



MACKAY COMMUNITY VISITORS ASSOCIATION

MCVA IS FUNDED BY FEDERAL & STATE GOVERNMENTS



March 2009

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Hello everyone

Hope all enjoyed the festive season and didn't over indulge in too much Christmas cheer. It's difficult to believe that we are in March already.

Well this year has seen my baby girl commence high school and my handsome son going into Year 11. I am feeling old.

A big thank you to our volunteers for their understanding and generosity with the implementation of budgetary restrictions. We are hoping all issues will be resolved in the new financial year.

We still have placements left for our First Aid Course. We will be hosting another course in the coming months so all those volunteers who have not participated and would like to attain a Senior First Aid Certificate, please let me know which day is most suitable for you.

Our President, James Bailey and his wife Carolyn have announced that they are expecting their first baby later this year. We are thrilled and excited for them and are certain they will be fantastic parents and will find it a wonderful and exciting experience.

The office has been a busy place lately with the appointment of a new Carers Qld Carers Services Officer, Shanelle Dumma and administrative assistant, Andrea Anderson. I would like to welcome the girls. When visiting the office, volunteers will get the opportunity to say hello.

Again thank you for your understanding and if you have any concerns or problems please don't hesitate to contact me.

Tracey

Website:
communityvisitorsmackay@org.au

Feedback & Complaints

Feedback from clients is important in ensuring that services are continuing to meet client's needs and for planning appropriate services. An important source of feedback is client complaints and these are welcomed and encouraged by Mackay Community Visitors Association Inc.

All clients should be made aware of their right to complain, and should fully understand the complaints procedure and the use and availability of advocates.

Clients have a right to complain about the service they are receiving without fear of retribution and can expect complaints to be dealt with promptly. The Coordinator should take steps to ensure that clients feel comfortable to continue accessing the service after making a complaint.

The client has the right to use an advocate of their choice to negotiate on their behalf with the Employees and/or management of Mackay Community Visitors Association Inc. This may be a family member or friend, an Advocacy Group or an agency such as the Older Person's Rights Service or Disability Rights Service.



All complaints are to be recorded on the Complaints Record Form, which is to be completed by the Coordinator.

Person/s affected by the complaint should be fully informed of all facts and given the opportunity to put their case.



Alzheimer's Australia

Alzheimer's Australia does great work in our local area and offers support and information to sufferers and their families.

Alzheimer's Australia operates with the assistance of donations alone. The group does not receive any state or federal funding.

Alzheimer's Australia is currently having a \$2 fundraiser and donations for this can be made at the MCVA office. Please become involved in this worthy cause as voluntary funds are vital to keep this organisation in operation.

Product Warning

- **Label on Baby Stroller:**
"Remove child before folding"

- **Flushable Toilet Brush warns:**
"Do not use for personal hygiene".

Do we really need to be told these things???????????????

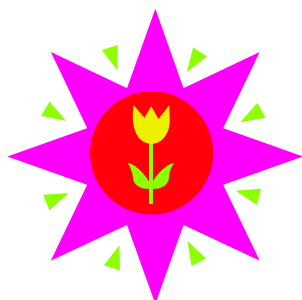
As MCVA was recently funded by Rio Tinto for the conducting of 50 First Aid courses and places are still available, the committee have decided to offer any client carer the opportunity to participate in the upcoming course. So if you are a carer of an MCVA client and would like to gain your Senior First Aid certificate please contact Tracey.

**A friend is somebody
Who knows you and likes you
Exactly the way that you are.**

**Someone who's special
And so close in thought
That no distance can ever seem far.**



**A friend understands you
Without any words,
Stands by you
When nothing goes right.**



**And whether you're neighbours
Or live miles apart,
A word from a friend gives a lift
To your heart and spirit.**

**That shows you once more
Why friendship is life's dearest gift!**



QUOTE

**Knowledge speaks,
but wisdom listens.**

Jimi Hendrix

Volunteer Representative

You have the choice to have a person represent you in any matter to present to the MCVA committee. This might be in the case where you have seen the Coordinator, regarding a complaint or dispute and have felt that after due process (where the Coordinator has investigated the matter and you are not satisfied with the outcome) you have another avenue to have the matter reviewed.

Process for Complaints/Disputes

1. Contact the Coordinator and discuss the matter
2. The Coordinator will investigate and advise outcome
3. If you are not satisfied with the outcome contact the Volunteer Representative
4. The only time the Coordinator is not the first point of contact is when the volunteer has a complaint/dispute with the Coordinator and does not feel comfortable to speak to them. Please note that the Coordinator will be advised if a complaint is received about them, so it is fair process for all parties to be aware of a problem, to allow a fair investigation.

Current Volunteer Representative is Michelle Davison.

Michelle can be contacted 0429774446 (if you call I will call you back to reduce costs) or via e-mail michelle.davison@bigpond.com.

QUOTE

**To solve the human equation, we need to add love,
subtract hate, multiply good, and divide between truth and
error.**

Janet Coleman

Never Be Sick Again

Headaches- Eat lots of fish and ginger

Hay fever- Eat lots of yoghurt before pollen season

Upset Stomach- Bananas will ease an upset stomach.

Diahorrea- Grate an apple with the skin on and let it turn brown and then eat it.

High Blood Pressure- Celery contains a chemical that lowers blood pressure.

