

at home with
WILLOUGHBY



CLIENT NEWSLETTER

WELCOME TO THE 2021 SPRING EDITION

Covid-19 Restrictions

Unfortunately we find ourselves back under 'Stay at Home' Public Health Orders, and unable to continue some of our usual activities.

As always, the safety and wellbeing of our clients is a priority and as a result the only services that At Home with Willoughby are currently operating (as of August 2021) are:

- Meals on Wheels
- Linen Service
- Internet Shopping
- Out & About (medical appointments only)

As soon as we are able to re-start our other programs and services, we will!

Maintaining Wellbeing in a Lockdown

The Stay at Home Orders can feel restrictive and upsetting. Here are a few tips from our community about how to maintain your wellbeing at home:

- Maintain regular bedtimes and wake up times
- Eat regular meals
- Set small, tangible goals for the day
- Focus on the things you can control (rather than things you can't!)
- Find fun things around the house to do: create or look at photo albums, listen to feel-good music, enjoy jigsaws, write a letter to a friend or relative, read a new book, or challenge your brain with sudoku or crosswords.

SOCIAL BUS OUTINGS



Join us for an outing around Sydney

At Home with Willoughby Social Outing Program aims to provide the community with a range of varied and interesting opportunities for social engagement, education and experience. Come along and meet new friends, travel to interesting locations around Greater Sydney and enjoy lunch within an inclusive and supportive environment.

Please note that due to the current 'Stay at Home' public health orders, **we are not currently running bus outings.**

We will contact regular bus outing clients when our bus outings re-start, but if you are interested in joining this program please call Jackie on 9777 7826.

What you need to know

The basic cost for each bus trip is \$17.00, which is invoiced at the end of the month. At cafés and restaurants, clients order and pay from the menu at the venue.

Trips operate on the first, third and fourth Wednesdays of the month. The trip on the fourth Wednesday of the month is shorter and is suitable for clients with mobility difficulties or who may be unable to spend longer periods of time on the bus.

Examples of previous trips include:

- Ferry ride from Circular Quay to Manly, and then lunch at the Ivanhoe Hotel
- Scenic coastal drive to down south to Scarborough Hotel for lunch
- Visit to the Geranium Cottage in Dural with a homestyle cooked lunch
- Visit to 'My Little Cupcake' in Neutral Bay for afternoon tea
- Drive through Ku-ring-gai Chase National Park to Bobbin Head Inn Café
- Picnic at Balmoral Beach

Please call Jackie on 9777 7826 for further information about Social Outings

SOCIAL ACTIVITIES GROUP



Staying Connected: The Wednesday Social Activities Group

Our Wednesday Social Activities Group has a new Client Services Officer.



Riza joined the At Home with Willoughby team in June 2021. Riza completed the combined degree of Bachelor of Music (Honours Class I)/Bachelor of Science (Psychology) from the University of New South Wales in 2014. She has recently been awarded a PhD from the same institution, with her thesis investigating the impact of various group activities on the well-being of people with dementia.

Although the Wednesday Social Activities Group is **currently suspended** due to the Greater Sydney stay-at-home orders, Riza has been hard at work planning a new program of activities for her group. She looks very much forward to meeting the group members she has not been able to see yet, and to catch up with those she has met once the group can come back!

When the group is open, it meets every week at the Dougherty Community Centre. Activities at the Centre are held between 10am – 3pm, for people who are over 65 from all backgrounds and who are registered, or willing to register, with My Aged Care: 1800 200 422 or www.myagedcare.gov.au

For more information about how to join this Program please call Riza on 9777 7526 (in the office on Mondays and Wednesdays)

SOCIAL CIRCLE



Join in with us...

Social Circle is a weekly get-together on Thursday afternoons from 1.00pm to 3.00pm at the Dougherty Community Centre. Our friendly group enjoy movies and afternoon tea. It is a great social event where you can make new friends and have a chat over a cuppa, refreshments provided.

At the moment (August 2021), the **Dougherty Centre is closed and Social Circle is not running.** This is because of the current 'Stay at Home' public health orders in place. Once Social Circle re-starts we will be in touch with our regular clients to let them know. If you would like to be notified when this group re-starts, please call Jackie on 9777 7826.

PROVISIONAL Program September-November

We show various movies during the month. These are new releases, golden oldies, documentaries, or travel adventures. If there is something in particular you would like to see then let Jackie know and we will see if we can screen it for you.

9 September	Golden Oldie -Monkey Business – starring Marilyn Monroe
16 September	New Release - TBA
23 September	Documentary – Magical Land of Oz
30 September	The Woman in the Window. Starring Amy Adams
7 October	Golden Oldie – The Lady from Shanghai Starring Rita Hayworth
14 October	New Release – TBA
21 October	Documentary - David Attenborough, A Life on our Planet
28 October	Southside With You. True life story of Barack and Michelle Obama
4 November	Golden Oldie – Suddenly Last Summer. Starring Katharine Hepburn
11 November	New Release - TBA
18 November	Documentary - Behind the Curve
25 November	The Railway Man – Starring Colin Firth and Nicole Kidman

SOCIAL LUNCH CLUB



Social Lunch Club

Staying social is important for seniors to maintain both their emotional and physical health. Please come and enjoy a freshly cooked nutritious luncheon prepared by our chef Colin.

