

Volunteer and Community Connections Newsletter



Autumn Edition 2020

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Chief Executive Officer's Message

Welcome to the first edition of 2020.

This year has started with many challenges, including the bushfires and now the spread of the Coronavirus COVID-19. I wish to assure the volunteers that Connect Health & Community is implementing its Business Continuity Plan for the safe delivery of services through the COVID-19 pandemic. We are following advice provided by the Victorian Chief Medical Officer and Department of Health and Human Services, and at the moment services will continue as usual.



We have developed a Client Communication Strategy and have asked clients who have symptoms of COVID-19 and/or are unwell, NOT come to any Connect Health & Community sites or programs until they have been assessed by a medical practitioner as being clear. This will involve having a medical assessment and a swab test for COVID-19 which must be negative.

If a client does present as unwell, staff will implement the internal Decision Making Tree that staff are required to follow. **Volunteers who are unwell should not attend the service.** If you have been overseas recently or are at risk of COVID-19 infection, you will need to self-isolate for 14 days.

We are aware that this pandemic has increased the level of anxiety in the community. In order to reduce the risk of infection and slow the spread of the virus it is of utmost importance that everyone practices good hand hygiene and physical distancing (minimum 1.5 metres from other people). **We appreciate volunteer support and do understand if you make the decision to cancel your volunteering for the moment. We also encourage you to use our Employee Assistance Program if you would like to speak to a professional counsellor. The service is confidential and free** (see page 2 for contact details).

We would also encourage you to access information from the Department of Health and Human Services dedicated website: www.dhhs.vic.gov.au/coronavirus

We are reviewing service viability on a daily basis and we will advise volunteers of changes to our service delivery regularly. **It is important we have up-to-date contact information for all our volunteers (current email and mobile numbers).**

Volunteers are invited to our weekly **Workforce Meetings** to be held at the East Bentleigh site. Meeting days will alternate, so we'll keep you posted. Zoom technology is being explored at present to assist participation of staff and volunteers.

On a lighter note, I would like to thank the volunteers who attended the community BBQ fundraiser on February 12 and a special thank you to Brett and Jasper, and Brett for cooking the sausages.

I thank you for your patience and assistance in these rapidly changing and challenging times.

Amanda Murphy

Our Values: Respect, Responsiveness, Accountability & Collaboration

Volunteer and Community Connections Manager

How long you have been with Connect Health?

I started with Connect Health in January 2020.

What is your position/title and team you belong to?

My role is Volunteer and Community Connections (VaCC) Manager. The role reports to the Chief of Services.

What days do you work?

I work Monday, Tuesday, Wednesday and Friday.

What you are currently working on?/What does your role involve?

I am currently working on getting to know staff, volunteers and the organisation.

What do you enjoy doing outside of work?

I enjoy spending family time with my husband and two boys walking our dogs, riding our bikes and going to the beach. I like to read and am also studying Workplace Training and Assessment.



Employee Assistance Program

All volunteers can access Employee Assistance Program (EAP) at anytime on **1300 360 364** if you would like to speak to a professional about any issues affecting you or your family. Your **Employee Assistance Program (EAP)** is a confidential counselling service provided by Benestar for employees/volunteers paid for by Connect Health & Community at no cost to you. All counsellors are qualified, experienced professionals who have extensive training and experience in counselling, coaching and workplace consulting. Information is available about EAP on our intranet at:

<http://bbchweb-02/intranet/hr-and-finance/>

How to protect yourself and the people you are caring for from infection with COVID-19

An Infection Control Training Module, *"How to protect yourself and the people you are caring for from infection with COVID-19"* is available online by the Australian Government Department of Health. Please register to participate at: <https://covid-19training.com.au/login.php>

This training module covers the fundamentals of infection prevention and control (IPC) for COVID-19 including:

- COVID-19 – what is it?
- Signs and symptoms
- Keeping safe – protecting yourself and others
- Myth busting

The module takes approximately 30 minutes, with a quiz at the end. At the end of this course you should be able to:

- Understand the basics about the COVID-19 virus, including how it is spread
- Describe what you can do to protect yourself and others
- Know what to do if you develop symptoms
- Know what to do if the person you are caring for develops symptoms
- Tell the difference between myths and facts of COVID-19

Further information about COVID-19 is available on the Department of Health's website:

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

NATIONAL 18-24 MAY 2020 VOLUNTEER CHANGING COMMUNITIES. WEEK CHANGING LIVES.



