



ANHF has been emphasising on the physical, emotional and spiritual wellbeing of the elderly through music therapy, art therapy, horticultural therapy, etc. in our nursing homes. Our seniors wellness centres also play an active role in strengthening their positive feelings and emotional health. In the midst of the Covid-19 pandemic these life-style activities are essential to maintain the psychosocial wellbeing of our seniors. In this issue, the feature article explores how these therapies increase self-confidence by thinning out negative emotions in order to build a positive and optimistic attitude towards life.

Music Therapy Stirs Up Dance Cells of the Elderly



Walking past the nursing homes of Australian Nursing Home Foundation, you will always hear drum beats, singing or music played with different musical instruments.

These happy tunes glue the steps of passers-by and capture their attention. Indeed what makes our elderly residents so joyful? The answer: music therapy.

Roy, our music placement

student for his music therapy studies, says, 'Music therapy – abbreviated as MT – is practised by professionally trained music therapists to help the elderly to improve their mobility and the ability in expressing their emotions. Music enhances their quality of life by arousing memories, stimulating cognitive ability and boosting the recovery process of physical ailments.

Fond Memories Brought Back

Several young music therapists – Kate, Roy and Rebecca conduct music therapy for our nursing homes. When asked about why they chose elderly clients, Kate answered, 'You can call this an opportunity. The ageing population means increasing demand in the Chinese community. The relationship is reciprocal: we bring joy to the elderly through music but they bring joy to us as well!'

'Though we belong to different generations, we can search the internet for their favourite oldies like 'Undaunted Love', 'The Sweetness of Love', 'Stories in a Small Town', etc. to sing together. These golden tunes brought back fond memories!' said Rebecca.

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Moods Lifted

Any uplifting stories in music therapy? Rebecca has a story. 'A bed-bound elderly became very depressed after having a stroke that significantly reduced his verbal ability and lessened his chances of socialising. His family members felt very helpless. Knowing his passion for music, I encouraged him to sing together with me. Gradually he rebuilt his confidence and had a more positive attitude. His family members also said that words came out more clearly when he sang. His improvement not only impressed me but also gave me a great sense of achievement!'

Kate also shares an unforgettable story, 'I spotted in the nursing home an elderly resident sitting alone in a bad mood, her words were very negative. I took up the guitar, played some chords and sang out exactly the same negative words, in the same negative tone. A bit stunned, though for a brief moment, she said with a cunning smile, "What?!" Yes, just a smile, but I'm 100% sure her mood had changed – she's ready to enjoy the afternoon tea whole-heartedly. That's very rewarding to me!'



Art Therapy and Horticultural Therapy that Blends into Centre Activities

Through painting or handicrafts, art therapy leads the elderly to a world of creativity that frees the troubled mind from turmoils. Suppressed feelings subside through free expression of the self, a time in which individual achievements and values are treasured. Psychological disturbances will then be alleviated.

Many who visit Hurstville Seniors Wellness Centre (HSWC) will naturally stop to admire the water colour paintings, colourful and creative handicraft items like paper flowers, lanterns and goldfish. These works honestly reflect the delightful moods of both the visitors and our elderly clients.

Fun in Participating

Many seniors today are comparatively more pessimistic, words like 'being old is useless or can't do much' are often heard from their mouths. Yet why can the elderly clients in HSWC create mood-lifting works? When asked during our special visit to the centre, Bridget, the centre coordinator, answered with a smile, 'All activities are planned with a purpose to let our elderly clients enjoy the whole process in doing something within their ability so as to bring about a sense of achievement and satisfaction.' In Bridget's eyes, many elderly clients are artistic in nature but their talents were brushed aside by work or family commitments. These centre activities revive their hidden talents and boost their confidence.

Imagine Freely, Create Freely

HSWC regularly invites instructors and volunteers to conduct sessions on water colour painting and handicraft. Elderly clients will display their works either in their homes or in the centre. Many of their family members, relatives and friends love these masterpieces, some even request to keep it themselves. With increased confidence, our elderly clients realise that they are talented.

'Usually the instructor has a theme for every session e.g. autumn leaves and trees. An elderly client didn't want to be confined by the instructor's guidelines, she drew a man next to a tree, thinking that this would add vivacity and depth to the painting. We always encourage her to draw what she likes as long as it brings her happiness!'

Bridget continued to say that an instructor taught the elderly clients how to paint on the paper tube of a toilet roll for a painting about fireworks. Though apparently a simple session, the combined effect was awesome – individual brightly painted paper tubes mingled and sparkled perfectly to a gorgeous display of fireworks!



Horticulture is an assistive therapy that uses plants – a medium that has life – to promote the physical and emotional health of participants. Horticultural therapy improves the cognitive ability of participants and helps in delaying deterioration of dementia by stimulating their visual sense, olfactory sense and the sense of touch.

