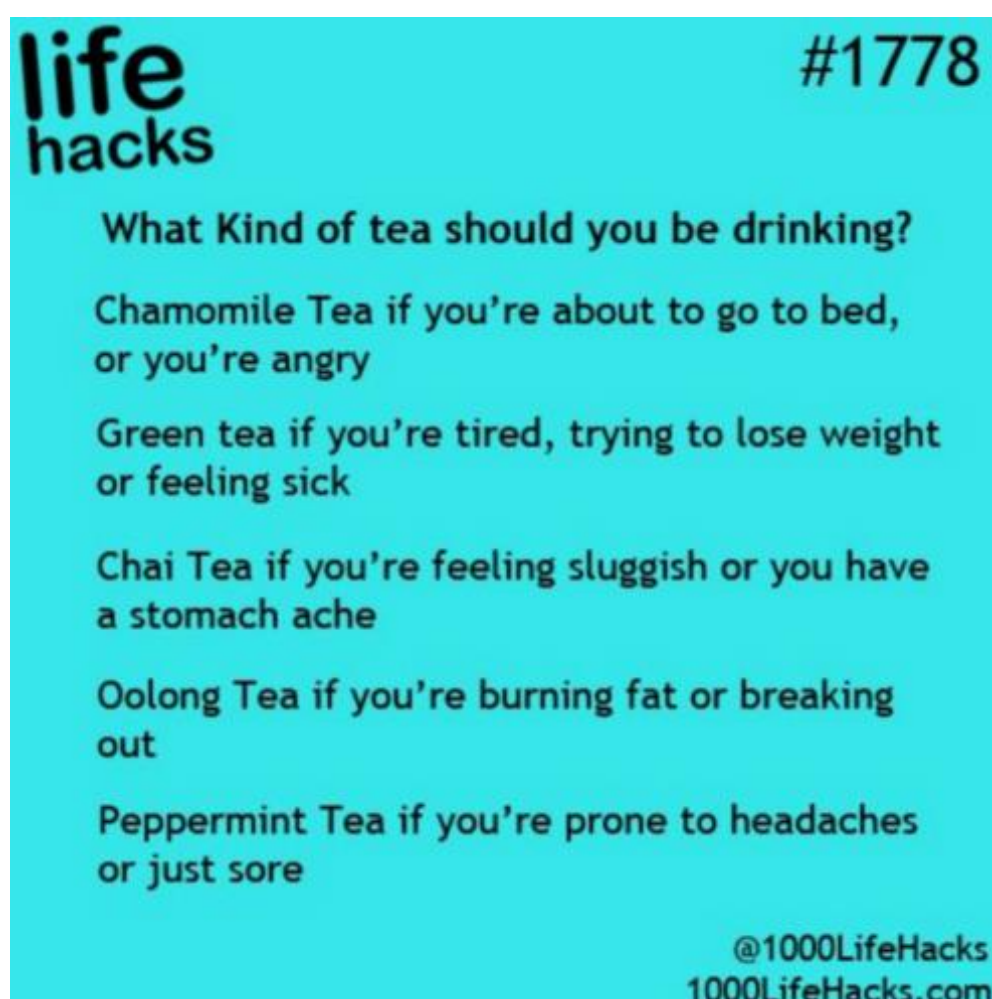
# Brain teasers



## QCCN Word Search

Can you find all the words in our Volunteering Word Search?

VISITS  
CARING  
FRIEND  
PHOTOS  
COFFEE  
MOVIES  
MUSIC  
READING  
RECONNECT  
SHARING



## Quick lines...

I totally understand how batteries feel... I'm rarely ever included in things either.

It's hard to explain puns to kleptomaniacs... they always take things literally.

A farmer in the field with his cows counted 196 of them, but when he rounded them up he had 200.

Did you hear about the new corduroy pillows? They're making headlines everywhere!!

My friend recently got crushed by a pile of books, but he's only got his shelf to blame.

What's the best part about living in Switzerland? Not sure, but the flag is a big plus.



# Contacting Us

We are realising that everyone is becoming busier, including all of our volunteers! Therefore, QCCN staff make ourselves available online, so you can send through enquiries, questions or comments when you have time. Leave us a message using any of the methods listed below and we will try to get to you as soon as we can!

## ~ Facebook ~

QCCN - [www.facebook.com/qccn.org.au](http://www.facebook.com/qccn.org.au)  
100+ Club - [www.facebook.com/100PlusClub](http://www.facebook.com/100PlusClub)

## ~ Twitter ~

QCCN - [www.twitter.com/QCCN](http://www.twitter.com/QCCN)  
100+ Club - [www.twitter.com/100PlusClub](http://www.twitter.com/100PlusClub)

## ~ Skype ~

From a telephone—07 3040 0287  
From a Skype account—queenslandcommunitycarenetwork

Also, our entire office is available through e-mail and we check our emails on a regular basis:



Kieran (Bris) - [kieran@qccn.org.au](mailto:kieran@qccn.org.au)  
Suzanne (Bris) - [suzanne@qccn.org.au](mailto:suzanne@qccn.org.au)  
Garth (Bris) - [garth@qccn.org.au](mailto:garth@qccn.org.au)  
David (Roma) - [david@qccn.org.au](mailto:david@qccn.org.au)  
Rebecca (Dalby) - [rebecca@qccn.org.au](mailto:rebecca@qccn.org.au)

We are also available for an old fashioned face-to-face meeting if you like! Just send us a message and tell us where your nearest Zarraffas Coffee shop is and we will make time to come and see you.

If you need us for anything, even just to have a chat don't hesitate to send us a message, e-mail or if you are more comfortable give us a phone call and leave us a message and we will endeavour to get back to you as soon as possible!