



**ANHF**

AUSTRALIAN NURSING HOME FOUNDATION

**澳華療養院基金**

Culturally Appropriate Aged Care Since 1980

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# Newsletter

60 Weldon St, Burwood NSW 2134 Tel:1800 882 288 Website:[www.anhf.org.au](http://www.anhf.org.au) Email:[info@anhf.org.au](mailto:info@anhf.org.au)

## Living the New Normal Way during the Pandemic

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*COVID-19 has an immense global impact on our daily lives. During the pandemic, we have become used to ceasing all overseas travels, wearing face masks when we are out, maintaining social distancing and immediate hand washing upon returning home. These new lifestyle changes gradually emerge as we face the adversities. Despite the easing of the pandemic and the government's vaccine roll-out roadmap for the whole population, we are still on high alert. In view of this, we interviewed Mr Patrick Chan, Facility Manager of Chow Cho Poon Nursing Home, to find out how residents live in a healthy, new normal way.*

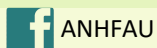
Patrick emphasized that the facility adheres closely to government guidelines to exercise strict measures during the pandemic. 'Ever since the outbreak of COVID-19 clusters in the Northern Beaches and Croydon and the resulting lockdown on 23rd December 2020, we have been exercising very stringent visit restrictions to ensure the safety of our residents. Our thanks go to residents and their family members for their understanding and support in helping us carry out infection control measures. With the recent easing of the pandemic, family members can now enter our facilities to visit their loved ones. You won't want to miss their excitement when seeing each other face-to-face again! Still our COVID-safe measures will not ease. Visiting family members have to undergo a health declaration, temperature check and handwashing before entering the nursing home. Once they're in, they're only allowed to meet in the resident's own room. No moving around inside the facility is allowed.'

### Editorial Committee:

Ada Cheng  
Rebekah Kwan Adelaide Fung  
Suet Yee Cheung Cindy Wong  
Michelle Wong

### Advisors:

ANHF Board



## High Alert for Flu Peak Season

With winter is approaching, the flu season is set to reach its peak. Considering that the pandemic might still linger for quite some time, Patrick believes COVID-safe measures will continue to be part of the daily routine. He urges staff, residents and their families to be vigilant and follow government guidelines, including

- 1) frequent hand washing
- 2) maintain 1.5 metres social distance
- 3) frequent contact point cleaning
- 4) wear a face mask and
- 5) follow the 2021

government vaccination program. He also recommends visiting government COVID-19 websites daily to get updated information and government guidelines:

<https://www.nsw.gov.au/covid-19/latest-news-and-updates#latest-covid-19-case-locations-in-nsw>



## Be Positive and Enjoy Life

In facing a long battle, Patrick says the most important thing was to encourage the elderly to take up a positive attitude and to enjoy life every day. Special programs have been arranged for residents during the pandemic when everyone was confined inside the nursing home and no visitors were allowed:

1. Bus tours — Though we have to maintain 1.5 metres social distance inside the bus and limit participants to at most 5, residents enjoy sightseeing and getting takeaway food to share back to the facility.
2. Seeing that residents might have emotional issues in having been bound by the four walls of the facility for such a long time, we conduct the 'Staff-Assisted Brief Walk and Chat' program in which staff accompany residents on a one-on-one basis to have a leisurely walk outside the premises. This gives them a sense of freedom and boosts their moods.
3. Though no yumcha can be arranged, staff order takeaway food of residents' choices (with consent from family members). We also assist residents in internet shopping, inform them of supermarket bargains and help purchase fruits, chips and snacks to bring them shopping fun.
4. As no performance groups are allowed, we arrange online programs like concerts of popular singers for a variety of entertainment.
5. Our Connection Ambassadors assist residents to maintain social contacts with family and friends (even those overseas) via social media like mobile phones, ipads etc.

Patrick is amazed at how quickly elderly residents pick up skills in using electronic devices. Of course staff and Connection Ambassadors have been doing a great job in being 'IT mentors'. Residents are now very busy in using their mobile phones to search for information or to connect with their families. Some even watch soap operas in their own rooms!



## ***A Thank You Letter to Chow Cho Poon Nursing Home***

For one whole year visiting mum during the pandemic was only possible in a designated spot. Today was the very first time I could enter the facility to visit mum in her room. Along the way there was no clutter, all areas were sparkling clean. Mum's room is also perfectly clean and tidy. She said it was safe to be inside the facility. The meals were excellent, the daily programs were varied. Boredom was never with her. Instead she felt that she did not have enough time! She also said that the nurses and staff were very caring. I totally agreed as every time when I visited mum, it was obvious that the other residents were in good care. During the pandemic, all staff hold on to their duties to protect residents. My heartfelt thanks go to the Facility Manager, the Care Manager and all the staff at Chow Cho Poon Nursing Home for their dedication in protecting residents during these difficult times!