Fond Memories Recalled

Hurstville Seniors Wellness Centre (HSWC) is located at Lucy Chieng Aged Care Centre (LCACC). Those who have been to LCACC clearly know that there is an eye-catching yet tranquil garden with a great variety of plants and shrubs that leaves visitors feeling relaxed and fresh in a mesmerising, whether in sunshine or in light winds. Elderly clients from HSWC love strolling and exercising in this garden. With the help from staff and our volunteers, they also grow Chinese melons, bok-choy, chili plants and shallots. Bridget said, 'The planting process reminds them of their fond memories, like working in the fields or carrying irrigation water when they were young'. They eagerly share these moments with others.

Happiness and joy can be 'infectious', cheerful chats and hearty laughter fill the whole garden with delightfulness, a panacea for worldly cares. According to Bridget, this is another form of horticultural therapy.

Joy in Harvests

Other than the joy from gardening, Bridget also shares with the elderly the fun in harvesting. 'We use the Chinese melons for soup. Elderly clients will help dice the melons and chicken breasts, or they will dice our 'home-grown' shallots for making shallot pancakes. Of course we have to take into consideration some risk factors, that's why staff will assist in the whole process. Our clients love every experience - from sowing, plant care during the growth period and harvesting to cutting and cooking – they all said the melons grown by them have the best flavour, the shallot pancakes made by them are much tastier than those bought from shops! said Bridget.

No wonder a client from HSWC always says, 'if HSWC opened seven days, I'll surely be there seven days!'

Another Breakthrough by ANHF - Customer Service Award from CSIA



ANHF received the Customer Service Organisation Award. In the photo: ANHF Chairman Ms Ellen Louie (centre), Mr Jeremy Larkins, CSIA Executive Director (4th from right) and Ms Anna-Maria Wade, Aged and Community Services Australia Employee Relations Manager NSW (far left)

With full combined efforts from all service teams over a period of two years, ANHF received the Customer Service Organisation Award from the Customer Service Institute of Australia (CSIA). Though it was our first assessment by CSIA, we excelled other centres in the aged care organisation category in having achieved the best results among all.

The presentation ceremony was held on 17th February at the ANHF head office at Burwood. Mr Jeremy Larkins, Executive Director, Customer Service Institute of Australia, flew from Melbourne to Sydney to present the award to ANHF Chairman, Ms Ellen Louie. Other honourable guests included Ms Anna-Maria Wade, Aged and Community Services Australia Employee Relations Manager NSW and Ms Fleur Hannen, an experienced consultant in the industry.

In his address, Mr Larkins praised ANHF for having achieved outstanding results in the first assessment by CSIA. He also praised ANHF for our on-going efforts in customer-centred care and continuous self-improvement that support ANHF to achieve assessment standards that point to world-class customer experiences.

Ms Louie, thanked the contribution made from all service teams and was also proud of their achievements. She also pointed out that our organisation had benefited significantly in the past two preparatory years. Our Board of Directors was very pleased to have seen obvious service quality changes that had brought about positive effects to our customers and staff.

She believes that the quest for customer excellence is a continuous process of improvement and encouraged all staff to keep up their impressive performance. With concerted efforts from our inspiring management, professional staff and dedicated volunteers, ANHF will surely provide the best quality care for our customers.

CSIA was established in 1999, their service excellence awards are based on the assessment standards established by International Customer Service Experience Standard — the main accreditation organisation in Australia.

Mr Larkins said only two aged care organisations had undergone the assessment, other certified organisations (public and private) such as Transport NSW, Optus and HCF (an insurance company).

Ms Anna-Maria Wade, Aged and Community Services Australia, was present at the presentation ceremony to congratulate ANHF having receiving such a significant meaningful award.

As mentioned by Ms Anna-Maria Wade, customer service was most crucial. The Customer Service Organisation Award from CSIA truly reflected quality customer service that is beneficial to all customers.



ANHF service teams and honourable guests

Standing By You in the Midst of the COVID-19 Pandemic

Dear Consumer,

No doubt, by now, you are all aware of the rapidly evolving situation concerning COVID-19 or Coronavirus affecting Australia and the world. As the situation continues to develop, at ANHF, one thing will remain constant. That is, at ANHF, we will make our decisions with the well-being of our elderly community, staff and volunteers as our utmost priority.

I sincerely hope you have noticed our efforts and actions over the past 2 months to ensure that the safety and wellbeing of our elderly, our staff and volunteers and our visitors, are not compromised during this unprecedented pandemic.

We continue to take guidance and monitor the Coronavirus situation globally and take seriously the advice of the World Health Organisation and the Australian Government Department of Health. Since the outbreak in Hubei, China, at the end of January, in ANHF, we have adopted the following prompt actions and guidelines to ensure the health and safety for everyone:-