National Volunteer Week 2020: Monday 18 May—Sunday 24 May 2020 Theme for NVW: “Changing Communities, Changing Lives”:

All volunteers are invited to National Volunteer Week events, including **Afternoon Tea on Wednesday 20 May** 2-4 pm in the Lorikeet Room, where certificates will be presented for volunteers’ years of service. We will keep you up-to-date whether this event will go ahead or be postponed due to the Coronavirus pandemic.

Bus Wrapping:



As part of our planned celebrations to thank Connect Health & Community volunteers we would like to incorporate a small display of volunteers’ stories during the week of May 18th to the 24th. Entries to go to Di by Tuesday 12 May. Want to know more? More information available on the following page.

To promote our services we have taken photographs for ‘wrapping’ of one of our buses by putting faces on one of the buses.

Coronavirus Updates:

Keep up to date with how to stay healthy and well and visit:

<https://www.dhhs.vic.gov.au/health-services-and-general-practitioners-coronavirus-disease-covid-19>

The link below will give you information about hygiene and the Coronavirus:

<https://www.health.gov.au/news/launch-of-the-coronavirus-covid-19-campaign>

First Aid Update:

Why a Band-Aid is not First Aid

Older people and some young people have very fragile skin. This skin can tear when a firmly placed Band-Aid is removed. Skin tears can take months to heal on older people. There are no Band-Aids in our first aid kits for this reason. There are dressing pads, Micropore tape and scissors available in our first aid kits. It is best to put a safe dressing on even a small cut.

Trained First Aiders at Connect Health will always use the right dressing. Ring **822** so Reception can organize a First Aider to attend to assist clients.

Volunteer and Community Connections

NATIONAL 18-24 MAY 2020 VOLUNTEER CHANGING COMMUNITIES. CHANGING LIVES. WEEK



Short Stories of *Change or Transformation*

Do you have a story to tell about **change** (big or small) in your life?

Would you be interested in writing a short (or long) story about your experience, or that of someone you know?



Interested but would prefer to remain anonymous? that's fine.

or ... have a story to tell but not sure about writing it yourself? Tell us the story and we'll write it for you.

This year's National Volunteer Week Theme is **"Changing Communities', Changing Lives"**. As part of our planned celebrations to thank Connect Health & Community volunteers we would like to incorporate a small display of volunteers' stories during the week of May 18th to the 24th.

Not sure about writing but would like to participate? How about a painting, drawing or a photographic exhibition?

Bring out the "inner-writer" in you and have a go!

All submissions to Di by Tuesday, 12th May.





HELLO TO ALL



“HI” from your AUXILIARY — just to let you know we are still in action!

Join us, discover and enjoy the FUN to be found in FUND RAISING.

On Friday 28th March our members and friends had a lovely afternoon during our ‘Relax and Chat’ session — followed by an important afternoon tea complete with chocolate/rainbow mud-cake to celebrate long-time member, Dot Singe’s 95th Birthday.

Future Events:

April Friday 24th — **Film Day** in the Lorikeet Room at 1.30 pm, cost \$5.

May Friday 29th — **Blumes Fashions** in the Lorikeet Room at 1.30 pm, cost \$5.

All Volunteers, staff, clients and friends are more than welcome to attend.

If anyone is interested in accompanying Auxiliary members in forming craft (knitting, crochet etc.), Relax and Chat sessions on a more regular basis, please let us know. Those not into craft, but who would like to come and chat, play scrabble, Bingo, board games etc., would also be catered for.

In conclusion: **Theatre tickets** available:

Dolly Parton 9—5: on Wednesday
16th September at Her Majesty’s Theatre at
1 pm. Cost: \$70. Book now and pay by 16th July.
Phone Lyn on 0411 045 369.



General enquiries — Lyn Munday, President on 9570 5087 or 0411 045 369.

Staff Profiles — Meet....Sally



How long you have been with Connect Health?

I started with Connect Health in Sept 2019.

What is your position/title and team you belong to?

My role is a new role in the organisation. I am the Chief of Services.

What days you work?

I work full time, Monday to Friday.

What you are currently working on? What does your role involve?

I am working on many exciting projects across the business looking at expanding our existing services and offering new services to our local community.



What you enjoy doing outside of work?

I enjoy spending time with my two adult sons and their partners, live music, learning new styles of dance (just watch your toes if you are ever my dance partner), quilting, yoga and camping.

