



**ANHF**  
AUSTRALIAN NURSING HOME FOUNDATION  
**澳華療養院基金**  
Culturally Appropriate Aged Care Since 1980

# NEWSLETTER



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## ANHF Seniors Wellness Centres Re-Opened to Ensure Wellbeing of the Elderly

*An interview of Phoebe Leung,  
Commonwealth Home Support Program Manager*



After experiencing the three-year global pandemic, everyone feels a bit 'tired' in the fight against it, longing for in normal life. Having been homebound for a long time to avoid infection, many older persons have physical and emotional issues. As we understand the difficulties they are experiencing and the crucial importance of wellbeing to older persons, we gradually re-opened our eleven Seniors Wellness Centres since the end of February. The visit to the Opening Ceremony of Chatswood Seniors Wellness Centre by Ada Cheng (ANHF CEO) and Jenny Chua (General Manager, Care Services) was a much welcomed surprise. The cake cutting ceremony with our elderly consumers truly symbolized the ANHF spirit in overcoming the pandemic with joy and celebration.

### COVID-Safe Measures Never Relax despite Relaxed Policies

With the pandemic still around, would re-opening Seniors Wellness Centres bring about any risks? For this we especially interviewed Phoebe, the CHSP

#### Editorial Committee:

Ada Cheng	Rebekah Kwan
Adelaide Fung	Cindy Wong
Carmen Li	Aimay Wong

#### Advisors:



ANHF Board

Manager, who pointed out, 'We understand that there might be risks in re-opening our Seniors Wellness Centres but prolonged confinement in the home easily brings about physical or emotional issues among the elderly. Though we have been conducting online activities during the pandemic, face-to-face contacts are the best means of communicating with and caring for one another. Our Seniors Wellness Centres had been temporarily closed since the pandemic surged significantly during Christmas last year, but as it began to ease recently, numerous calls were received from the elderly who were eager to know when the centres would re-open. In view of comprehensive support for their needs, a decision to re-open the centres was made after careful considerations.'

Stringent measures are in place in Seniors Wellness Centres to safeguard the elderly and our staff. Elderly consumers or staff are not allowed to return to the centre if:







## NOT ALLOWED TO RETURN TO THE CENTRE

-  they are unwell or have COVID-19 symptoms or acute respiratory illness; or
-  they have been confirmed with COVID-19 in the past 10 days; or
-  they have a household member who has been confirmed with COVID-19 in the past 14 days; or
-  they are required by NSW Health to self-isolate.



At the same time, all staff and volunteers who return to Seniors Wellness Centres must strictly follow these COVID-safe measures:

## COVID-SAFE MEASURES

have a rapid antigen test with a negative result before starting work;	
face masks and face shields must be worn at work;	
thorough hand washing before and after work;	
maintain 1.5 metres social distance.	

### Self-Initiated 'Isolation' by the Elderly to Ensure Centre Safety

Despite recent relaxation of COVID-19 rules, wearing face masks is only mandatory on public transport and other specified premises, we still encourage the elderly to have a RAT the day before attending the centre with face masks and stay at home if they feel unwell. Our elderly consumers and their family members are very supportive and cooperative to these COVID-safe measures.

For our elderly customers, it was pure joy and excitement to be back again to catch up with friends and staff. Asking about one another's wellbeing was of course another must-do item. Some even said to our staff, 'I won't go anywhere except coming to your centre. You can have peace of mind. I'll ensure I come with a healthy body!' Staff were so touched in knowing that the elderly decided to stay at home out of their own initiative just to safeguard our centres!

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### Postscript

Phoebe also mentioned that there had been confirmed COVID-19 cases among staff and the elderly since our centres re-opened. 'We immediately complied with NSW government directives to ensure any staff or elderly consumers who had contacted a confirmed case in the centre to undergo a RAT within the required time and self isolated. The affected centre would then be temporarily closed for 7 days.' To Phoebe, this will be a new normal that comes with centre re-opening; yet she is so grateful that both our elderly consumers and their family members have been very cooperative in complying with government directives. It is all because of our stringent COVID-safe measures that the safety of staff and elderly consumers has been secured.