- Cancellation of all Chinese New Year celebrations and mass functions to mitigate the risk of community spreading.
- All staff, volunteers, consumers, visitors and contractors who have been to overseas countries with reported COVID-19 case(s) or being in contact with a confirmed case are required to self-isolate for 14 days.
- Any staff, volunteers, consumers, visitors and contractors are required to have temperature screening, disclose travel history and sanitise hands on arrival.
- Anyone who has a fever or symptoms of a respiratory is requested not to work or visit our service venues.
- Alert signs, posters on hand-washing and update information re COVID-19 and fact sheets are put up at the entrance door and within every facility.
- Regular communications via letters, notices and emails with consumers and their families, staff and volunteers about Update of COVID-19 together with fact sheets and information prepared by Department of Health.
- Vigilant practices are in place to identify if any consumer is unwell with temperature or respiratory symptoms. If suspected case is identified, we will contact family member to track exposure history and take prompt actions accordingly.
- Referral will be made to Communicable Disease Control Disease Branch on 1300 066 055 ASAP for anyone showing severe symptoms of COVID-19 and/or with difficult breathing.
- Stepping up infection control measures such as cleaners are reminded to have more regular sanitising of common areas including handrails, furniture surface.
- Personal protective equipment (PPE) stock is being monitored to ensure we have sufficient resources in the event of an outbreak.
- Ensure ANHF is well prepared for COVID-19 Pandemic, A Disaster and Outbreak Response Team (DOR) has been set up. ANHF COVID-19 Response Plan has been developed to support our facility/service in case of an outbreak or when suspected case is identified. A COVID-19 Preparedness Checklist has been completed to guide the management and frontline staff to check off things that need to be covered to prepare for COVID19 outbreak.
- Staff Training sessions have been scheduled to enhance better understanding of symptoms and signs of COVID-19 and exposure risk; personal hygiene; appropriate use of PPE and handling and disposal of clinical waste; food handling and cleaning of used food utensils, etc.

It is vital that we are able to continue to deliver our essential services but in doing so, we, like others, face many challenges. We will continue to closely monitor the situation and will implement changes to our operations where and when necessary, sometimes without or with short notice. It is critical that we develop and implement flexible strategies. We appreciate your support, co-operation and patience during these unprecedented times and most of all, we value the well-being of our community.

Yours sincerely,
Ellen Louie
Chairman

Ada Cheng
Chief Executive Officer

Standing By You in the Midst of the COVID-19 Pandemic

With the COVID-19 outbreak around the world, ANHF has taken up a number of prompt measures to protect our elderly residents and staff. In this issue we interviewed our management staff to understand how our service teams continue to provide professional and safe services for our clients. Please visit our website for information about COVID-19. If you have any enquiries or concerns, call us on 1800 88 22 88 or use the 'Contact Enquiry Form' in the 'Contact Us' section of ANHF website.

Suspension of visits to residential facilities to prevent risk of infection

Nursing home residents are elderly people, many have chronic diseases and respiratory problems. They have a high risk of being infected by COVID-19. With our duty of care, we have to be extra cautious. With increased confirmed cases in March, staff and residents from a nursing home in Macquarie Park added to the confirmed case list, we had to be well-prepared for the risk of an outbreak in the community. Without hesitation, we decided to suspend visitors to our residential facilities. At the same time, we also adhered to guidelines from the Australian Government Department of Health to re-educate staff on the use of protective gear, frequent hand washing, regular disinfection of facilities etc to protect the safety of staff and residents. Our Lifestyle team introduced new and modified activities to avoid large congregation of people since mid January. Previous bus outings organised with residents sightseeing inside the bus and other similar activities have now been replaced by indoor ones to observe safe social distancing. To combat the anxiety caused by the restriction on family visits, staff have begun to assist residents to connect with family using the latest technology and communication channels e.g. mobile phone, FaceTime, WhatsApp or WeChat.



Jenny Chua, General Manager, Residential Care

Maintain regular contact and provide support to isolated clients

Apart from providing updated information on COVID19 to all of our consumers, we will particularly provide support to isolated clients by calling them regularly to ensure their wellness and safety. If a consumer became a confirmed case and is required to self-isolate at home:

- We will continue to provide support services such as grocery shopping and arrange meals on wheels to maintain his/her wellbeing;
- We will maintain regular contacts with the consumer or family carer using phone or mobile app.
- If the consumer needs personal care service such as showering, we will do so after conducting a full assessment and follow the infection control procedures and policy.
- If the package funding of the consumer has been fully used, we would assist the consumer to apply for extra funding.

Andie Lo, Home Care Services Team Leader (Workforce – HR)

Continue to help our elderly clients remain connected with our service

To comply with the social distancing rules, we will temporarily close all Seniors Wellness Centres. We will help our consumers to remain connected with our service by adopting the following strategies:

- provide telephone support and use technologies (iPad and electronic devices) to help those who are isolated or left at home;
- set up online support groups through the use of WeChat and WhatsApp programs;
- assign each staff member to be responsible for a small group of consumers and maintain close connection with their group through phone calls, text messages, face time etc.
- discuss with consumers and carers about alternative care arrangements such as, in-home respite; tele-care and flexible respite;
- for consumers who need services such as Social Support Individual, a HCE or CSE will visit them at home;
- negotiate with the Funding Arrangement Manager about changing service types that will allow us to provide alternative services to our consumers



Rebecca Yee, Community Services Manager



The best way to prevent flu is to have a flu shot every year before winter arrives. The Australian Government provides free flu shots for people with serious illnesses (e.g. severe asthma, diabetes, cancer, impaired immunity, cardiac disease, renal disease, kidney disease and lung disease) and those aged 65 or over.