***Michelle Tso***



## ***Computer and Smartphone Classes at Lucy Chieng Gardens***

Many seniors are eager to learn more IT skills to connect with the society and overseas friends and relatives. Seeing this need, our Community Housing Officer, Jacky Chan, installed computers and organised computer and smart phone classes in which Cherry Lee, the Housing Assistant, also assisted in teaching internet skills to the elderly.

'Though the pandemic eases recently, the elderly prefers to stay more at home to play safe. We encourage them to learn computer skills for keeping their minds active to prevent dementia. The satisfaction also comes when they know how to find their favourite entertaining programs on the internet!' said Jacky.

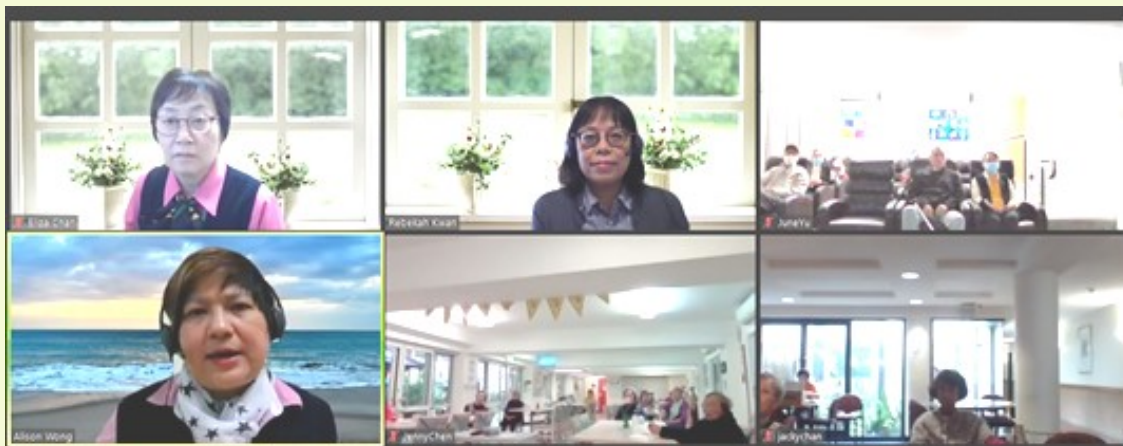
Residents are also very happy to be able to find their favourite Cantonese operas on the internet!





## Online Happy Hub— Information Sessions that Break Regional Boundaries

As the pandemic eases, ANHF seniors wellness centres are gradually reopening. Stringent COVID-safe measures like maintaining social distance are still in place to protect the elderly, and only a



limited number of people are allowed in the centres. In view of this, the Communications and Marketing Unit and staff from the Commonwealth Home Support Program worked together to conduct regular online information sessions through the 'Online Happy Hub' to help the elderly to maintain contact with us and receive the latest information.

Eliza Chan (Dementia Advisor) says, 'In the past we invited guest speakers to present information sessions on health and aged care, but during the pandemic speakers couldn't come to the centres and the elderly also avoided going out. Being cut off from outside contacts, depression easily occurred. That's why we established an online platform that provides the latest information to the elderly and to assure them that we still care for them — mutual support is there.'

The 'Online Happy Hub' works via Zoom. Staff at seniors wellness centres assist the elderly to participate via a huge screen. Speakers will answer questions immediately. 'Though you can't be face-to-face with the speaker in the physical setting, online information session breaks regional boundaries. The elderly can participate just by sitting in the comfort of their homes. This model also saves transport issues and allows more participants!'

To encourage more people to participate, the Online Happy Hub runs simultaneously with WeChat, which enables Home Care Service consumers and those who do not know how to use Zoom to participate through the WeChat group on their mobile phones. Just download the WeChat app, scan the barcode to join our ANHF WeChat Group and watch these information sessions.



**ANHF**  
澳華療養院基金會  
Australian Natives Home Support Program



**開心天地線**  
**ONLINE HAPPY HUB**

三月份主題

**我要升級**  
(由聯邦家居支援服務  
升級至家居配套服務)  
講員：黃國瑛  
(澳華療養院基金家居服務經理)

日期/時間：3月23日 (星期二) 上午11時  
報名：請致電余婉儀 0446 238 444

參加者請先用微信掃描二維碼  
加入「澳華療養互助群」  
當日即可透過群組收看直播

透過網絡聯線，將高齡服務及長者健康最新資訊帶給長者。  
在疫情下提供支援及正能量，讓長者繼續保持健康身心。

## ***Volunteers Supporting the Elderly through Emotional Abyss during the Pandemic***

**Volunteer Coordinator Tamie Liu**

In our Community Visitor Scheme (CVS), volunteers regularly visit the elderly who live alone or are socially isolated to give them support and companionship.

