

Message from Avacs President



Dear AVACS residents, family members and staff,

On behalf of AVACS Board, I would like to thank you very much everyone for your understanding and exceptional effort to prevent the spread of coronavirus within the community and in particular within our nursing home.

The NSW Health Department has always recommended that anyone with cold and flu symptoms should stay home.

"It doesn't matter how mild those symptoms are - runny nose, sore throat, just a scratchy throat or mild fever- please stay home, please don't go to work and should go for testing at a nearby free COVID-19 clinic or local hospital".

Each and every one of us should learn from the experience of other cases in Melbourne and in Crossroads Hotel Casula recently, to prevent the second wave of the coronavirus infection in Sydney and to protect our elderly residents. We should strictly adhere to Social distancing rules, staying home (after finishing work), Frequent Hand Washing, Wearing face masks when going shopping and catching public transport.

All AVACS staff should have temperature check when coming to the nursing home. If any staff is sick, please do not go to work and contact your GP on the same day for further management.

We all need to work together, to support each other to protect our beloved residents.

Wishing everyone healthy and stay safe.

Best regards,

Dr. David Tang

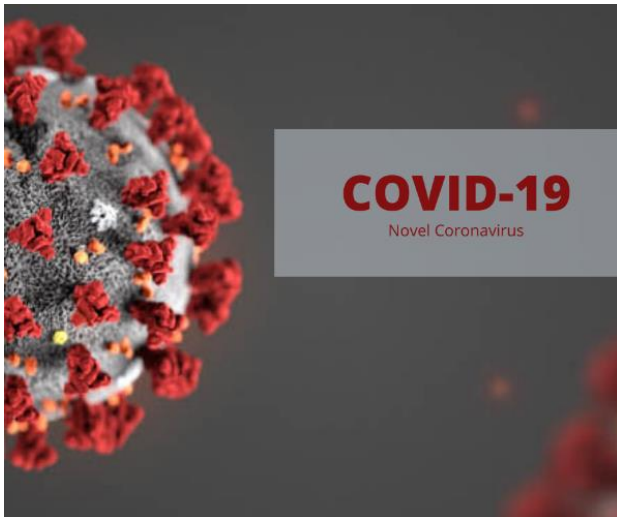
14th July 2020



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The Coronavirus (COVID-19) pandemic



The threat of COVID-19 is still very high and we are all extremely vigilant.

Avacs continue to be guided by Department of Health legislation and ACQSC recommendations regarding infection prevention, control and visitor access to ensure the well-being of our residents.

Welcome

Welcome to our new residents who have joined us during May/June 2020!



Lifestyle & Wellbeing update

It is hard to believe we have hit the middle of 2020! Our residents have been enjoying some inspiring indoor activities in the cooler weather

During this time, we have adapted our lifestyle programs to provide our residents meaningful engagement and emotional support through a focus on individual programming. While we have progressed our change in program, we would like to take the opportunity to partner with our residents and residents' representatives in personalized suggestions for individual resource ideals

In the meantime, we need to adjust our activity planning in accordance with new rules and regulations.

Avacs RAO team continue actively finding the way to keep our residents engaged, happy and enjoyed while restricting of family visits.

During the two months we have been busy with some grand in-house events such as our celebrations for **Mother's Day** and our acknowledgment of the work our Nurses do with **International Nurses Day**.

Mother Days

Appreciating our mothers

May is that wonderful month where we get to show our love for all those Mothers in our home

As a wonderful act of gratitude to Avacs Mothers, a beautiful Mother's Day cards handed out to all "mums".

Our Lifestyle & Wellbeing staff put together a wonderful high tea style selection of tasty Mother's day treats.

Residents enjoyed speaking with their loved ones in a safe manner using the Viber video calls.

All the ladies had a wonderful time swapping stories on the fun things they do with their families on Mother's day. We all agree that being a 'mum' is a special thing.