活動相簿 Activity Photos



天氣轉涼，是織頸巾的時候了
Knitting scarves for Winter
(HSWC 好思維活動中心)



工黨領袖麥凱到訪陳秉達療養院
和長者拜年
Ms Jodi Mackay (Leader of the
Opposition) visits BCNH over
Chinese New Year
(BCNH 陳秉達療養院)



有朋自遠方來，參加世界之窗
Gathering together to celebrate
A Room to the World
(CSWH 金匙長者康頤天地)



和財神拍照，全年都好運！
Taking a photo with the God of Fortune
brings you luck for the whole year!
(SWSWC 蘇懷活動中心)



情人節送花給老伴，伯伯多浪漫！
Flowers for my loved one —
so ROMANTIC!
(CCPNH 周藻泮療養院)



新年舞獅，祝長者龍精虎猛！
Wishing the elderly good health with
the annual lion dance!



人強馬壯，氣勢如虹！
今年一定好過舊年！
What a fantastic performance by a great
team! All the best for the coming year!
(CCPNH 周藻泮療養院)



看長者做的新年掛飾多漂亮！
Festive décor made by our
elderly residents
(LCACC 錢梁秀容療養院)



長者跟師傅耍太極，似模似樣！
See how well I perform!
(SWSWC 蘇懷活動中心)



活動相簿 Activity Photos



長者到 St. Basil's Home 跟健身教練做運動
Gentle exercise class at St. Basil's Home
(HSWC 好思維活動中心)



一場精彩的舞蹈表演，
看長者看得多投入！
All were absorbed in the
gorgeous performance!
(ESWH 伊士活長者康頤天地)



沛德活動中心十六週年生日快樂!
SHSWC 16th Anniversary Celebration
(SHSWC 沛德活動中心)



世界之窗，帶長者遨遊世界！
A Room to the World brings our
elderly clients to different places
(CSWH金匙長者康頤天地)



澳洲日，長者盛裝慶賀！
All dressed up to celebrate Australia Day!
(LCACC 錢梁秀容療養院)



和長者一起耍太極，強身健體！
Strengthening our bodies with
tai chi exercise
(ESWH伊士活長者康頤天地)



長者製作傳統團年食品 - 湯丸，
笑到見牙唔見眼！
Happiness is to prepare festive snacks
for the Chinese New Year!
(HSWC 好思維活動中心)



摸過獅頭，全年順景！
Good luck comes if you touch
the head of the lion.
(BCNH 陳秉達療養院)



長者做大廚，香煎蘿蔔糕！
Pan-fried white turnip cakes
by elderly residents!
(LCACC 錢梁秀容療養院)

Section 1: Personal Details

Please support ANHF to deliver quality and culturally competent aged care to our community.
請支持澳華療養院基金為社區提供高質素及符合文化的高齡護理服務。

Title 稱謂 Mr 先生 Mrs 太太 Ms 女士 Miss 小姐

Family Name 姓氏

First Name 名

Second Name

Home Address 住址

State / Territory 州

Postcode 郵政區號

Phone Number 電話號碼

Section 2: Donation Details

Donation of \$2 and over is tax deductible.

凡捐款2元或以上可扣稅

I would like to make a donation of \$ _____.

Payment Type

- ☐ Electronic Funds Transfer
☐ Please debit this card

TO: Australian Nursing Home Foundation (BSB 082-201, Account Number 580-328-001)

<input type="checkbox"/> Master Card	<input type="checkbox"/> Visa	<input type="checkbox"/> Other:
Name on Card		
Card No.		
Expiry Date	/	
Signature		

BEQUEST – Leave a Gift in your Will

By leaving a **Gift** to the ANHF in your **Will**, you are creating a **lasting legacy** that will help us continue to create a **thriving** and **vibrant** environment that will enable our elders to age with **dignity** and **grace**.

If you wish to leave a **Gift** in your **Will**, you should seek appropriate legal advice. For more information, you may wish to request further information by ticking the box below or refer to our **Bequest Fact Sheet** on our website.

- ☐ Please send me details on making a gift to the Foundation in my will. 我希望在遺囑中對基金作出饋贈，請將詳情寄給我。

Please return this form to Australian Nursing Home Foundation, 60 Weldon Street, Burwood NSW 2134.

