



# VOLUNTEER BOOKLET

Aberlea Mortlake  
30 Shaw Street  
Mortlake 3272  
55992901

## **GENERAL INFORMATION ABOUT ABERLEA**

Aberlea Inc. is a new entity for the organisation formally known as The Abbeyfield Society (Mortlake Inc. which was formed in 1984 to address the need for aged care facilities in the (then) Mortlake Shire. Aberlea is a standalone not – for profit community owned facility.

With strong support from the Municipality, church, community groups and service clubs, Abbeyfield Mortlake was able to make an application for capital funding to the Commonwealth Government under the Aged and Disabled Persons Homes Act.

A fifteen bed hostel was constructed at a cost of \$892,000 with \$386,000 assistance from the Commonwealth, and received the first residents in 1990. The community has supported two extensions, one in 2001 at a cost of \$2.3 million and the other only recently in 2009, costing just over \$2 million.

With the new extension, Aberlea now delivers a full range of residential care with eight dementia specific suites and ageing in place through the whole facility. The Aberlea Inc. is governed by a Board of nine persons drawn from the Mortlake and district community, and employs a Chief Executive Officer, a Director of care and operations and a large number of employees who work in the areas of – nursing, personal care attendants, cooking, domestic, maintenance and administrative roles.

The Aberlea Inc. facilities in Mortlake enable people to remain in the district, provide an employment base and maintains the threshold of community relationships and structures that keep a rural community economically and socially viable.

Aberlea Inc. fills a gap in community support services and residents and their families have expressed a high level of satisfaction with them.



## **Visioning Statement**

“Don’t worry about the now...”

### **1. VISION – Who Aberlea wants to be**

“ The preferred provider of care, services and accommodation to seniors in our region that is locally owned ad committed to excellence.”

### **2. MISSION – The reason Aberlea exists**

Helping seniors in our region to maintain independence and a life with purpose in a safe and supportive environment.

### **3. VALUES – The way Aberlea will work to achieve its mission.**

We are committed to our organisational values

- **Integrity:** We act with honesty, transparency and professionalism.
- **Respect:** We treat everyone equally and with courtesy and care.
- **Dedication:** We are committed to doing all we can to achieve and help each senior in our community live a life with purpose
- **Collaboration:** We work in partnership with our residents and their families, carers and friends, and with other like-minded organisations in the region, to deliver superior quality care and services.
- **Innovation:** We embrace new ideas to continuously improve tge accommodation, care and services we provide and to promote training and development of our staff.

### **4. STRATEGIC PRIORITIES – The key focus areas of Aberlea.**

- Growing our independent living offering and enabling residents to remain there for longer.
- Future proofing our residential aged care business with a focus on dementia and palliative care.
- Providing home care and services to seniors in our region.
- Improving our regional collaboration efforts to expand the care and services provided to seniors.
- Re-imagining a new model of training and attracting quality staff.

## **The charter of resident's rights and responsibilities.**

Aberlea promotes the following Charter of Residents' Rights and Responsibilities which recognises that people who live in hostels have the same rights and responsibilities as everyone else in the community:

### **Each Resident has the RIGHT –**

- to quality care which is appropriate to his or her needs.
- to full information about his or her state of health and about available treatments.
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect.
- to live without discrimination or victimisation. The resident is not obliged to feel grateful to those providing his or her care and accommodation.
- to personal privacy.
- to live in a safe, secure and homelike environment, and to move freely both within and outside the home without undue restriction.
- to be treated and accepted as an individual. Each resident's individual preferences are to be taken into account and treated with respect.
- to continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination.
- to select and maintain social and personal relationships with any other person without fear, criticism or restriction.
- to freedom of speech.
- to maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices. Some actions may involve an element of risk which the resident has the right to accept and which should not then be used to prevent or restrict actions.
- to maintain control over, and to continue making decisions about the personal aspects of his or her daily life, his or her financial affairs and his or her possessions.
- to be involved in the activities, associations and friendships of his or her choice, both within and outside the Home.
- to have access to services and activities which are available generally in the community.
- to be consulted on, and to choose to have input into decisions about living arrangements of the Home.
- to have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally.
- to complain and to take action to resolve disputes.
- to have access to advocates and other avenues of redress. Reprisal in any form shall not be made against any resident who takes action to enforce his or her rights.

### **Each Resident has the RESPONSIBILITY –**

- to respect the rights and needs of other people within the hostel, and to respect the needs of the hostel community as a whole.
- to respect the right of the volunteers to work in an environment which is free from harassment.
- for his or her own health and well-being as far as he or she is capable.
- to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.

# **Volunteer Conduct**

## **Confidentiality**

Any information regarding residents or the organisation must be treated with the utmost confidentiality and not disclosed in any form to any party.

## **Privacy and Dignity**

Volunteers are to be discreet and to respect and promote the privacy and dignity of residents at all times.

Each residents room is their own personal space. Volunteers are to knock and wait for permission from residents before entering their rooms. Residents belongings including clothing, furniture or decorations are not to be interfered with at any time.

## **Residents Legal Affairs**

No volunteer is to witness a resident's will or any other legal document, or undertake formal responsibilities as executors of affairs of any resident. Any requests of this nature should be referred to the Executive Officer.