# To Keep abreast of the Times ANHF Launched BESTMed to Ensure Safe Medication in Nursing Homes

To keep pace with the fast advancing electronic technology, many services have switched to the electronic stage. In 2021 ANHF embarked on the idea of implementing in our three nursing homes BESTMed, a new medication management system launched in February this year in partnership with the very experienced Carlton Railway Pharmacy. This system was designed and improved on after extensive consultation with Aged Care Consultants, doctors, registered nurses, nursing staff, pharmacy staff etc to ensure better safety and efficiency.

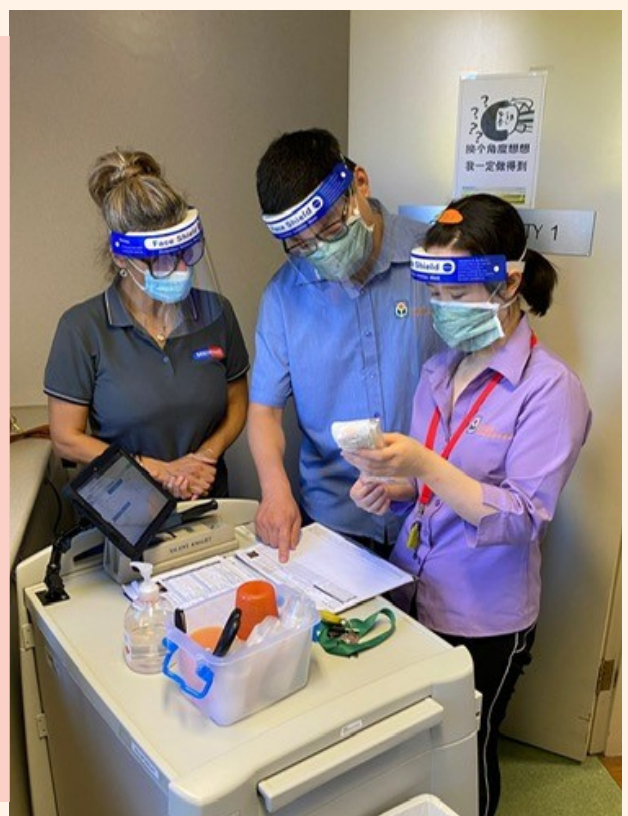


## Aged care services advance into an electronic era

During the interview Emily Chong, Facility Manager of Lucy Chieng Aged Care Centre, said, 'Electronic technology is so popular now, aged care industry is no exception. To keep abreast of the times ANHF had already successfully launched a trial run of the Person-Centred Software (PCS) in Lucy Chieng Aged Care Centre in 2019. As this PCS has been used in our three nursing homes, it's natural and feasible for us to launch the BESTMed system as well.'

## BESTMed prevents errors in medication

Emily stressed that past medication practices included prescription prepared by the doctor, then faxed to the pharmacy, followed by delivery to the nursing homes. Despite repeated checks by staff, there could still be the possibility that handwritten information was miswritten or misread. With BESTMed in place, prescriptions from doctors are immediately received by the pharmacy in the system, webster packs are then prepared in accordance with doctors' instructions before delivering to nursing homes. Through this system, staff can easily follow up doctors' instructions e.g. when a resident requires medication or when a specialist appointment has to be arranged. BESTMed ensures quick, accurate and efficient medication in nursing homes.



## Online training boosts staff confidence



BESTMed is very much welcomed by many users, including numerous doctors who also find this system user-friendly. When asked if staff are a bit resistive to BESTMed, Emily said, 'Many staff are using smart phones, resistance against electronic technology is not a question. Before we launched BESTMed, the software company had already conducted quite a number of training sessions which gave staff the confidence in practical use. The most important point is: BESTMed is a user-friendly system that improves outcomes and efficiency in care provision. In fact this system is very much well received by staff!'

As mentioned by Emily herself: with the time saved we can attend more to residents' care needs. This is the real essence of person-centred care.