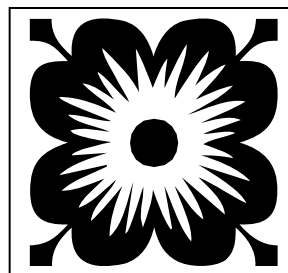
Blood Sugar Imbalance- The chromium in broccoli and peanuts helps regulate insulin and blood sugar.

Pineapples – Strengthens bones

Beans – Prevents constipation

Wouldn't it be nice if whenever we messed up our life we could simply press 'Ctrl Alt Delete' and start all over?

“ **Being kind is more important than being Right**”



Confidentiality

Everyone within Mackay Community Visitors has a responsibility to ensure that any information about the Organisation, a Visitor, or a Friend, is kept secure and treated in a way that will prevent passage of information to an unauthorized third party.

All Community Visitors understand and practice **confidentiality** and have respect for privacy and dignity. **Confidentiality** includes the avoidance of discussion of personal details of Friends with other Visitors, family and the wider community.

Privacy includes both maintaining **confidentiality** and to respect a Friend's right to maintain control of issues they consider to be personal. This may include a Friend's privacy during dressing or toileting, respecting the Friend's right not to discuss any issue they may not wish to discuss and any related issues.

Dignity includes supporting the Friend to maintain their self-esteem by interacting in a manner that maximizes the Friend's self-esteem. This may include, for example, not giving assistance with a task unless requested, or first asking the Friend.

“**The best classroom is at the feet of an elderly person**”.

To All MCVA Hacc Clients

Please remember that our service is dependent upon funding and to meet the funding criteria and guidelines there are certain times of the year when we ask for your help and participation. The coming weeks are one of those times.



Client survey forms will be mailed out in the near future and I would appreciate you taking the time to complete them and return them

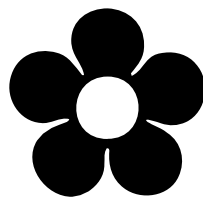
If you have any questions please contact Tracey. Thank you.

HAVE YOU EVER WONDERED ??????????????????????

- If Coles is lowering prices everyday, how come nothing is free yet?
- Who tastes the dog food when it has a “new improved flavour”?
- Why isn’t the whole plane made of the same material as the black box?
- Why isn’t there a mouse flavoured cat food?
- Why do you have to click on “start” to close Windows?
- Why have I never seen the headline “Psychic wins lotto?”
- Why can’t women put on mascara with their mouths closed?

I told my friend, “I never want to be dependent on machines and fluids in a bottle”.

She got up from the lounge and unplugged the television and threw out my bottle of vodka.



At the wedding

Billy asks dad “Why does only the bride cry? What about the groom?”

His father replied “He will son later”.

True friendship isn't seen with the eyes, it is felt with the heart. When there is trust, understanding, loyalty, and sharing. True friendship is a rare feeling, but when it is found It has profound impact on our well-being, strength, and character.

WOULD YOU LIKE TO RECEIVE THE



NEWSLETTER BY EMAIL?

Just forward your address and it will be emailed to you!



*Sometimes in life, you meet those people,
Those who make others lives brighter, just by being part of it.
Those people who make you laugh,
Those who make others believe that the world really is a fun
place.
Those people who convince others that life is worth living
Those who others just like talking to and spending time with
MCVA volunteers are those people.*

Important Dates

Monthly Management Committee Meeting

17 March 2009
21 April 2009
19 May 2009

Easter Holidays

10 April - Good Friday
11 April – Easter Saturday
12 April – Easter Sunday
13 Easter Monday

Volunteer Training

6 May 2009
9.30 am – 12.30 pm
Dementia/ Basic Role & Responsibilities



**Birthdays are good things
The more you have
The longer you live.**



Before an aged care resident can be taken on an outing for the first time, permission must be sought from the Co-ordinator.

The Co-ordinator will arrange this with the staff. Once you have been given approval, residents may be permitted to leave the facility in your care.

The Rights of A Community Visitor Under the CVS Guidelines

MORE LABELS

On a Myer hairdryer: Do not use while sleeping. **(bother, and that's the only time I have to work on my hair)**

On a bar of Palmolive soap: "Directions: Use like regular soap." **(and that would be how???....)**

On some frozen dinners: "Serving suggestion: Defrost." **(but, it's "just" a suggestion).**

On most brands of Christmas lights: "For indoor or outdoor use only." **(as opposed to...what?)**

On Nytol Sleep Aid: "Warning: May cause drowsiness." **(and...I'm taking this because???....)**

7.1 Rights of a Community Visitor

A Community Visitor has the right to:

- be provided with information about the CVS
- receive a job description
- know to whom they are accountable
- receive clear and concise written instructions
- receive information on a resident to enable duty of care requirements to be met
- be respected and supported
- say no to unacceptable tasks
- be linked to others undertaking similar roles and valued as a team member
- be offered the opportunity to attend information sessions
- not to be exploited
- be informed of any change of circumstances re the person they are visiting
- have their complaints and concerns addressed
- be reimbursed for out-of-pocket expenses, if requested
- work in a safe and healthy environment
- be covered by insurance.



Two may talk together under the same roof for many years, yet never really meet; and two others at first speech are old friends."

- Mary Catherwood