Meet....Andres

How long you have been with Connect Health?

Since the 5th of December 2019.

What is your position/title and team you belong to?

Business Manager – I report to Chief of Services.

What days you work?

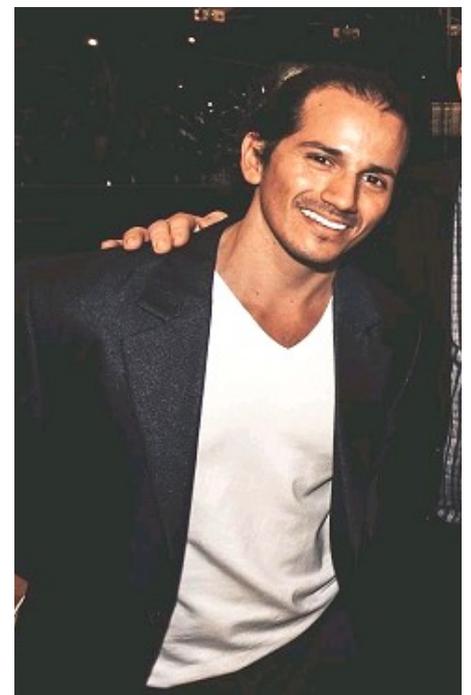
Full-time.

What you are currently working on?

I am currently working on a digital transformation project to improve the productivity and Key Performance Indicators (KPI's) of the services area by reviewing the business systems, processes and utilising data analytics by developing interactive dashboards to perform data driven decisions. The project started on the Volunteer and Community Connections department and it has scaled across other departments of the organisation to fit the organisation strategic goals.

What you enjoy doing outside of work?

Electronic music.



Coronavirus (COVID-19)



Coronavirus (COVID-19) is a respiratory illness caused by a new virus. Symptoms range from a mild cough to pneumonia. Some people recover easily, others may get very sick very quickly. There is evidence that it spreads from person to person. Good hygiene can prevent infection.

Symptoms

Symptoms can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly. People with coronavirus may experience:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath.

Who is at risk

Most cases of coronavirus (COVID-19) are in Wuhan City in Hubei Province, China. In Australia, the people most at risk of getting the virus are those who have:

- recently been in mainland China and Iran
- been in close contact with someone who is a confirmed case of coronavirus

How it spreads

There is evidence that the virus spreads from person-to-person. The virus is most likely spread through:

- close contact with an infectious person
- contact with droplets from an infected person's cough or sneeze
- touching objects or surfaces (like doorknobs or tables) that have cough or sneeze droplets from an infected person, and then touching your mouth or face

Prevention

Surgical masks in the community are only helpful in preventing people who have coronavirus disease from spreading it to others. If you are well, you do not need to wear a surgical mask as there is little evidence supporting the widespread use of surgical masks in healthy people to prevent transmission in public.

Everyone should practise good hygiene to protect against infections. Good hygiene includes:

- **washing your hands often with soap and water**
- **using a tissue and cover your mouth when you cough or sneeze**
- **avoiding close contact with others, such as touching**

If you have a confirmed case, you need to isolate yourself to prevent it spreading to other people (see below—How to isolate yourself)

Diagnosis

If you become unwell and think you may have symptoms of coronavirus, seek medical attention. Call ahead of time to book an appointment. Tell your doctor about your symptoms, travel history and any recent close contact with someone who has coronavirus. If you must leave home to see your doctor, wear a surgical mask (if you have one) to protect others. **If you have serious symptoms such as difficulty breathing, call 000 for urgent medical help.**

Treatment

There is no treatment for coronavirus, but medical care can treat most of the symptoms. Antibiotics do not work on viruses. If you have been diagnosed with coronavirus, isolate yourself in your home.

How to isolate yourself

Do not go to public places, such as work, school, shopping centres, childcare or university. If possible, ask other people to get food and other necessities for you and leave them at your front door. Only people who usually live with you should be in your home. Do not let in visitors. You do not need to wear a mask in your home. If you need to leave home to seek medical attention, wear a surgical mask (if you have one) to protect others.

From Australian Government Department of Health website: <https://www.health.gov.au/health-topics/novel-coronavirus-2019-ncov#symptoms>

Coronavirus (COVID-19)



Isolation guidance

If you have returned to Australia from overseas, or been in close contact with a confirmed case of coronavirus, special restrictions apply. This information sheet should be read in conjunction with the 'What you need to know' and 'Isolation guidance' information sheets at www.health.gov.au/covid19-resources

Who needs to isolate?

