

## HOLISTIC CARE NURSING MINISTRIES

*Nursing people back into life*

### VOLUNTEERS' NEWSLETTER

*August 2018 Edition*



#### FROM THE CARE ADMINISTRATOR

Nobody could design a roller coaster ride quite like the journey we have had in the office over the last few months. As you will notice, what was to have been a May newsletter is coming out in August!



Our dear Anne Ranse had to be away for quite a bit longer than expected after she needed urgent surgery in May. The great news is that Anne is recovering well and has been back at work for well over a month now. She has just completed her rehab and soon will once again be living all aspects of her ministry in her usual wholehearted and vigorous way. Many people stepped in to help in Anne's absence. This greatly assisted our programs to keep running and supporting the clients who rely on us for ongoing care, friendship and help. Thank you for your contributions.

#### Award



While she was sleeping, of course, good news came in that her decades of dedication have been recognised through the award of an OAM. Congratulations, Anne. While this award is well-earned and well-deserved by Anne, all who have shared her vision and assisted with her ministries over the years can also bask in the glow of the recognition of your contribution. Thank you.

Gentle  
REMINDER:  
Take care of myself  
today.

Some of our volunteers have also been facing health challenges. It is such a tribute to them all that those who could have continued to come in intermittently when they are able to. Best wishes to everyone for a speedy return to comfort and strength.



The HCNM program has gratefully welcomed some newcomers. Some wonderful volunteers have come on board in recent months. In the office Jennifer Berrie joined us as Team Leader – Household Support. More recently, Rhonda Thorpe started as HCNM Program Manager. Miss Clover has wagged her way onto the team as mascot and mood brightener. We are delighted to have her. See the article on pet therapy further on.

A warm welcome to **Shirley, Christine, Reg** and **Andrew** who have all been working hard to learn the ropes and contribute to the program in their various roles. Additional volunteers help to support our clients more fully while also sharing the workload so that we can all make our contributions without being overtaxed.



**Jennifer** has the very challenging task of supporting our clients who live with hoarding disorder. This is a complex disorder and to work with people and try to help them to reclaim their homes requires great tenacity, fortitude and resilience. Jennifer has these qualities, along with strong experience in the field. We are very fortunate to have her to lead this team.

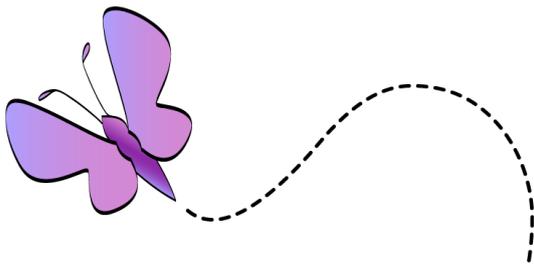
**Rhonda** may already be known to many of you. Her appointment here is part of the HCNM strategic plan which is devised to ensure the growth and continuity of the HCNM program in coming years. With Anne's support, Rhonda will be taking over the management aspects of Anne's previous role. Rhonda comes with excellent skills and experience gained in the not-for-profit sector. Another great addition to the program.



There will, however, be no lollygagging for Anne. She will gradually have more time to focus deeply on pastoral care and chaplaincy for all of our programs.



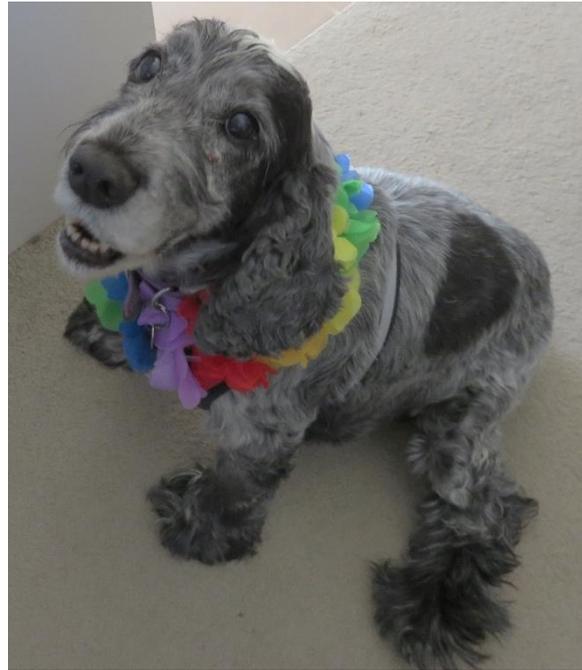
Finally, **Miss Clover** arrived courtesy of Margaret and Martin Wells, well known benefactors in the canine world. She reviewed the available accommodations and pantries and decided that Anne would have the great honour of her daily presence while Margaret and Martin could provide her with regular holiday care. Everyone appears to be thriving under this arrangement. Welcome, Miss Clover.