Due to current Covid-19 restrictions, our social lunches are temporarily **suspended**.

However, ordinarily Social Lunches are held on the second and fourth Wednesdays of the month at the Dougherty Community Centre. The lunch on the second Wednesday has a more traditional menu, and is often themed to celebrate cultural events. The Social Lunch on the fourth Wednesday of the month has a multicultural focus, with an Asian themed menu.

Lunches are \$16 payable by card on the day, and include two courses, tea / coffee & small glass of wine.

There is limited transport available for residents in the Willoughby LGA to the traditional social lunch if required.

For more information about the traditional social lunch please call MOW Office on 9777 7830.

For information about the CALD social lunch please call Rufina on 9777 7847.

Social Lunch Menus

Please see below for examples of recent Social Lunch menus

Beef with creamy mash, asparagus, roasted tomatoes & bernaise sauce and almond tart with caramel apple & vanilla cream.

Traditional Irish stew, with plum and apple crumble with custard.

Indian style chicken curry with spinach rice pilaff, pappadoms and sambal, and kulfi with pistachio & plum

Allergies & Dietary Requirements

If you have any allergies or dietary requirements, please notify staff when booking the lunch.

MEALS ON WHEELS



Meals on Wheels

We offer a range of hot, frozen or chilled main meals, desserts and sandwiches all delivered to your door by our team of friendly volunteers.

All main meals are specially designed to meet the nutritional needs of seniors and provide excellent value for money. Main meals are \$7.25.

Our Meals on Wheels menu changes regularly – please call 9777 7830 if you would like to try one of our meals or if you would like further information.

Eating Well During a Pandemic

It's always important to eat well, now more so than ever. A healthy diet can support good mental health as well as physical health.

Meals on Wheels can support a healthy diet. They are nutritionally balanced and specifically made to support older adults.

Our meals have plenty of fresh vegetables, a balance of cereals, meat and fish. Our soups are nutritious and delicious, and are perfect for the days where you want something a little easier. The following frozen soups are available, and they are all freshly made by the Blend Café team.

- Pea and Ham
- Hearty Chicken & Vegetable
- Moroccan Vegetable & Dukkah
- Roasted Butternut & Pine Nuts

Soups are \$8.00.



DEMENTIA AWARENESS & SUPPORT



‘Chatter Cino’

Chatter Cino is designed for people who live with, or support someone living with the symptoms of Dementia. It is a support group that ordinarily meet on the last Friday of every month to make friendships, share experiences and seek support.

However, due to the current Covid-19 restrictions (as of August 2021), this group is **currently suspended**.

The dates provided below are provisional and are dependent upon changes to Covid-19 restrictions.

For information about this program, please call Kate Valente 9777 7831

Talk. Laugh. Share.

Hosted by At Home with Willoughby
in partnership with CCNB
Dementia Advisory Service.

ccnb.
community care + well being

WILLOUGHBY
CITY COUNCIL

The graphic features a teal background on the left with white text and logos. On the right, there is a photograph of two elderly men smiling and talking outdoors. One man is wearing a white shirt and the other is wearing a light blue shirt.

Parking: 2 hours free parking at Westfield Shopping Centre

Time: Drop in between 10.00am – 11:30am

Provisional Group meeting dates (pending lifting of current Covid-19 restrictions)

September 24th 10am – 11:30am

October 29th 10am – 11:30am

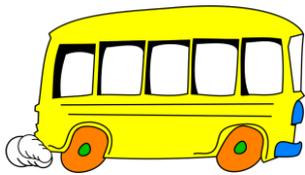
November 26th 10am – 11:30am

For further advice and information about dementia, there is the **National Dementia Helpline – 1800 100 500**. This line is open Monday – Friday from 8am – 8pm.

SHOPPING SERVICES



All Aboard! The Tuesday Shopping Bus



The SHOPPING BUS will pick you up from your home and drop you off at the Spring Street entrance of Westfield Shopping Centre at 12 noon. You will have approximately 2 hours for shopping before the bus returns at 2pm to take you home. Cost \$7.00 for the return trip or \$5 one-way.

If you require additional assistance with shopping, please contact the At Home With Willoughby Team on 9777 7824.

Companion Shopping

Individually assisted Companion Shopping services can be arranged for residents living in the Willoughby area who have low vision or a mobility issue that prevents them from using public transport or the shopping bus. This service can be utilised fortnightly, monthly or on an ad-hoc basis. Cost is \$19.50 for a 2 hour service.

Home Delivered Groceries

At Home with Willoughby can organise a home delivery of groceries through Coles or Woolworths Online Shopping. You will need to have a debit or credit card.

Our friendly volunteers will contact you by phone on Mondays and take your order. It will be processed through the internet and Coles or Woolworths will deliver your groceries to your door later in the week.