All people who arrive in Australia from midnight 15 March 2020, or think they may have been in close contact with a confirmed case of coronavirus, are required to self-isolate for 14 days.

Stay at home or in your hotel

When travelling home or to your hotel to start isolation use personal transport, such as a car, to minimise exposure to others. If you need to use public transport (e.g. taxis, ride-hail services, trains, buses and trams), follow the precautions outlined in the public transport guide at www.health.gov.au/covid19-resources. During the 14 days of isolation, you must stay at home or in your hotel and don't go to public places including work, school, childcare, university or public gatherings. Only people who usually live with you should be in the home. Do not see visitors. If you are in a hotel, avoid contact with other guests or staff. If you are well, there is no need to wear surgical masks at home. Ask others who are not in isolation to get food and necessities for you. If you must leave home, such as to seek medical care, wear a surgical mask. If you don't have a mask, take care to not cough or sneeze on others. For more information about when to wear a mask, visit: www.health.gov.au/covid19-resources

Monitor symptoms

When in isolation, monitor yourself for symptoms including fever, cough, sore throat, tiredness or shortness of breath. Other possible symptoms include chills, body aches, runny nose and muscle pain.

What do I do if I get sick?

If you develop symptoms (fever, a cough, sore throat, tiredness or shortness of breath) within 14 days of returning to Australia, or within 14 days of last contact of a confirmed case, you should arrange to see your doctor for urgent assessment. You should telephone the health clinic or hospital before you arrive and tell them your travel history or that you have been in contact with a confirmed case of coronavirus. You must remain isolated either in your home, hotel or a healthcare setting until public health authorities inform you it is safe for you to return to your usual activities.

How can I prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene and keeping your distance from others when you are sick is the best defence against most viruses. You should:

- Wash your hands frequently with soap and water, before and after eating, and after going to the toilet.
- Cover your cough and sneeze, dispose of tissues, and wash your hands.
- If unwell, avoid contact with others (stay more than 1.5 metres from people).
- Exercise personal responsibility for social distancing measures.

Going outside

If you live in a private house, it is safe for you to go into your garden or courtyard. If you live in an apartment or are staying in a hotel, it is also safe for you to go into the garden but you should wear a surgical mask to minimise risk to others and move quickly through any common areas.

Advice for others living with you

Others that live with you are not required to be isolated unless they meet one of the isolation criteria outlined above. If you develop symptoms and are suspected to have coronavirus, they will be classified as close contacts and will need to be isolated.

Cleaning

To minimise the spread of any germs you should regularly clean surfaces that are frequently touched such as door handles, light switches, kitchen and bathroom areas. Clean with household detergent or disinfectant.

Managing the 14 day isolation

Being in isolation can be stressful and boring. Suggestions include:

- Keep in touch with family members and friends via telephone, email or social media.
- Learn about coronavirus and talk with others.
- Reassure young children using age-appropriate language.
- Where possible, keep up normal daily routines, such as eating and exercise.
- Arrange to work from home.
- Ask your child's school to supply assignments or homework by post or email.
- Do things that help you relax and use isolation as an opportunity to do activities you don't usually have time for.

More information

For the latest advice, information and resources, go to www.health.gov.au. Call the National Coronavirus Help Line on 1800 020 080. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at www.health.gov.au/state-territory-contacts

If you have concerns about your health, speak to your doctor.

Fact Sheet from Australian Government Department of Health, <https://www.health.gov.au/resources/publications/coronavirus-covid-19-isolation-guidance>

Volunteer and Community Connections

Reminder the Flu season is approaching

While it can happen any time, it's more common to catch the flu, or experience flu-like symptoms, in the colder months of the year (April to October). Visit <https://www.healthdirect.gov.au/flu-trends> for further information.



5 REMINDERS for Flu SEASON

1. Stay home when you are sick and return to school after 24 hours without a fever.
2. Clean your hands often with soap or sanitizer.
3. Avoid close contact to people who are sick.
4. Cover your mouth and nose when coughing or sneezing.
5. Avoid touching your eyes, nose, or mouth.

Free Pneumonia vaccines are available for people over 65 years

In **Victoria**, pneumococcal **vaccines** are provided **free** of charge under the National Immunisation Program for all young children, people aged 65 years and over, Aboriginal and Torres Strait Islander people aged 50 years and over, and some people who are more at risk of infection.