YOU CAN ALSO DONATE SECURELY VIA OUR WEBSITE: [HTTP://ANH.F.ORG.AU/CONTACT-US/DONATIONS](http://anhf.org.au/contact-us/donations)

Thank you for your support. Below are the donations received from a January till March 2020

謝謝各位的支持。下為2020年1月至2020年3月期間之捐助人士芳名。

100以下 Below <100	\$100—\$499	\$500 - \$999	\$1000-\$4999	\$5000以上 \$5000 and above
Mrs Po Yin Chow	Ms Kitty Kong	Ms Margaret Leung	Mr Kenneth AuYeung	Lam Brothers Pty Ltd
	Ms Mui Kuen Leung		Mr Philip Lui	
			Bayton Cleaning	
			2CR Chinese Network Radio	



高冰冰 助理會計

高冰冰女士主要職責為收發單據，亦協助處理院舍住客及社區房屋租戶有關之會計事宜。

高女士來自香港，於麥覺理大學修畢商學士（會計）學位，曾任職「安居家庭護老服務」，負責會計及行政助理工作。



Bing Bing (Carmen) Ko

Assistant Accountant

Carmen will be providing billing and other resident and tenant related accounting support.

Carmen is originally from Hong Kong and graduated from Macquarie University with a B. Com (Accounting). She previously worked for a number of years in the Home Instead Senior Care Group providing accounting and administrative support.

王樂雯 服務質素監控主任

王樂雯女士修畢護理碩士學位，具七年高齡護理經驗。作為註冊護士，王女士除專長傷口護理及善終護理外，於處理因「路易氏體腦退化症」導致之行為問題經驗豐富。

王女士說流利英語、廣東話及普通話，在其專業工作上喜愛批判性思考及分析性活動。王女士不斷學習新事物，發展所長，現正修讀「培訓及評估四級證書」課程。



Lok Man (Edith) Wong

Quality, Risk & Compliance Officer

Edith has over 7 years of aged care experience and a Masters degree in Nursing. As an RN, Edith specialises in wound care and palliative care. She also has extensive experience in

handling challenging behaviours associated with Lewy Body Dementia.

Edith speaks fluent English, Cantonese and Mandarin. Professionally, she enjoys critical thinking and analytic activities. She is constantly educating herself with continuous learning and development; and currently studying Certificate IV in Training and Assessment.

Staff Movement

員工變動

梁婉萍 臨床護理顧問

梁婉萍女士自 2019 年 9 月任職家居護理團隊主任，在過去六個月來積極為家居護理臨床服務奠定穩固基礎。

梁女士將離任家居護理團隊主任（臨床護理）一職，但仍於社區服務團內轉任顧問，協助基金迎向由「高齡護理質素及安全專署」進行之服務審核。

梁女士將於 2020 年 3 月 9 日履新，與 Deb Charlton、服務質素監控團隊及社區服務管理層共同帶領過渡期間之工作及社區服務之未來發展。



Agrial Leung Clinical Consultant

Agrial has been working as Home Care Team Leader since September 2019. Over the last six months, Agrial has been instrumental in establishing a solid foundation for our Home Care clinical practice.

Agrial will be leaving her role as Clinical Team leader of Home Care, but will continue working with the Community Team as a Consultant to assist us with our upcoming ACQSC Quality Audit and mentoring of clinical practice.

Her new role will commenced on the 9th March 2020. Agrial will be working closely with Deb Charlton, the QRC team, and the community management team to guide the progressive work and the future of Community Care.

疫情中與你同行

最近新冠狀病毒肺炎全球肆虐，澳華療養院基金為保障長者及員工的安全，作出多項及時的應對措施，為此走訪幾位管理層要員，看看我們的團隊如何在疫情下仍然謹守崗位，竭盡所能為長者提供專業及安心的服務。請在我們的網址瀏覽新型冠狀病毒的消息。若有任何疑問或查詢，請致電1800 88 22 88或使用基金網址「聯絡我們」一欄下的「查詢表格」。

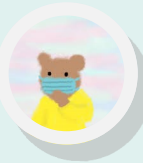
果斷措施，限制訪客，減少傳播機會

療養院裡都是長者、長期病患者及呼吸道衰弱人士，是最容易受到新冠狀病毒肺炎感染的高危人士，我們肩負護理責任，不能不格外小心。3月初當新州確診個案倍增，同時悉尼北部麥覺理園（Macquarie Park）的護理院有工作人員確及長者受感染，我們看到有社區爆發風險，立即採取果斷措施，限制所有非必要人士到訪。同時依照政府健康部指引，重新教育員工怎樣使用保護衣物、勤洗手，定時消毒院舍...等等，以保障院舍內的長者及員工的安全。自1月中我們的院舍生活小組已採用新的方式進行活動以避免多人聚集一起。至於安排長者安坐旅遊巴士觀光等活動，就以室內活動代替以便分開長者之間的空間距離。為了舒緩限制家人探訪所引起的不安，職員正協助院友透過各種科技裝置與家人保持聯繫，例如手提電話、視訊通訊、WhatsApp和微信等。



蔡葉德君 院舍服務總經理

為獨居或隔離長者提供支援保持定期聯繫



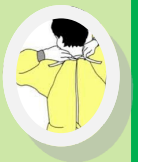
我們除了為接受家居服務的長者不斷提供最新的疫情資訊之外，我們還特別為獨居或需隔離的長者提供額外支援，例如定期聯繫長者，確保他/她們安全和身心健康。如果長者確診感染新冠狀病毒，並需要在家隔離，我們會提供以下支援：