## **Alcohol and Smoking**

Volunteers must not attend under the influence of alcohol and/or drugs.

Staff have been instructed to ask volunteers to leave the premises if they present in this way. Aberlea has a no smoking policy. No-one is permitted to smoke within the house. Outside designated areas are available for this purpose.

## **Attendance**

Volunteers are expected to be punctual and notify Aberlea if they are unable to attend. Volunteers are required to report to the appropriate staff member upon arrival and departure. If a volunteer's circumstances change, hours of commitment and tasks can be altered at any time. Please discuss your preferences with management.

## **Dress Code**

Neat, casual attire with flat, non-slip, enclosed footwear and the provided name tags must be worn at all times.

## **Transporting of Residents**

Volunteers are required to obtain permission from management prior to transporting residents.

## **Gifts**

It is not desirable for volunteers to accept gifts from residents. Please seek advice from Management regarding this if necessary.

## **Shopping**

Volunteers should not undertake shopping for residents, or handling their money, without prior approval from Management.

## **Occupational Health and Safety**

Aberlea has a responsibility to ensure that a safe and healthy environment is maintained at all times for residents, staff members, volunteers and members of the public who are visiting the facility.

### **Hygiene and Infection Control**

Volunteers have a responsibility to adopt practices which protect themselves and others from the spread of infection of communicable diseases.

Standard infection control procedures ensure good hygiene and include:

- Hand washing using antibacterial liquid soap provided;
- Drying hands with disposable paper towels;
- Covering cuts, sores, eczema, dermatitis on your hands with a waterproof bandage;
- Regular cleaning of all surfaces;
- Please use hand sanitizer between residents rooms and touching residents.

If you have had vomiting or diarrhea, or contact with any person with these symptoms, we request that you not attend the facility until you are 48 hours free of symptoms. Similarly, if you have cold or flu symptoms please do not attend.

### **Vaccinations**

As a part of volunteering at Aberlea we require you to have the following vaccinations:

- Flu Vaccinations
- Covid Vaccination

We ask that all volunteers receive these vaccinations to help protect residents and staff.

If you have an exemption to having these vaccinations, please speak directly to Leonie Kelly Director of care and operations or David Knight Chief Executive Officer for further discussion around volunteering at Aberlea.

### **Facemasks**

It is mandatory for anyone entering an aged care facility to wear a mask.

We ask that as you enter the building you replace your current mask with a new mask that is located at both entry's to Aberlea. If at any stage you require a new mask during your time at Aberlea you will find them in the nurses station, entry's to Aberlea and the tea room.

Please ensure that you do not touch your mask and if you do that you sanitize your hands after.

### **Screening**

When entering Aberlea you will have to complete a screening tool as well as have your temperature. If you do not meet the criteria to enter Aberlea you will be asked to leave and return when you are well enough.

## **Sexual Harrassment**

Aberlea considers sexual harassment an unacceptable form of behaviour which will not be tolerated under any circumstances.

If you observe any unsafe or inappropriate practice while volunteering at Aberlea, please report to management as soon as possible.

## **Police Checks**

It is a condition of service that volunteers have a current Police Check at all times. These are renewable every three years, paid for by Aberlea. You will be advised by the administration prior to this being up for renewal.

## **NDIS Checks**

It is a condition of service that volunteers have a NDIS Check at all times. These are renewable every three years, paid for by Aberlea. You will be advised by the administration prior to this being up for renewal.

## **Fire and Emergencies**

In the event of a fire or other emergency, volunteers will take direction from staff in charge. It is important to remember not to panic, and to assist residents only if directed.

## **First Aid and Injury**

Any injury sustained while working in a volunteering capacity must be reported to senior staff or management as soon as possible. First aid supplies are available when needed. Please ask staff for assistance.

## **Emergency Call Bells**

These are located in all communal areas of the facility and can be used if assistance is required urgently in the area.



## Good Volunteers Guide

### Good volunteers will

- Maintain good relationships with staff and residents.
- Establish a regular time for volunteer service.
- Be consistent, dependable and on time. Ring as soon as possible, if you cannot make your shift.
- Keep completely confidential what you hear and see in the course of your voluntary work.
- Offer a willing ear without being over sympathetic. Avoid emotional involvement.
- Your function is to help with activities, engaging with the residents in a warm and understanding manner, without 'smothering' them with attention.
- Always report to staff if taking a resident outdoors for a walk.
- If an activity seems childish to you, don't assume that is so to the person you are with.
- Notify management and refrain from duties if you are feeling unwell, eg. flu, virus, gastro type symptoms.
- Protect and safeguard the interest of residents with dementia.
- Only handle equipment in facility if instructed to do so.
- Take time to play simple games – cards, dominoes, scrabble, etc. if that is what the resident would like to do.
- Be a good listener – be interested and responsive even to stories you have heard before. Learn o interrupt and give new focus to the story.
- Encourage residents to reminisce. This is a good mental exercise and usually a happy experience for the resident.
- Be sensitive to the concentration of residents – older people often tire quickly.
- When reading to the residents, ask them what they would like to hear or choose items you think will appeal to them.
- If residents speak sharply or find fault with you, the staff, or their families, do not take it personally. Remember that they often cannot vent their frustrations in other ways.