For further information on any of the above shopping services, please phone the office on 9777 7824.

Please note the under current restrictions we are only operating our Home Delivered Groceries Service. All other shopping services are currently suspended.

COMPANION SERVICES



Out and About

The **At Home with Willoughby Out and About** is a service to help you get out and about!

Do you need a lift to the hospital, doctor, health professional or to visit the shops?

Bookings available Tuesday to Friday 10.00am - 2.30pm within the Willoughby area

Cost: \$6.75 each way

Please note, Out & About can take you to your covid vaccination, including to the Roseville vaccination clinic if you are unable to go to your local GP for a vaccination.

My Aged Care eligibility required.

For help with My Aged Care call Debi on 9777 7824

For bookings call [Karyn on 9777 7802](tel:97777802) Monday - Friday before 2.00pm.

Please note that during the current Stay at Home public health orders, at the moment Out & About is **only available for medical appointments**.

Companion in the Community

At Home with Willoughby arranges a home visiting service for residents living in the Willoughby local government area. The service introduces you to a friendly volunteer who will visit you once a fortnight. Our volunteers are outgoing, friendly people who enjoy a chat over a cup of tea, play a game of cards or perhaps read articles from magazines. Visits take place between Monday and Friday for approximately one hour. There is no cost for this service. For further enquiries please call **9777 7824**.

Volunteering with At Home with Willoughby

Volunteers are the life blood of the At Home with Willoughby services. Without volunteers, we would not be able to reach as many residents. Volunteering is beneficial for you and for the community. By giving back to your community, you can develop and experience:

- Feelings of fulfilment
- New friendships
- New memories
- New skills
- Mental stimulation
- Feelings of happiness

At Home with Willoughby has volunteering opportunities which might be right for you! Please call Jackie on 9777 7826 for more information.

LINEN SERVICE



At Home with Willoughby Linen Service

The Linen Service provides freshly laundered sheets, pillowcases and towels to eligible clients living in the Willoughby local government area.

A team of caring volunteers visits your home each fortnight on a Tuesday morning to deliver the fresh linen and towels, change the sheets and remake your bed. Used linen is collected and sent out to a commercial laundry for cleaning.

The cost of the service is \$13 per bed. Clients receive an invoice at the end of each month and Direct Debit can be set up for ease of payment.

For further information please contact

Linda Lee on 9777 7828



myagedcare

At Home with Willoughby services and programs require a My Aged Care Referral Code. If you have not been assessed by My Aged Care you should call and ask for an assessment for service. Phone 1800 200 422. If you are unsure or need assistance when calling My Aged Care, you can call our office on 9777 7824 and we are happy to support you with this process.

My Aged Care is the central hub for accessing all aged services. It is important that you call and get your Aged Care number early and before you are in need of help at home.

You may be able to access services that will support you to be able to remain living at home independently and with confidence for as long as you wish.

LOCAL NEWS AND EVENTS



What can I control?

During this time with the covid lockdown, it can be easy to feel like there is a lot that is out of our control.

We can't control the actions of others, or how long these current restrictions last for.

However, we can all control the following things, and focusing on these might make the current restrictions a little easier to get through.

- Our own positive attitude
- How we follow advice from NSW Health and the NSW Government
- Our own kindness towards other people
- Our own social distancing
- The ability to turn off the news if it all gets a 'bit much'

The At Home with Willoughby team are calling clients regularly for a chat and to see how we can best support you at this time. If you feel like you could benefit from this, please reach out to Debi on 9777 7824 or Jackie 9777 7826. If you prefer to speak in Mandarin or Cantonese, you can call Rufina on on 9777 7847 (Mon & Wed).

If you are feeling lonely or overwhelmed, you can contact the following services:

Lifeline 13 11 14

Beyond Blue 1300 224 636

Online Shopping

As some shops are shut at the moment, you may decide to try internet shopping.

Here are a few tips for staying safe whilst shopping online:

- If a deal seems too good to be true, then it probably is!
- If you are concerned that a seller might not be genuine, do not proceed.
- If you are unsure that a link in an email is genuine and safe, do not click on it.
- Avoid dealing with sellers that are overseas or unavailable and insist that you deal with a third party like a shipping company.
- Only shop from reputable companies rather than individual sellers.



CLIENT FEEDBACK



YOUR SUGGESTIONS AND FEEDBACK ARE IMPORTANT TO US.

You are important to us; we would like to tailor our services to meet your needs. Please take this opportunity to provide us with suggestions and feedback and return it to the At Home with Willoughby Coordinator. Feedback forms may also be posted to: Dougherty Community Centre, 7 Victor Street Chatswood, 2067

Name (optional):

Date:

Feedback:

How would you rate your overall satisfaction with the services you receive?

Lowest

1 2 3 4 5 6 7 8 9 10

Highest

(Please circle)

The information in this newsletter is for the clients of "At Home with Willoughby" as part of The Commonwealth Home Support Program in conjunction with Willoughby City Council. If you are not currently a client and would like to join any of our activities or programs, please phone: At Home with Willoughby on 9777 7824 or 9777 7830.