- 繼續提供支援服務，包括購物及安排送餐服務以維持長者的健康。
- 與長者及家人透過電話或其他應用程式維持定期溝通。
- 如果長者需個人護理，例如洗澡，我們會先進行全面評估，並按感染控制政策與程序提供服務。
- 如果長者的政府資助金額已經盡用，我們會協助長者申請額外資助。

羅靜雯 家居服務團隊主任(人力資源)

繼續協助長者在家與我們保持聯繫

雖然因應政府保持社交距離的規定，基金所有長者活動中心須暫停運作，但我們將採取下列策略，為服務對象提供服務、保持聯絡：



- 提供電話支援及利用不同科技（平板電腦及電子器材）幫助獨居或孤立無助的人士。
- 利用微信、WhatsApp 等程式成立網上支援小組。
- 安排職員負責個別服務對象小組，藉著電話問好、文字訊息、視像形式等和小組成員緊密聯繫。
- 和服務對象及其照顧者商議替代護理安排，例如居家護理、電訊護理及彈性暫息護理。
- 服務對象若需個別社交支援服務，我們會安排家居護理員工或護理服務員工上門探訪。
- 與「撥款安排經理」商議需要改變的服務類別，讓我們可以為服務對象提供替代服務。

聯邦家居支援服務 馮曉明 社區服務經理



每年冬季到來之前接種流感疫苗是預防流感的最佳方法。

澳洲政府每年為65歲及以上長者，並有嚴重病患者（如嚴重的哮喘、糖尿病、癌症、免疫疾病、心臟病、腎病、肝病和肺病）提供免費接種流感疫苗。



疫情中與你同行

各位服務對象：

大家都知道新型冠狀病毒疫情正急劇變化，澳洲及世界各地都受到波及。無論情況發展如何，澳華療養院基金始終恪守一個宗旨：不論作出任何決定，我們必先顧及長者、員工及義工的身心健康。

深信大家都看到過去兩個月來，我們在前所未有的疫情下，為了確保長者、員工、義工及訪客的安全和身心健康而作出的努力和措施。

基金會繼續密切留意並監控新型冠狀病毒的全球發展，緊貼世界衛生組織及澳洲政府健康部的指引。我們早在一月底病毒在中國武漢爆發時，已迅速採取下列措施及指引，確保大家的健康及安全：

- 取消所有農曆新年慶祝活動及大型活動，遏止病毒在社區傳播。
- 所有曾經去過海外出現確診新型冠狀病毒個案的地區或曾與被確診人士接觸的員工、義工、服務對象、訪客及承包商必須自我隔離 14 天。
- 所有員工、義工、服務對象、訪客及承包商必須在抵達服務地點時量度體溫、申報旅遊歷史及清潔手部。
- 任何人士若發燒或出現呼吸系統症狀不可上班或到訪基金服務地點。
- 於入口及各服務地點張貼清潔手部及最新新型冠狀病毒資訊或資料單張的警示牌及海報。
- 以書信、通告及電郵與服務對象及其家人、員工及義工保持聯絡，發放來自健康部有關新型冠狀病毒的最新資料及資訊單張。
- 提高警覺，辨識服務對象是否因發燒或呼吸系統症狀而感到不適。一旦察覺疑似感染個案，基金會接觸其家人，追溯旅遊歷史，迅速採取相應行動。
- 一旦察覺任何人士出現新型冠狀病毒嚴重症狀及/或呼吸困難，我們會儘快致電 1300 066 055 聯絡「疾病傳播控制中心」。
- 進行審慎預防措施，例如提醒清潔員工增加公眾地方（例如扶手、家具表面）定期消毒次數。
- 監控個人保護衣物存量，確保我們在疫情爆發期間資源充足。
- 確保基金準備就緒、對抗疫情。基金已成立「災難及抗疫團隊」，也釐定「澳華療養院基金新型冠狀病毒相應計劃」，在疫情爆發及出現懷疑個案時支援各院舍及服務單位。基金又已成立「新型冠狀病毒抗疫清單」，指示管理層及前綫員工確保已進行全部抗疫措施。
- 基金已編定員工培訓課程，提高對新型冠狀病毒症狀和徵兆的認識，以及暴露在病毒下的風險。培訓課程也幫助員工更理解個人衛生、如何正確使用個人防護衣物、處理及棄置臨床物料、處理食物及烹調後器具清洗等知識。

繼續提供必須的服務非常重要，但與此同時，挑戰亦為數不少。我們仍會密切監控情況，有需要時可能在緊急通告下（或許無法事先通告）在某些服務地點改變營運方法。基金必須視乎當時情況決定及進行彈性策略。

在這前所未有的時刻內，感謝您們的支持、合作和耐性；讓我們一起守護我們的社區。

祝安康

雷潔文
澳華療養院基金主席

鄭賜霞
行政總裁

澳華療養院基金再創佳績，客服質素獲國際水平認證



澳華療養院基金獲CSIA頒發品質認證證書。主席雷文潔（中），CSIA執行董事Jeremy Larkins（右四），澳洲高齡及社會服務行業公會新州經理Anna-Maria Wade（左一）