## An Interview with Stella Liang, RN at Lucy Chieng Aged Care Centre

With BESTMed in use in our nursing homes, how does it affect the work of RNs who deliver medication daily? Stella, RN from Lucy Chieng Aged Care Centre (LCACC) said, 'At first I was a bit worried if I could pick up this new system, but once I've got used to it, that proves itself to be very convenient and simple. Initial training sessions were conducted by the software company BESTMed for doctors, management staff, RNs and staff responsible for medication delivery. Test trials were also run in our nursing homes to ensure every staff was familiar with the flow to boost their confidence in using this system.' Stella said staff were quickly informed of medication changes or increase instructed by doctors who entered the information in the system. The pharmacy could even provide quicker and more convenient same day delivery to nursing homes. With the former practice, if residents participated in outings, we had to record what medication to be given to them when they returned. There might still be mistakes. On the contrary, timely reminders from the current electronic system saved staff time and ensured safer medication.





# Join the Fun at Seniors Arts and Wellness Expo to Chase away the Pandemic

To chase away the global pandemic gloom that has been lingering for more than two years, ANHF will be conducting a wonderful event that sends off blazes of joy that resemble the traditional thundering happiness of firecrackers in the Chinese culture to bring life back to normal. Ever since March we have launched a series of lucky draws to inject a positive mood to the community. In fact some lucky winners called to tell us that they would use the cash coupon to buy roast pork for sharing their happiness with family and friends!

## Art works in Seniors Arts and Wellness Expo showcase positive attitude of the older persons

Nothing can harness happiness! ANHF will be conducting a Seniors Arts and Wellness Expo on June 4 at The Concourse, Chatswood. 'Many elderly consumers could not attend our seniors centre activities during the pandemic,' said Phoebe, Commonwealth Home Support Program Manager, 'but they made the best use of their homebound time to learn painting or even how to make use of discarded items like soft drink cans, magazine paper etc to produce different kinds of handicraft items. Just like works of art, each and every artwork is so creative with a meaning of its own. It is our earnest hope to share them with community members, to strike home the message that these adorable elderly people are live models of how positive energy can still prevail during the pandemic!' Funded by 2021/22 The Concourse Performing Arts Subsidy, this meaningful event will be held on 4th June at The Concourse, Chatswood.

## Information and hands-on corners to share the fun

Other than art work displays of the elderly, there will be information stalls, hands-on corners etc. You will also find activities like gentle exercise led by a physiotherapist, theme-based games led by a psychologist, dance and singing performances, lucky draw etc. Everyone who comes to this expo will receive souvenirs like mask holders. To meet the interest of community members in our new nursing home at Gordon, we will organise an information session on the construction progress and scheduled completion date. Don't miss the fun. Please call us on (02)97840838 to find out more about this event:



## 養老 續紛同樂日 ANHF Seniors Arts & Wellness Expo

6月4日(六) 上午9時至下午4時 4 June (Sat) 9 am-4 pm

車士活社區會堂

Civic Pavilion, The Concourse, Chatswood



場內設有長者畫廊、資訊攤位、工作坊、遊戲、幸運大抽獎及表演

Seniors art gallery, information stalls, workshops, games, lucky draw & performances

同場介紹最新位於哥頓療養院

Introduction of our new nursing home at Gordon



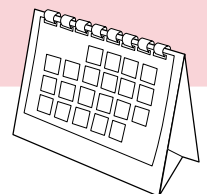
Media Partners



Date: 4/6/2022 (Saturday)

Time: 9 am to 4 pm

Venue: Civic Pavilion, The Concourse, Chatswood



# FROM VOLUNTEER TO STAFF

Carmen Li (Communications and Marketing Officer)

Born and raised in Hong Kong, little did I know I was to step foot onto the soil of Sydney, Australia alone. Though with a humble wish to adapt to the life here, I was greeted with an opportunity to start my career in ANHF, enveloped by the love from the ANHF family.

When I first came to Australia, life evolved around my parents and their peers. I noticed their difficulty in picking up IT skills. To them, my presence was like an information hub where their mobile phone and computer 'issues' could be solved. From then an idea popped up in my head: how fantastic it would be if I could help them with my skills.

I had been thinking that qualifications or skills in the caring profession were a must for working in aged care organisations. It just happened that I spotted a volunteer recruitment notice on the ANHF website for various roles, one being administrative. Without any second thought I submitted my application in the hope of applying my skills to help the elderly in ANHF. Having received my application, Tamie, the Volunteer Coordinator, allocated me to Communications and Marketing Unit (CMU) after carefully taken into consideration my abilities and skills.