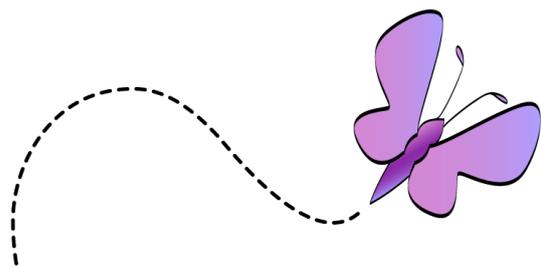
**Goodbye dear Genna**



***Always in our hearts***



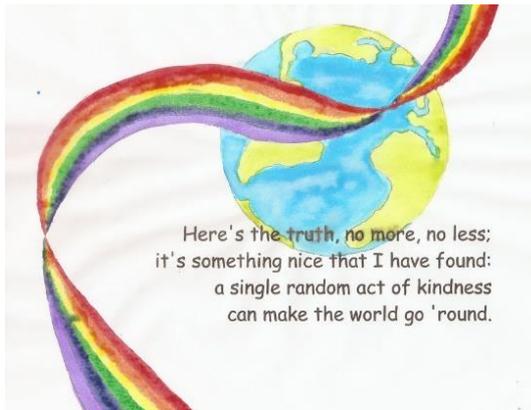
**Farewell fine Rusty**



We hope Genna and Rusty are sharing a good sniff and snooze in the sun.

*Thanks for enriching our program.*





**For Volunteers in all of our HCNM Programs**

Firstly, and always,  
**THANKS** for  
everything you do.

Our clients enjoy enriched lives  
through your contributions.

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All HCNM volunteers and staff are encouraged to reach out for support from us at any time and especially during times of stress or crisis. The program can help you during a time of extra need with things like pastoral care, meals, shopping, visitors and transport.

Email: [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au)



As a volunteer carer you are eligible to attend the **free** courses offered by CIT Skills for Carers. If you need to show that you are a volunteer carer we can issue you with a letter confirming that. Courses include yoga, mindfulness, aromatherapy, creativity and fitness. For more information contact [CarerSkills@cit.edu.au](mailto:CarerSkills@cit.edu.au)



Have you seen our HCNM page on the Parish website?

<https://www.holycovenant.org.au/holistic-care-nursing-ministries.php>

## Holistic Care Nursing Ministries – Programs Overview – August 2018

Below is information relevant to each of our programs.



### FROM THE PROGRAM DIRECTOR

I would like to thank everyone for their thoughts and prayers during my recent spell in hospital. It was a tough time made easier by your expressions of care. I thought you had already done that very well until you went even further and surprised me with that wonderful hamper. Your thoughtful choices of wine, nuts, biscuits, hand lotion, chocolate, etc. etc. was received with a very grateful heart. What a wonderful group of caring people. Thank you all so much. *Anne*



### FROM THE PROGRAM MANAGER

Hello everyone

As some of you will know, I have recently taken on the role of Program Manager for the Holistic Care Nursing Ministries. This will allow Archdeacon Anne to eventually step back from day-to-day management responsibilities while pursuing other roles within the programs.

I will be working 8 hours a week, generally on Mondays and Thursdays between 10.30am-2.30pm. My contact details will be in the list that volunteers receive and I am always happy to hear from staff or volunteers by phone or email if you don't catch me at the HCNM office at Holy Covenant. [rhondavthorpe@gmail.com](mailto:rhondavthorpe@gmail.com)

I live in McKellar with my husband, Jack and our 2 year old, black Miniature Schnauzer, Chester. I have been worshipping at Holy Covenant since the early 1980s. My working life was spent mainly in the Commonwealth Government in the areas of education and then communication and the arts. I finished full time work in early 2012.