During the pandemic, the government advised the elderly to avoid going out or having visitors and to cut down on social activities to prevent infection. As the pandemic lingered on, loneliness and negative emotions crept in. Having noticed this phenomenon, our Home Care Advisors contacted us to see if CVS volunteers could visit the elderly to provide emotional support. Soon visits resumed upon the consent of the elderly.

In October last year, the pandemic in Sydney was quite under control. An elderly client who was over 80 years old and who lived alone requested a visit by a volunteer to read the bible with her. We allocated a Christian volunteer to provide the service. They first made contact via WeChat, but as both felt that face-to-face visits would be better, visits were arranged either weekly or biweekly and lasted 4 months. This elderly client was very grateful to the volunteer who not just accompanied her in reading the bible but also shared with her spiritual experiences that opened up channels for mutual encouragement.

After four-months of volunteer visits, this elderly client could sleep without medication — something she needed before the visits. Her emotional wellbeing had also improved. Because of the continuous encouragement by the volunteer, she enthusiastically joined a calligraphy class and learnt to become less impatient. Life became more substantial. As the volunteer had to pick up her academic studies again and had little extra time, visits were temporarily put on hold upon mutual consent. They still continued to communicate via WeChat to support each other!



## ***Employee Assistance Program – Emotional Support for Staff***

**Human Resources Officer, Winsome Cheng**

The global pandemic has immensely affected our daily routine. Continuous negative news during the pandemic easily brings about anxiety. How does ANHF support our staff in this aspect?

Winsome, our Human Resources Officer said, 'The health and wellbeing of our staff is a key priority in ANHF. Professional counselling is offered to our staff as a confidential and anonymous service i.e. not even the immediate supervisor or ANHF knows who uses this service. In the last year there was a slight increase in the use of the EAP Service, this can possibly be attributed to the effects of COVID19. We are glad to have this service in place to provide additional support for our workforce at this difficult time. A healthy and happy workforce is crucial in ensuring quality services at all times.'



## ***Turn the Pandemic into a Self-Improvement Time for Artistic Skills***

After retirement, Ann has been helping as a volunteer at ANHF. Though the pandemic truncated all activities, she chose not to laze about at home but to embark on enthusiastic learning that rewarded her with abundant harvests.

Ever since her childhood Ann loved painting. This interest was put aside as life became busy after marriage. Having nothing to do during the pandemic, she found many resources on painting skills on the internet. 'There are so many teachers with different styles and schools of painting. Many courses offer step-by-step instructions for beginners, you can make it if you have the desire to learn.' Picking up a paint brush is the 'new normal' for Ann. With a collection of over 100 paintings, the home has frequent 'face-lifts' by changing the paintings.

Anna has also registered for a diploma course in dementia. 'In recent years I have had opportunities to contact elderly people with dementia in nursing homes, and the desire to learn how to effectively communicate with them gradually increased. Now that I'm getting "older", I worry about getting dementia myself. That's why I want to learn more about it to prevent dementia at an early stage.'

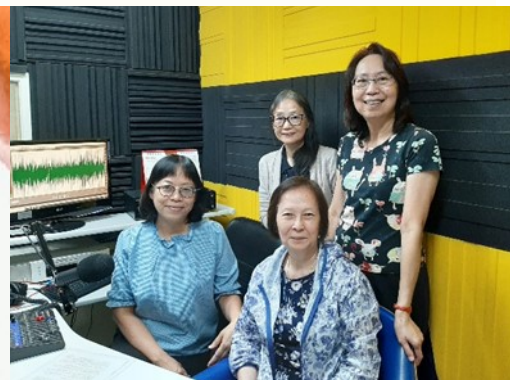
The pandemic reminds me that there are unexpected things in life. We really have to treasure the present moment more and do the things you like. You never know what'll happen in the next second, whether you still have the chance. Being able to pick up a paint brush every day to add colours to my work gives me much satisfaction and happiness!



## ***Happy Golden Years – Launch of ANHF 2CR Mandarin Sessions on February 9***

Since the launch of Happy Friends at 2CR, these Cantonese sessions have been widely popular among the Chinese community. Professionals were interviewed in every session on aged care topics. Recently we had a call from a listener's family member who found a piece of paper after her mother had been admitted to the hospital. She realised that her mother, being a keen listener of Happy Friends, had written the contact number of the ANHF aged care hotline on it. She called this number to inquire about nursing home application procedures and hoped that our radio sessions could reach every family in the Chinese community to provide timely support for them.