With a bachelor's degree in Arts in Media and Communications, joining CMU is like settling into what fits me most. The staff speak Cantonese, they are friendly and very helpful in my work. Other than receiving volunteer-needs-based training by ANHF, I also came across ample learning opportunities to utilize my strengths. There had been times when my suggestions (based on past experience) were accepted and put into practice. They often asked me what areas I was interested in so as to provide more training and practical opportunities. To me — one who has never worked or studied in Australia — such opportunities and experiences gave me a deep sense of belonging and recognition in the ANHF family.

Volunteer work in ANHF was full of amazing experiences. As time went by, I crossed paths with many experienced, passionate aged care staff. The more I communicated with them, the more I learnt about the mission and vision of ANHF. My sincere respect stemmed from their willingness to go an extra mile in caring for the elderly. When CMU needed extra manpower, I became a full-time staff.

Taking up the position of CMU Officer, I began my work in promoting ANHF services e.g. information sessions, radio recordings etc. With rebranding and further service developments this year, I was lucky to have participated in the launching out of a series of lucky draws and promotion events. My involvement in the distribution of the newly arrived face mask holders included product proposal, design, order and mailing. It is our sincere hope that the elderly can have a face mask holder to keep a spare face mask for use when they are out and about, feeling the tender loving care from ANHF.





# Unreserved support from ANHF while family was in isolation



The global pandemic that struck in this era has taken many lives and changed the values of many people. In the past we had been toiling and stretching our energy to the limits for a living but finally it has dawned on us that health is the most important wealth to own. Being together with family or friends cannot be taken for granted but to be treasured. Under the looming pandemic, many of those who are around us have been tested positive to COVID-19. It is mutual help and support that count. Recent thank you letters received by us depicted real life examples of how the Home Care Team supported families as they were in isolation.

## Family tested positive had to be in self-isolation

One of the thank you letters was from Susanna:

Some home care services were temporarily suspended due to the pandemic. With professionalism and care, Ms Wendy Lin, the Home Care Advisor, called to understand our situation and arranged a staff, Helen Leung, to chat with my father-in-law over the phone every day. He felt so very supported and cared for. In December last year something unexpected happened — a family member was tested positive to COVID-19. All of us (including my father-in-law) had to self-isolate at home. Despite this, ANHF still arranged a care staff to purchase food and daily items for him. We could not have thanked you enough... Recently we heard that one of Helen's family members had been tested positive to COVID-19, she had to self-isolate at home with her family. Helen was such a responsible staff that despite her isolation at home, she briefed another staff the work details to ensure service continuity for my father-in-law. We sincerely hope that Helen and her family will recover soon!

A short thank you letter it might be, but it carried sincere gratitude and well wishes from the family. Indeed our Home Care Team sees our relationship with the family members goes beyond mere service provision but is a close relationship of mutual trust and support bonded through difficult times.

### Services continued despite family members tested positive

Wendy Lin, Home Care Advisor, said she was very surprised and encouraged upon receiving the compliment letter from Susanna. 'In fact we're just doing what we should do. Recognition by family members is surely very uplifting.' According to Wendy, while the family was in isolation, our care staff mainly provided zero-contact shopping services for Susanna's father-in-law. Having purchased all the food and daily items on the shopping list, the care staff would place the items outside the door, then telephoned them to pick up the items to ensure zero contact during the whole process. Wendy also mentioned that despite all family members had been tested positive to COVID-19, services were still provided by the care staff who was in personal protective equipment, only for this family. Wendy would also like to praise Susanna for the family's exemplary response in notifying the Home Care Team and started self-isolation immediately after a family member was tested positive. To Wendy, if all Australian citizens have such a high

sense of infection prevention to self-isolate after having been infected, the pandemic will soon be over!

## Compliment Letters 嘉許信

- On behalf of my parents, we would like to thank Candice Liang and Crystal Ye (carer on Friday) and recommend them to be rewarded. Both of your staff have demonstrated patience and provided great services to my parents. Candice Liang also cares about their wellbeing, makes sure they are ok and always endeavours to fulfill their needs with great courtesy and gratitude.
- Crystal Ye is helpful and always goes the extra mile in household chores to satisfy any request my mother has. We would like to take this opportunity to thank Candice and Crystal for their work and kind heartedness.