After volunteering at St John's Care for a couple of years, I was offered a new part time paid position there which I developed into the Operations Manager role. In that role, I managed the operations of the Emergency Relief Centre, including working with clients and the volunteer group. I finished in that position at Easter this year.

I am looking forward to working with the staff and volunteers in each of the HCNM programs. I have only been on deck for 3 weeks, so I definitely have my L plates on. However, I am starting to see some areas where my skills and experience can hopefully add some value.



Please feel free to speak to me at any time about concerns or suggestions that you have.

*Rhonda Thorpe*



### FROM THE TEAM LEADER – CLIENT SUPPORT

Some of our clients require help from more than one of our services. Client support is about helping people to remain independent in their homes. This might include dealing with various issues from helping with paying bills to assisting with arranging household help, transport to medical appointments, organising tradespeople to do repairs or manage things like possums in the roof and organising one-off gardening tasks. We also help to encourage good diets and planning ahead to have items in the freezer for days when the person cannot get out.

A volunteer may also research things on the internet for the client in their own time - printing out the information and talking it through with the client when next they meet.

A client support volunteer needs to develop a good rapport and level of trust with the client. Without telling the person what they should do the volunteer might offer suggestions and options. When appropriate the volunteer may assist the client in making calls to organise their needs.

If you are the sort of person who can see things from a practical point of view, have good household management skills, preferably you can find your way around the internet, and you have empathy and oodles of patience this is a most rewarding volunteering role.

*Cathy*

Email [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au)



### FROM THE ROSTER OFFICER – COVENANT CARE DAY RESPITE - CC@HC

**Rosters:** Many thanks to all the volunteers, especially for stepping in to fill the ubiquitous GAPS!

**Meeting dates:** CC@HC volunteer meeting dates are listed beside here.



### Covenant Care Volunteer Meetings 2018

Meetings are held in the Rainbow Centre from 5.00 – 7.00 pm. Drinks and nibbles are enjoyed.

Thursday 27 September (last one)

AND

Thursday 15 November  
(Volunteer Appreciation Evening)

### Last day of Covenant Care for 2018:

Monday 10 December 2018

### Training day 2019:

Monday 21 January 2019

### First day of Covenant Care 2019:

Monday 11 February 2019



### **FROM THE TEAM LEADER – HOUSEHOLD SUPPORT**

I would like to introduce myself as the new Team Leader for Household Support. Before commencing at HCNM in March, I had researched, written and conducted a course “Declutter Your Home” at Community Education evening classes and more recently at the University of the Third Age for several years as well as helping private clients. Prior to that I have worked in the university sector, IT and publishing industries, finishing as a senior manager.

Although the majority of our clients are referred to us by ACT Housing, we do take clients from elsewhere. If you know of someone who may benefit from our help please encourage them to come and have a chat with us.

Part of my role here is to encourage volunteers. To this end I shall be running an information seminar later this month. If you, or someone you know, might be interested, can I encourage you to attend the “Declutter Your Home” workshop that I am running on the Saturday mornings of the 25th August, 1<sup>st</sup> September and 29 September, 9:30am to 12:30pm each day. Mornings 1 and 2 are for those wanting to declutter some of their own things, session 3 is for those assisting someone else to declutter (Session 3 has a prerequisite that 1 & 2 have been attended). The sign-up sheet is on the Church noticeboard. There is no charge for this workshop.

*Jennifer*

**STOP PRESS: Please email the office ASAP if you wish to attend the decluttering workshop which starts this Saturday, 25<sup>th</sup> August.**

Email [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au)

If you are interested in **volunteering to help Jennifer with sorting** the goods which clients ask Household Support to take away, **the first step is to attend the decluttering workshop.**



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### **FROM THE TEAM LEADER – OUTINGS AND EVENTS**

The next outing for 2018 will be a morning tea at the Arboretum on Thursday 23 August 2018. The arrangement will be to pick up clients in time to meet at the Arboretum at 10.30am. Each person will pay for his/her own morning tea. Return home will be approx. 12 noon.

*Graham*

If you, or someone you know, would like to be a client, driver or companion for the Outings and Events program, please email the office [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au).

The remaining Outings and Community Lunches for 2018 are listed below.