International Nurses Day

Our staff enjoyed a 'big thank you' for the work they do, with lunch and Lava Moon cupcakes for International Nurses Day on Tuesday 12th May 2020



Staying connected

Socialization is important for everyone but especially for our residents.

Facetime with your loved one!

Avacs has access to tablets'/ iPad's to ensure that you can reach out and spend time/chat with your loved one.

To make a booking to FACETIME, please contact our Lifestyle & Wellbeing staff (via reception).

We encourage our residents' family and friends to stay in touch. Our staff will assist in any way to support connection via phone calls, emails, letters or video calls where available.



Spiritual & Religion programming and group activities

Staff has continued with regular group activities in line with social distancing guidance



RAO team host daily prayer times, meditation and weekly devotionals in small group praying and singing in the courtyard



Nail Care



Nail care with tender touch and sense of style are most meaningful to our residents.



Hair Salon

Hair Salon open every week on Wed-Fri afternoon with Avacs hairdresser Trizzie, Krystal and Moc Lan. Please make booking through the staff.

Acoustic music corner

An afternoon of beautiful acoustic music corner of A & B wing on the weekends



Sunlight moments



A lot of indoor fun focusing on connecting with our loved one in creative ways using technology for those not able to visit during booking hours. Our residents enjoying every morning gentle exercise activities.

Staying well with music during Covid-19 pandemic

Listening to preferred music is shown to decrease anxiety in time of stress

Staff assist resident access their favorite video music, songs.

Sing- A Long and reading a poem with resident



Drop in visits

One on one room visit activity will allow a time effective way to get face time with each resident so that staff can check on their needs and their mood

Birthday

May & June Birthday celebration for our residents without family member due to COVID-19 pandemic



Employee of the month

Congratulation Phu, Avacs employee of the month May 2020.



Avacs Tradition Farewell



It is sadly to say goodbye our five residents. Rest in peace.

Notice

Anyone entering Avacs will be required to provide us with evidence of a current influenza vaccination from 1 May 2020



Royal Commission Update



The Royal Commissioners have announced that the deadline for general submissions to the Royal Commission into Aged Care Quality and Safety will be at the close of business on Friday, 31 July 2020.

This means that the Royal Commissioners will continue to receive submissions for a month longer than the current deadline. As at 5 June 2020, more than 8600 submissions had been received since the initial call for submissions was

announced in December 2018.

The National Covid -19 Older persons Information Hotline is 1800171866. This helpline is available to families with concerns and can offer strategies and support.

We value your feedback

We are dedicated to providing the highest quality care, and welcome your comments, compliments and complaints as these help us to continually improve the services we provide. You are always welcome to provide feedback directly to staff at our home: alternatively, feedback forms are available at the foyer and can be handed to a staff member, placed in a box or posted back to us.



We will get through this together



Charter of Aged Care Rights

I have the right to:

1. safe and high-quality care and services.
2. be treated with dignity and respect.
3. have my identity, culture and diversity valued and supported.
4. live without abuse and neglect.
5. be informed about my care and services in a way I understand.
6. access all information about myself, including information about my rights, care and services.
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk.
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions.
9. my independence.
10. be listened to and understood.
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf.
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly.
13. personal privacy and to have my personal information protected.
14. exercise my rights without it adversely affecting the way I am treated.

Consumers

As a consumer, you have the option of signing the Charter of Aged Care Rights (the Charter). You can receive care and services even if you choose not to sign.

If you decide to sign the Charter, you are acknowledging that your provider has given you:

- information about your rights in relation to the aged care service;
- information about your rights under the Charter; and
- a copy of the Charter signed by your provider.

Providers

Under the aged care law, providers are required to encourage all consumers to sign the Charter. You must give consumers a copy of the Charter that sets out:

- the consumer (or authorised person)'s signature (if they choose to sign).
- the full name of the consumer (and authorised person, if applicable).
- your signature.
- the date on which you gave the consumer a copy of the Charter; and
- the date on which you encouraged the consumer (or their authorised person) to sign the Charter.

Charter of Aged Care Rights takes effect from 1 July 2019