Carer W

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

You can also donate securely via our website: <http://anhf.org.au/contact-us/donations>

**Thank you for your support. Below are the donations received from January to March 2022**

謝謝各位的支持。以下為2022年1月至3月期間之捐助人士芳名。

\$100以下/ < \$100	\$100-\$499	\$500-\$999	\$1000-\$4999	\$5000以上/ \$5000 and above
Uyen Trang Lieu	Anonymous	XK Tong	Mimi Lam	
Red pocket to BCNH	Lawrence and Julius Le		Yu Yuk Tong Liu	
Eugenia Lieu	Anonymous			
Rita Fong	FUNG Michael Lup Wicke			
Hang Kwan Lee	Ester			
Bow Lee	Edie Lee			
Cissy He	Goldqyn Lowe			
Kenneth King	John Ebrahim			



# Staff Movement

## JANUARY-MARCH 2022



**Name:** Ai May WONG

**Position Title:** Executive Assistant

Ai May WONG joined ANHF as Executive Assistant to CEO, Senior Executive Team and the Board on 21/3/2022.

Ai May graduated from Macquarie University with a Bachelor degree of Economics (BEc), with majors in Finance and Statistics. She has had over thirty years of working in people related businesses where she gained comprehensive understanding as well as experiences in working with a very diverse group of demographics. She has proven to be an all-rounder in terms of her skills set which includes a high level of organizing and planning skills, communication as well as customer service skills.

Ai May has established her credentials as a competent administrator while she supported the Owners/Executive Director to grow from a small scale bookshop into a recognisable educational firm in the industry over the decades with multi-million-dollar annual sales turnover. She was responsible for supporting the Executive Director and her team in their day to day administration as well as the overall operation of a bookshop.

Ai May possesses excellent communication skills and she speaks fluent English and Cantonese.



**Name:** Boxin (Fiona) HUANG

**Position Title:** Assistant Accountant

Fiona Huang joined ANHF as new Assistant Accountant on 11/1/2022. She would initially be taking over some of the functions relating to our nursing homes.

Fiona is a graduate from Macquarie University with a degree in Professional Accounting. She comes to ANHF with several years of accounting and financial experience in the retail industry. She is fluent in Mandarin.

Fiona would be able to support our residential care services and make valuable contribution to ANHF.

# Staff Movement

JANUARY-MARCH 2022



**Name:** Xite (Steven) CHEN  
**Position Title:** Assistant Accountant

Steven Chen joined the Finance Team on 25/2/2022.

Steven has worked several years in the retail/wholesale industry. He possesses excellent communication skills in Mandarin and English. He is a Commerce graduate from the University of W.A.



**Name:** Carmen Li  
**Position Title:** Communications & Marketing Officer

Carmen Li started working with CMU on 23/2/2022.

Carmen received a bachelor's degree of Arts in Media and Communications in the City University of Hong Kong. With over five years of solid experience in marketing and communication fields, Carmen joined ANHF as a volunteer at the CMU Team in July 2021. Carmen has excellent communication skills and demonstrated good marketing sense and always contributes good suggestions on efficient marketing ideas. Carmen is also familiarized with Internet Marketing such as Social Media and Online Blogging, she supports the CMU Team in writing articles on the WeChat platform. Carmen has been supporting the CMU team with great passion and a high sense of responsibility. Her in-depth knowledge and experience in communications and media will be a great asset to us.

Carmen speaks fluent Cantonese, Mandarin and English. She is working full time from Monday to Friday.

Visit our official website for career opportunities:

<https://www.anhf.org.au/join-us/career-opportunity/>

## Handy ANHF Mask Holders for the Elderly



Masks are 'must-have's in this pandemic when we are out and about. To meet the needs of the elderly, we have designed our own mask holders for them to keep the mask in use in the pocket on one side while spare ones are kept in another pocket on the other side. We hope these beautiful, hygienic and practical gifts will boost your spirits in the pandemic gloom!

Anyone interested please call (02) 9784 0839 during office hours.



# 讓我們重新連結! It's time to reconnect!

BCNH 陳秉達療養院



CCPNH 周藻泮療養院



LCACC 錢梁秀容療養院





## SHSWC 沛德活動中心



## HSWC 好思維活動中心



## CSWH 金匙長者康怡天地



## WSSWC 西悉尼活動中心