For Pneumococcal immunisation service information, check Australian Government Department of Health website: <https://www.health.gov.au/health-topics/immunisation/immunisation-services/pneumococcal-immunisation-service>

and Victoria State Government Better Health Channel:

<https://www.betterhealth.vic.gov.au/health/healthyliving/pneumococcal-disease-immunisation>

Volunteer Driver & Jockey Consultation Meetings

We thank the volunteers drivers and jockeys who attended the Consultation Meetings on Friday 13/3 and Wednesday 18/3/20. Volunteers met Sally, Chief of Services and staff discussed service improvements, code of conduct and an update on the coronavirus pandemic. Notes from the Meeting will be distributed to all the Community Transport volunteers.



Code of Conduct

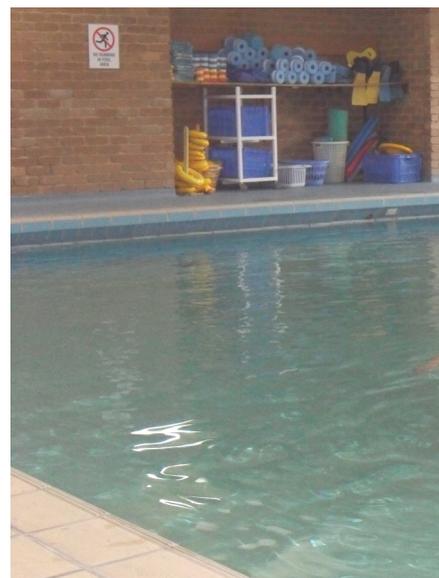
To ensure Connect Health & Community meets the required Accreditation Standards, volunteers have been provided with the following information: Code of Conduct, Carer Rights and Responsibilities, and Client Rights & Responsibilities brochure. Thank you to the volunteers who have read the Code of Conduct Agreement form and returned the signed back page.

We value your feedback. We thank the volunteers who have provided feedback about the Code of Conduct. Feedback boxes are available in the Volunteers Room and Community Connections Co-ordinators' office. These suggestions are collected on a regular basis and will be provided to the Quality and Risk Manager.

Hydrotherapy News

We have upcoming **Hydrotherapy Emergency Rescue Training for new volunteers only** OR volunteers who have not participated in any Emergency Rescue Training in the **last two years**. Training to be held at East Benteigh on **Monday 30 March 2020 3:00—5:00 pm** & **Friday 3rd April 2020, 2:00-4.00 pm** at the East Benteigh site.

You can pick a date and session which suits you. You are required to attend for 1 hour. If you pool sit and supervise, you will need to attend 2 x 1 hour sessions. Please write your name on the sign-up sheets located in the Hydro Pool area. This training is mandatory, and helps us run a safe service. All volunteers are required to attend in order to achieve competency to safely rescue clients and comply with our duty of care and Occupational Health & Safety. **We will be running more training sessions during the year.** We thank the volunteers who attended Emergency Rescue training at Berendale pool on January 28, 2020.



Reminder to Volunteers Supervisors — please allow at least 5 minutes for clients to **exit the pool** before the end of your session, so that the next Hydro group (supervisor/s and clients) can **enter the pool on the hour**. If your clients require more time to exit the pool, they will need to exit earlier (allow 5-10 minutes). We appreciate your assistance with this.

First Aid — if a client or volunteer has a minor injury e.g. small cut/graze etc., please ring extension 822 for Reception and ask for a first aid responder to attend to assist clients. If the situation is more serious, press the red emergency button. Please note that bandaids are no longer being provided in the first aid kits as some clients have very fragile skin and removing a bandaid can tear the skin.

First pool session — We remind volunteers who are running the first session of the day to check the white board. It will say: "Pool Tested _____ (Today's Date)". Please ensure that today's date is written, if yesterday's date is still up check with staff before allowing clients into the pool.

Water

Drinking water is important in the pool environment. Clients and Volunteers are encouraged to bring their own water bottle, as provision of paper cups has ceased for 2020 Management will sometimes make cups available on hot days. If clients request a cup of water, direct them to have a drink from the fountain before or after their session, and remind them to bring a bottle next time.