### Upcoming HCNM Outings & Community Lunches 2018

August 23, Morning tea Arboretum

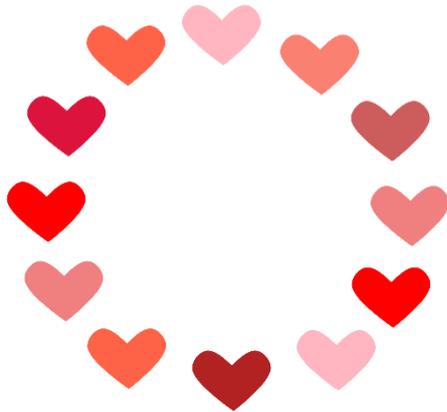
October TBC, Morning Melodies

September TBC, Tulip Tops or Floriade

Tuesday 6 November, Afternoon tea

Lunch – Thursday 11 October

Lunch – Thursday 6 December



### LIKE TO LEND A HAND?

Do you have a bit of time to put to good use? We are always looking for more volunteers to help our housebound and isolated clients. Maybe a phone chat, a visit for a cuppa, transport to appointments, or help for them to get their shopping and errands done. If you, or someone you know, may be interested, please email the office. [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au)

### Diary Date for all HCNM Personnel

(Volunteers, Staff and Committee Members)

**Thursday 15 November 2018** is the date for our

#### **Volunteer Appreciation Evening.**

Please mark it in your diary. Details to follow soon.

Last year's event was well attended and enjoyed by all.

We hope to have 95% attendance this year, please come along.



A huge thank you to the [Canberra Southern Cross Club](#) for agreeing to provide meals for our Covenant Care clients for another year. This is a wonderful contribution to our program and we are deeply grateful. Please support the club by becoming a member or visiting for meals and outings. Snapper serves fish and chips at Jamison now.



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## Pet Therapy for Older Adults - Everyone benefits from pet therapy.



Even just owning a pet has been found to be beneficial. Older pet owners walk significantly farther when they walked with a dog, which might contribute to their making fewer visits to the doctor. And it is not just having a companion—talking to a pet rather than a person was associated with lower heart rate. Even in nursing homes, the presence of a dog is associated with reduced need for medication, improved physical functioning, and improved vital signs—even when patients are suffering from dementia. The list of benefits includes reductions in loneliness, agitated behaviours, and depression, and increases in engagement, well-being, nutritional intake, and social interactions. It sounds like a panacea. But what is the reason for these health-boosting outcomes?



One line of aging research, which shows great promise, investigates how pet therapy generates hormones that affect mood. The University of Missouri-Columbia, currently conducting research in this arena, suggests that hormonal changes that naturally occur when humans and dogs interact could help people cope with depression and certain stress-related disorders. Preliminary results show that a few minutes of stroking our pet dog prompts a release of a number of these "feel good" hormones in humans, including serotonin, prolactin and oxytocin. In addition, decreased levels of the primary stress hormone cortisol, the adrenal chemical responsible for regulating appetite and cravings for carbohydrates, occurs.

<https://www.psychologytoday.com/us/blog/iaqe/201305/pet-therapy-older-adults>

## Update from the Covenant Care Volunteers' Meeting on Tuesday, 24 July 2018.



Thanks to all who were able to attend. Here is a summary of discussion points.

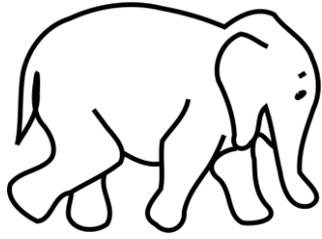
- ✚ Rhonda Thorpe is joining HCNM as Program Manager.
- ✚ Lyn came in to update us on the care of our Covenant Care clients. In the near future she will be arranging some training in caring for people with dementia.
- ✚ A reminder to any personnel serving food that aprons must be worn.
- ✚ Suicide prevention training is coming up at Presbyterian church in Forrest.
- ✚ WWVP cards and Creating Safe Ministries training are essential for all personnel.
- ✚ Reminder to all to sit down and enjoy the speakers and entertainers at Covenant Care. This will improve the experience for everyone involved.
- ✚ Please regularly notify Leonie of your availability for rostering on, especially if you are returning from extended leave or need to take it.

CONTACT Anne Ranse for further information about any of the above.

[anne.ranse@gmail.com](mailto:anne.ranse@gmail.com) or 0406 379 599

Next CC@HC volunteers' meeting (Thursday 27 September) we hope to have a presentation on dementia and how to care for people who are living with it.