澳華療養院基金團隊與嘉賓合照

經過兩年多以來所有部門的努力和準備，澳華療養院基金去年底接受澳洲客戶服務協會 Customer Service Institute of Australia（簡稱 CSIA）的評核後，很榮幸獲得品質認證，並在首次接受評核的情況下，奪得理想分數，是全澳參加評審的高齡服務機構中獲得最佳成績的機構。

頒發證書儀式日前（2月17日）在澳華療養院基金位於寶活區總辦事處內進行。澳洲客戶服務協會的執行董事 Jeremy Larkins 專程從墨爾本來到悉尼，親身向董事局主席雷文潔頒發證書。出席嘉賓還包括澳洲高齡及社會服務行業公會（Aged & Community Services Australia）新州經理 Anna-Maria Wade 及行業內資深顧問 Fleur Hannen。

Jeremy Larkins 在致詞時讚賞澳華療養院基金出色的表現，在第一次接受評核便獲得高分數，是非常非常理想的成績。他又讚揚機構時刻以客戶服務為重心，不斷自我完善，力求達到審核的高標準。

而主席雷文潔則多謝整個團隊的努力，也為團隊獲得今天的佳績感到自豪。她表示，在兩年的準備過程中，機構獲益良多。董事會很高興看到過去兩年來，各個部門在提供服務方面進行顯著改動，為長者和職員在機構內外的生活都帶來正面的影響。

她相信，追求卓越的客戶服務是一個持續不斷的改善過程，她期望機構同全通力合作繼續努力保持良好的工作，在富啟發性的領導層管理下、加上專業的職員和熱誠的義工，機構定會提供優質的客戶服務。

澳洲客戶服務協會（簡稱 CSIA）成立於 1999 年，該機構所頒發的品質確認證書，是以國際客戶服務標準（International Customer Experience Service Standard 簡稱 ICSS）作為評核準則，是澳洲主要的認可頒發機構。

Jeremy Larkins 表示，暫時已經進行評核認證的高齡服務機構只有兩間，其他獲認證的機構有公營及私營機構，例如新州運輸局；電訊商 Optus 和保險公司 HCF 等。

當日出席頒發儀式的澳洲高齡及社會服務行業公會（簡稱 ACSA）新州經理 Anna-Maria Wade 在恭賀澳華療養院基金獲得證書之餘，並表示此舉對機構有重要意義。

她認為，在政府推出新的高齡服務質素標準下，客戶服務是重中之重。能夠獲得 CSIA 品質確認，也反映了該機構的客戶服務質素有相當的水準，對客戶來說是非常好的事。

過去的生活因為忙於工作或照顧家庭，這些藝術天份沒機會發揮出來。但現在透過活動中心的活動，讓他們才華盡顯，更有自信。

容讓長者自由發揮

中心會定期請老師及義工來教長者畫水彩畫、做手工，很受長者歡迎，他們會將自己的作品掛在活動中心及家裡，很多親朋友看見都說漂亮，甚至嚷著叫他們送畫給他們，讓長者更有自信，覺得原來自己也很有才華。「每次老師教畫都有一個主題，好像畫秋天的樹和葉，但有位長者從來不喜歡跟著老師的規範去畫，她喜歡在樹旁邊畫一個人，說這樣畫更有意境和生趣！從而反映這位長者很崇尚自由，我們也鼓勵她畫她喜歡的，她開心就可以了！」譚姑娘說最近有老師教長者用一個廢棄的廁紙筒來塗顏色，製作煙花圖畫，看似很簡單，但效果讓人驚喜勾起過往美麗回憶

快樂可以傳染

好思維活動中心是設於澳華療養院基金屬下的錢梁秀容療養院內，來過療養院的朋友都知道，院內



園藝治療是輔助性治療方法，最大特色是利用植物這個有生命的媒介，促進參與者生理及心理健康。園藝治療可刺激腦退化症患者的視覺、嗅覺、觸覺等感官，從而改善他們的認知能力，延緩腦退化症狀。

有個很寧謐亮麗的花園，種滿各種不同的花卉樹木，無論陽光普照，或是微風輕搖，走在其中，香氣四溢，令人心曠神怡。好思維活動中心的長者時常都會走到花園散步，做運動。長者在職員協助下，還會種植節瓜、白菜、辣椒和蔥等。譚姑娘說：「透過種植過程，長者很容易勾起過往很多美麗的回憶，好像過去他們年輕時下田種菜的樂趣，挑水擔柴時的快樂片段，都會說出來一起分享。」幸福快樂是可以傳染，當大家一起分享著，談笑著，整個院子就充滿愉悅的氣氛，令人忘卻憂煩，譚姑娘說其實這也是一種園藝治療。

享受收成樂趣

除了種植的快樂，譚姑娘還會和長者一起分享收成的樂趣。「庭園種出來的瓜菜，我們會用來煮節瓜湯，長者會幫忙切瓜粒、雞肉粒；我們種出來的蔥用來做蔥油餅，長者會幫忙切蔥做餅。當然我們會衡量風險，整個過程一定要有職員從旁協助。長者由栽種、收成、到切瓜煮菜，一起參與一起分享，他們都很享受很開心，說自己種的瓜菜特別清甜，自己做的蔥油餅比外面買的還要香！」