We have now introduced Mandarin sessions — Happy Golden Years — to reach the Mandarin-speaking sector, with a focus on our professional Home Care Services. The first session started on February 9; airtimes are at 3 pm, Tuesday and Thursday (repeat). The Cantonese sessions of Happy Friends are on air at 12:30 pm on Monday (repeat at 5 pm, Sunday).



## LCACC 10<sup>th</sup> Anniversary



As Lucy Chieng Aged Care Centre celebrates its 10th anniversary, a thank you party was also arranged to show appreciation to staff who had contributed 10 years of dedicated service in supporting the elderly residents through thick and thin. Award certificates and gifts were presented to our humble busy bees!

## SHSWC 17<sup>th</sup> Anniversary



Happy 17th birthday to Stanley Hunt Seniors Wellness Centre! Other than sharing a huge birthday cake together, we also relished fond memories of past activities in a slide show!

**Your Support Takes Us Further** 你的支持，讓我們的服務更進一步

You can also donate securely via our website 捐助可同時透過我們網站: <http://anhf.org.au/contact-us/donations>

Thank you for your support. Below are the donations received from **January to March 2021**  
 謝謝各位的支持。下為**2021年1月至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
Mr Xin Hua Cao	Ms Wai Ching So	Mr Alan Wong		Mr Louis Bernard Hor
	Ms Yee Mai Kitty Kong	PayPal Giving Fund Australia		
	Mr John Ebrahim			



# Happy Lunar New Year! 年...又過年，共慶歡樂團圓



Stanley Hunt Seniors Wellness Centre (SHSWC)



Hurstville Seniors Wellness Centre (HSWC)



So Wai Seniors Wellness Centre



Eastwood & Campsie Seniors Wellness Hubs





## Happy Lunar New Year! 年…又過年，共慶歡樂團圓



### Burwood Chan Nursing Home (BCNH)

NSW Labor Party Leader Jodi McKay was warmly welcomed by residents on her visit to BCNH during the Lunar New Year.



### Chow Cho Poon Nursing Home (CCPNH)



### Lucy Chieng Aged Care Centre (LCACC)





#### **Sen Choi TENG   Learning & Development Officer**

Sen Choi Teng has commenced as the new L&D Officer for the organisation. Sen has both managerial and educational experience and will be a great asset in identifying development opportunities for all staff.

#### **鄧勝   培訓及發展主任**

鄧勝先生履新澳華療養院基金培訓及發展主任，富管理及培訓經驗，必能助益機構籌劃員工發展機會。

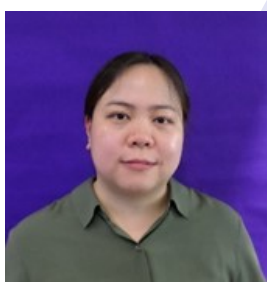


#### **Ka Ki (Laura) SO   Local Trainer (Community Care)**

Laura first finished her nursing education in Australia in the 90s and hence practised nursing in Hong Kong for 10 years before returning to Sydney and continued her career both in hospital and various aged care facilities since 2004. She had also worked for CCPNH years ago. While taking on this Community Care Local Trainer position Laura will continue her RN role with another mainstream residential provider.

#### **蘇家琪   社區服務培訓主任**

蘇家琪女士在九十年代於澳洲完成護理課程，隨後在香港從事護理工作達十年，於2004年返回悉尼，先後在醫院及各高齡護理機構工作。蘇女士除出任基金社區服務培訓主任一職外，亦在另一主流高齡護理院舍任職註冊護士。



#### **Michelle Sze Man WONG   Executive Assistant**

Michelle Wong has joined ANHF team as the Executive Assistant to the CEO, GMs and the Board. She has established her credentials as a competent Administrative Officer at Indochinese Aged Care Services since 2015. Michelle previously worked in Hong Kong and Sydney, where she demonstrated a wide range of skills in administrative operations including HR Assistant duties, staff rostering, payroll, and providing helpdesk support for training and enrolment.

#### **黃思敏   行政助理**

黃思敏女士加入基金大家庭任職行政助理，主要工作為輔助行政總裁、各總經理及董事會。黃女士自2015年起於印支高齡服務中心任職行政助理，表現卓越。不論在香港或悉尼任職，黃思敏女士均發揮其行政工作技能，例如人力資源助理工作、員工執勤安排、工資單、支援員工培訓及登記事宜、維繫部門與部門間之內聯網入口網頁等。