## Ways to Volunteer at Aberlea

Here at Aberlea we know the power of a coffee and a chat, sharing the love of a good book, gentle walks and great company. We hope that the volunteer program is an opportunity for you to positively change someone's life through friendship.

We hope our volunteers can commit to building a friendship with an older person, through one-one interactions, assisting with activities or assisting with bus trips.

As a Volunteer you will be welcomed into the Aberlea community giving you the opportunity to be part of a vibrant and social community, make some new friends and experience the diverse personalities of our residents. Current volunteers on the program share a wide variety of passions with our residents including:

- Gardening – Share your knowledge and skills to enhance and assist in the upkeep of our Aberlea Atriums and Backyards
- Cooking – Run cooking demonstrations allowing residents to experience the smell and taste of new foods.
- Knitting – With the help of our residents, volunteers are able to provide much-needed clothing or blankets for those less fortunate
- Sport – Share a passion for your favourite sports with our residents
- Music – perform or teach music to our residents, whether it be singing or instrumental.
- Arts and crafts – use your skills to assist our residents in creating a wide range of masterpieces
- Activities – Assist staff in leading a planned group activity.
- Bus trips – Join our residents and staff on a bus trip taking in the local surroundings, trying new cafes/restaurants/pubs, attending local events.
- Maintenance – Assist our maintenance team doing odd jobs around the facility,
- Meals on Wheels - Deliver precooked meals to people within the community.
- Performers – Do you have a special talent you could share with our residents.

## MAINTENANCE AND GARDENING

### **Maintenance/Gardening Staff –**

Shane Mackley – Monday to Friday 8:00am-4:30pm  
Colin Krepp

Volunteers are asked to see Shane before undertaking any maintenance tasks.

Also please seek advice and permission from garden staff before undertaking any major garden tasks.

Due to our commitment to Occupational, Health & Safety, volunteers are required to bring and wear appropriate personal protective equipment, eg. gloves, weather proof clothing, sunscreen, etc.

If you require assistance or other equipment please ask staff.

Volunteers should refrain from climbing on ladders or other items without permission from staff or management.

## KITCHEN SUPPORT SERVICE

**Catering Manager – Katie Hope**

**Kitchen Staff – Denise Smart, Sirilack James,  
Rose Vinci, Teena Mifsud,  
Leonie Matthews**

Evening meal is served at 5:30pm. Volunteers are required to arrive just prior to 5:30pm and to assist until approximately 6:30pm. Volunteers may stay longer if they wish, but this is not expected.

Collect your name tag from the cupboard at the front door.

Please report to the Cook on duty when you arrive at the kitchen.

As a person who is handling food for other people, you have a responsibility to ensure that safe practices are undertaken.

Food contamination is prevented by practicing good personal hygiene.

- A clean apron must be worn.
- Thoroughly wash hands at basin provided in kitchen area. Dry hands well. Please note that hand washing and drying should be repeated frequently during service, especially if hands become soiled with food.
- Never cough or sneeze over food or where food is prepared or stored.
- If you have long hair, tie it back, or cover.
- Avoid wearing excessive hand jewellery, eg. rings and bracelets.
- Cuts and wounds should be covered with waterproof covering, preferably a brightly coloured one.
- Do not serve food if you are feeling unwell.
- Avoid touching nose, mouth, hair or your clothes while serving food.

## LEISURE AND LIFESTYLE

### Leisure and Lifestyle Staff –

7 days a week:  
Melissa Worrall  
Kimberley Parker  
Julie-Anne Grauer

Leisure and Lifestyle activities enhance the life of the residents and can include visiting and engaging in conversations with residents, as well as the following activities –

- Cards
- Reading
- Table games
- Hand massage and manicures
- Computers
- Pet therapy
- Craft
- Walks
- Music

We welcome suggestions of other activities that the residents may enjoy. Different people bring new ideas and skills so please discuss your ideas with the Lifestyle staff.



## MEALS ON WHEELS.

**Meals on Wheels Coordinator**

**Judi Robertson**

Each month you will receive the monthly meals on wheels calendar.

Any places that require filling will be marked on the calendar and if you are able to fill in please let Judi know on 55992901 or [admin@aberlea.com.au](mailto:admin@aberlea.com.au)

On your rostered day you will attend Aberlea around 11:45am.

We wheel the eskies to the volunteer's car and help load.

You will then follow the directions on the printed A4 sheet with map to deliver the meals.

Meals are never left unattended, always to be brought back and indicated on the delivery sheet. This is a directive from the Moyne Shire and Cobden Health.

Also call out the client's name when at the door.

If someone is not answering the door please take meal with you and call Aberlea to let them know there is no answer.

When you return to Aberlea after delivering meals, Please return the eskies to the trolley and put to the front door. If there is meals in the eskies please press the button and await staff to notify them for appropriate follow up.

Please remember:

- Wear a mask whilst delivering the meal.
- Sanitise your hands between deliveries.
- Never take gifts from any meal recipient.