那麼開心，難怪好思維活動中心的娟姐常說：「要是好思維活動中心開七天，我一定七天都來！」



Rebecca 補充:「雖然屬於不同年代,但透過網絡找到長者喜歡的金曲,例如《萬水千山總是情》、《甜蜜蜜》和《小城故事》等,和長者一起和唱,喚起他們美好的回憶!」至於很受長者歡迎被視為「眾人孫仔」的 Roy,他謙稱從長者身上學習了很多東西,「透過音樂與長者同行,達到不同目的,如唱歌能強化長者的呼吸系統,打鼓練習手眼協調,增強肌肉,小組音樂治療增強社交互動,也可減少長者在療養院的焦慮感。」

音樂讓長者轉換心情

幾位年青人透過音樂治療為長者服務,有沒有甚麼個案令他們特別深刻難忘? Rebecca 說:「有位長者因為中風要長期臥床,很少機會出外活動,表達能力也下降,他感到很沮喪,家人也束手無策。我知道他喜歡音樂,嘗試鼓勵他一起唱歌,慢慢地他的信心重建,心情也開朗起來。他的家人也說,他唱歌時是說話最清楚的時候。這個案令我深受感動,也很有成功感!」

Kate 也想跟我們分享一個難忘的片段:「有次經過療養院,見到一位長者獨自坐著,情緒有些低落,說了一些很負面的話!於是我拿起結他,撥一下弦線,輕輕地唱出她剛才負面的說話,就用她的語調和字眼,她呆一呆,然後給我一個狡黠的笑容,回應說:『咁都得!』雖然只是一個笑容,但我相信她的心情已轉換,可以開開心心去吃她的下午茶,我覺得已足夠!」



融入活動中心的藝術治療和園藝治療

藝術治療,透過繪畫或手工藝,讓長者將專注及投入創作,無暇胡思亂想,另一方面,可以在自由表達的情境下,抒發積壓的情感,展現個人的成就與價值,從而減輕心理困擾。

踏入好市圍 Hurstville)(的好思維活動中心,許多人都不期然會駐足細看,因為中心內掛滿長者畫的水彩畫,親手做的手工藝如紙花、燈籠和金魚等,色彩斑斕,創意無限。欣賞的人都感覺很漂亮很愉悅,不難想像創作這些作品的長者一定也是很開心。

活動目的是享受過程

現今社會許多長者都比較悲觀,時常說自己年紀大,沒有用,甚麼都不能做了,但為甚麼活動中心的長者卻能創作這麼多快樂的作品?因此專訪好思維活動中心主任譚姑娘,她一臉笑意地回答:「我們為長者安排的活動都是有意義有目的。最重要是讓他們享受整個過程,所設計的活動一定是長者能力所及,這樣他們完成之後才會有成功感和滿足感。」她說其實許多長者都很有藝術細胞,只是



澳華療養院基金

會訊

第31期 - 2020年秋季

60 Weldon St, Burwood NSW 2134 Tel: 02 8741 0218 Fax: 02 9747 1637 www.anhf.org.au

編者按:澳華療養院基金向來重視長者身心靈的健康，無論療養院或活動中心，常用的音樂治療、藝術治療和園藝治療等，以增強長者正面情緒，強化他們的心理健康。在新冠狀病毒疫情下，這些活動尤其重要。今期主題探討這些治療如何令讓提升長者的自信，抒緩負面情緒，並建立積極樂觀的生活態度。

音樂治療，讓長者快樂地動起來



每次經過澳華療養院基金的療養院，時常都聽到許多長者在打鼓、唱歌，或彈奏不同的樂器，伴隨著燦爛的笑聲，讓訪客都不期然被那熱鬧的氣氛吸引而駐足觀看，究竟長者為甚麼那麼快樂？後來才知道原來長者正接受音樂治療。實習音樂治療師 Roy 解釋：「音樂治療

(Music Therapy，簡稱 MT)是由接受過專業訓練的音樂治療師，透過音樂的渠道，增強長者身體的活動能力，促進他們情感的表達，利用音樂喚醒記憶，刺激認知能力，改善溝通，促進身體康復，以提升長者的生活質素。」

喚起長者美好的回憶

幾位年青的現職及實習音樂治療師 Kate，Roy 和 Rebecca，分別為澳華療養院基金屬下幾間療養院提供音樂治療，問他們為甚麼選擇長者作為服務對象？Kate 回答：「其實也是一種機遇，隨著人口老化，華人社區這方面需求愈來愈多。我們提供音樂治療，但我們和長者的關係是對等的，透過音樂讓長者快樂，我們也快樂！」

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編輯室：

鄭賜霞
關靜雯
馮嘉碧
張雪儀
王綺嘉
黃慧恩

顧問：

澳華療養院基金董事會