### **Holy Covenant Parish Fete**

HCNM runs a white elephant stall at the Parish fete which will be held on Saturday, 3 November 2018.

If you have things to donate for the stall  
(**no** clothes/shoes **no** electrical items please)  
you can drop them into the HCNM office.

If you are available to help on the day  
please watch the notice board for the sign-up sheet.



"I CAME TO REALIZE WE ARE HELD IN THE ARMS OF GOD AND ARE UTTERLY COMPLETELY  
SAFE - IN LIFE AND IN DEATH; WHETHER WALKING ALONE OR WITH OTHERS."

— EDIE LITTLEFIELD SUNDBY, THE MISSION WALKER: I WAS GIVEN THREE MONTHS TO LIVE...

## AUSTRALIAN FAITH COMMUNITY NURSES ASSOCIATION

Did you know that the HCNM programs are part of a broader national program? It is called the **Australian Faith Community Nurses Association** and it is the umbrella to all of our HCNM programs.

If you would like to know more about this Association please speak to Anne.

Below are two excerpts from one of their newsletters:



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### *What's the difference between a social and a pastoral visit?*

Visiting people from your church and your community is an integral aspect of the Faith Community Nurse's (FCN) and pastoral health and care worker's role. These visits are opportunities to get to know the person and what makes them tick, but to get to deeper issues of faith requires a shift to a more pastoral conversation.

Understanding the difference between a social conversation and a pastoral conversation is a great place to start. I have used this table since the 1990s and amended and added to it from my FCN experience. Take some time to consider each point of difference and how you can move from a social conversation to deeper places with your clients. When the time in our conversation seems right, I ask the question, 'How is your walk with Jesus in this situation?' I have been amazed how this has opened up conversations about faith, presenting opportunities for encouragement. People always thank me for the conversation, which we conclude in prayer. Why not have a go! Your FCN practice can be really enriched by such a simple step as having more pastoral conversations with people. Let us know how you go, we'd love to hear about your experiences.

Use the table below to develop your understanding of the difference between social and pastoral conversations.

*Anne van Loon RN, PhD 2017*

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## Conversation suitable at different types of visits



*Australian Faith Community Nurses Association Newsletter*

### Conversation in Social visits

Focus on objects and subjects in general, e.g. weather, sport, work, church, politics

Each person shares their aspect of the discussion topic in a reciprocal manner

Maintains friendly and respectful environment avoiding discomfort

Focus is enjoyment of one another's company, getting to know the other person by sharing time together

Pleasant comfortable presence to enjoy one another's company

Focus is generally on the other, e.g. what 'they', 'them', 'us' think, say, do and feel

Discussion topics seldom move beyond general foci to personal foci

Conversation tends to be on what 'should' be happening rather than what is occurring

Questions are general and topic related

May end with a hand shake, a greeting or a hug if appropriate



### Conversation in Pastoral visits

Intentional focus on the person and their relationships to others, the creation and to Jesus

Aim to facilitate the space for the person to share their faith story including their doubts

Expect some discomfort from silence, or stressful responses as the aim is to surface issues that need to be faced

Focus is on issues hindering personal relationship or growth, seeking to nurture person so they have strength to face issues

Accompanying presence that is loving and gentle, listens well and seeks to empathise

Focus is on the person and their significant relationships, e.g. what 'I', 'you' think, say, do and feel

Discussion topics seek to move toward a spiritual moment—"How is your walk with Jesus?" to open the faith focus

Conversation tends to be focused on what 'is' happening as a way to make what should be happening occur

Questions may ask how the person is doing at staying connected with the church

Aim to end with prayer and a greeting, a handshake, or a hug if appropriate

## NEXT HCNM NEWSLETTER

This newsletter goes out to **all** HCNM Personnel: volunteers, staff, and committee members, as well as to other stakeholders. The next newsletter is due out in October 2018.

If you have any information which you would like to see included in upcoming newsletters please email: [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au)

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## Holistic Care Nursing Ministries

### **\*\* Important Information \*\***

We run four programs under our HCNM banner:

- 1) **Covenant Care Day Respite** offering *A Day with a Difference* to people living at home and managing a life-limiting illness.
- 2) **Household Support** helps people with decluttering, downsizing and restoring homes to safe, comfortable places.
- 3) **Client Support** provides assistance to people living in isolation, maybe a phone call, a visit, assistance with finding professional support, transport, shopping or cooking.
- 4) **Outings and Events** runs regular outings to places of interest and supports events such as the Parish quarterly Community Lunches.