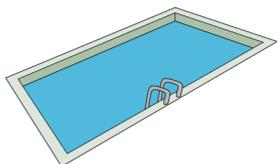
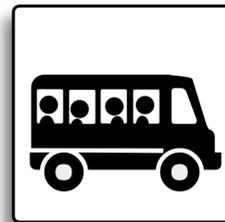
Volunteer and Community Connections



Volunteer Opportunities

Are you interested or do you know someone who might be interested?

Community Transport — Multiple volunteer driver vacancy positions are available - use your own car or use a **Connect Health & Community bus or car**. Assist the community with keeping older frail people and people with a disability and carers connected to their community.



Hydrotherapy program — Various sessions require **Pool Assistants, Supervisors and Sitters at East Bentleigh and Berendale, Hampton East** — If you enjoy being in the water or assisting clients from outside the pool then this role is for you!

For further information on any of the volunteer vacancies contact Neera or Kia on 9575 5312 or email: community@connecthealth.org.au



NO STANDING ZONES

Reminder — Volunteers are not to park in NO STANDING ZONES as Councils will fine volunteers. Connect Health & Community will NOT pay for fines incurred by volunteer drivers.

Can't find a carpark onsite?

Alternative Parking

Moorabbin Hospital - Monash Health (823-865 Centre Rd, Bentleigh East) is located next to Connect Health & Community, East Bentleigh site. They have offered Connect Health & Community volunteers parking vouchers which allow our volunteers to park for free in their carpark. Entry to Moorabbin Hospital - Monash Health is via Centre Rd. If volunteers are mobile and able to walk 20 metres, please consider taking advantage of the free parking. Moorabbin Hospital - Monash Health **parking vouchers can be obtained through Community Connections Coordinator.**

Training Opportunities and Events

Online training for Hand Hygiene & Food Preparation

All volunteers are required to do hand hygiene training, which can be accessed at: <https://www.safetyandquality.gov.au/our-work/infection-prevention-and-control/national-hand-hygiene-initiative>

Social Support group volunteers are required to do the **mandatory Food Safety online training**. This is a free, non-accredited online learning resource provided by the Department of Health and Human Services to enable you to understand how to safely work with food: <http://dofoodsafely.health.vic.gov.au/>

Connect Health & Community Workforce Meetings

Meeting dates will alternate weekly. Volunteers to be advised.

Staff Workshops — Volunteers are Welcome to Attend

- Thursday 21 May, from 9am—11.30 am in the Rainbow & Lorikeet Rooms
- Wednesday 19 August 2020, from 2.00pm—4.30 pm in the Rainbow & Lorikeet Rooms

Dates to make note of 2020:

Hydro Emergency Rescue Training for new volunteers or those who have not done training in the last 2 years:

Monday 30 March 2020 3:00—5:00 pm &
Friday 3rd April 2020, 2:00-4.00 pm at the East Bentleigh pool.

National Volunteer Week:

Monday 18 May—Sunday 24 May 2020.
Theme for NVW: “Changing Communities, Changing Lives.”

NVW Afternoon Tea: Wed. 20 May 2020,
2pm—4 pm in the Lorikeet Room at East Bentleigh site.

Christmas Function: Date to be advised.

Public Holidays 2020

Friday 10 April	Good Friday
Sunday 12 April	Easter Sunday
Monday 13 April	Easter Monday
Saturday 25 April	ANZAC Day
Monday 8 June	Queen's Birthday
Friday 25 September	AFL Grand Final Friday
Tuesday 3 November	Melbourne Cup Day
Friday 25 December	Christmas Day
Monday 28 December	Boxing Day

Volunteer and Community Connections

Connect Health's

Vision: Healthy People, Healthy Communities

Purpose: Understand and meet the health needs of the community as a socially responsible business

Values: Respect, Responsiveness, Accountability & Collaboration

Main Site Address:

2A Gardeners Road Bentleigh East 3165

Postal Address

PO Box 30 Bentleigh East 3165

Website: www.connecthealth.org.au

Facebook: <https://www.facebook.com/connecthealth.org.au/>

Instagram: https://www.instagram.com/connect_health/

Volunteer and Community Connections Team

Michelle (VaCC Manager): Phone: 9192 8941

Monday, Tuesday, Wednesday & Friday

Volunteer Services:

Neera: Monday — Wednesday

Kia: Wednesday — Friday

Phone: 9575 5312

Email: community@connecthealth.org.au

Community Transport — Individual

Bill: Monday, Wednesday & Friday

Di: Tuesday — Thursday

Errol: Monday — Friday

Phone: 9575 5386

Email: communitytransport@connecthealth.org.au