### **Pastoral Care**

Pastoral Care is available to all of our volunteers and staff. Take care of yourself and then you can also continue taking care of others.

For more information contact Anne Ranse, Pastoral Care Coordinator, 0406 379 599 or [anne.ranse@gmail.com](mailto:anne.ranse@gmail.com)



### **Keeping Everyone Safe**

Our commitment to everyone involved with our programs: clients, volunteers and staff, is that we will continue to stay up to date and compliant with all laws, regulations, guidelines and standards which aim to ensure the safety and wellbeing of everyone involved in what we do. If you see anything which needs improvement, speak up!

### **Work Health and Safety**

We need to work together to maintain a safe environment at all times. If you notice a problem, please fix it. If you can't fix it or it recurs, please report it to your supervisor. If you notice the problem does not get fixed promptly, or does not stay fixed, email [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au).

### First Aid Training

If you would like to attend a first aid course to support your role in any HCNM program please contact Leonie at [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au).

### Accidents and Incidents

Any accident or incident in any of our programs needs to be reported and recorded promptly, even if no one appears to be injured. This is vital for the protection of everyone involved and also for compliance; our insurance; and our ongoing funding. To report any event of this type please see Anne or Leonie or email [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au).

### Notes for Drivers

If you are driving the HCNM **van** we need you to sign a memorandum of understanding, speak to Anne about this. If you notice any problems with the van please report them to Harris Boulton.

If you are driving your **own car** for HCNM programs you can be reimbursed for kilometres travelled for HCNM. Please check in with Leonie about how to do this. When you renew your Driver Licence please bring it to Leonie in the office to copy and file. Email Leonie at [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au) if you would like to set up a time to do this.

### Working with Vulnerable People

As you know, all of our volunteers and staff are required to hold a current ACT WWVP card. There is no cost for volunteers to obtain this card. When you renew your card please bring it to Leonie in the office to copy and file. Email Leonie at [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au) if you would like to set up a time to do this.

Please bring your WWVP card with you whenever you are serving on one of our programs. A local charity recently received a spot-inspection by ACT Health and one of the things that was checked was that all the volunteers were carrying their WWVP card with them.

### Creating Safe Ministries

The Anglican Diocese requires all of our volunteers and staff to complete the Creating Safe Ministries (CSM) Awareness course when they begin with any HCNM program and then to attend a CSM Refresher course every three years after that. Upcoming dates for CSM 2018, for courses held within or close to the ACT, are:

Course	Date and Time	Venue
	<b>Sept 2018</b>	
Awareness	Saturday 15th 9.30 am – 1.30 pm	Hawker Christ Church Anglican Church, 196-198 Hawker Place, HAWKER, ACT
<i>Refresher</i>	<i>Sunday 16th 1.00 pm – 3.00 pm</i>	Hawker Christ Church Anglican Church, 196-198 Hawker Place, HAWKER, ACT
	<b>Oct 2018</b>	
Awareness	Tuesday 16th 9.30am – 1.30pm	Wanniassa St Matthew's Anglican Church, 5 Laurens Street, WANNIASSA, ACT

To book in for one of these courses please email Leonie at [nurse@holycovenant.org.au](mailto:nurse@holycovenant.org.au) and include your contact phone number for the registration. The cost of the course is covered by HCNM.

If none of these dates are suitable for you please talk to Leonie about dates in other locations or about how to complete the course online.



### **Holistic Care Nursing Ministries Management Committee**

The Management Committee holds scheduled meetings every second month and meets as needed at other times.

#### **Holistic Care Nursing Ministries Management Committee 2018:**

Bob Arthur	Chair
Harris Boulton	Deputy Chair
Neville Hurst	Committee Member
Anne McDowell	Committee Member
Paul Shelley	Committee Member
Martin Wells	Committee Member
Sandra Ross	Parish Council Representative
Anne Ranse	Program Director
Rhonda Thorpe	Program Manager
Leonie Bury	Care Administrator

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Cold winds are with us for now, good connections with others can keep us warm...

