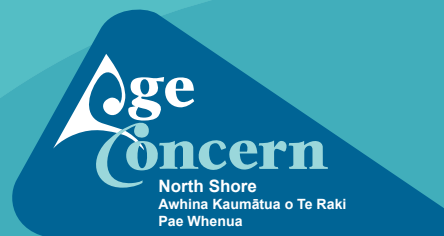


**AUTUMN 2019 QUARTERLY NEWSLETTER**

Phone (09) 489 4975 | [www.ageconcern.org.nz](http://www.ageconcern.org.nz)



# Age Concern North Shore

*Serving the needs of older people*

## AGE MATTERS



**Happy 100th Birthday  
to our Visiting Service client Gwen**

For advertising phone Dave 027 652 5220 or email [dave@pukekoprint.co.nz](mailto:dave@pukekoprint.co.nz)

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## Contact Information

**Phone:** (09) 489 4975

**Email:** ageconns@acns.co.nz

**Address:** 177B Shakespeare Road, Milford, Auckland 0620

### OFFICE HOURS

9.00am - 4.00pm Monday to Friday

### Age Concern North Shore Board Members

**Chairperson:** Mary Gray  
phone: 521 3156 or 021 230 5405

**Vice Chair:** Rosemary Gray  
phone: 444 2315

email: gray6bird@gmail.com

**Treasurer:** Tony Fowlie  
email: tony.fowlie@slingshot.co.nz

**Secretary:** Anne Frankland

**Members:** Wendy Overy  
phone: 419 7212 or 027 609 5027;  
email: wendyoverly@xtra.co.nz

Camel Conaghan

phone: 021 834 015;

email: econaghan@rdns.org.nz

Jennifer Moor

phone: 479 6177

email: j.moor@xtra.co.nz

## A word from the Executive Officers Desk...



My very best wishes for 2019, I hope that you have been able to enjoy the summer and are looking forward to the rest of the year with happiness and in good health. This will be a year of change for Age Concern North Shore, but we will all work towards it being a smooth process ensuring services

continue uninterrupted.

At the AGM last year, it was decided to change our financial year to end on 30 June instead of 31 March to align it with the other Age Concerns in our region. As a result we will be extending our 2018-2019 membership by three months to end 30 June. Look

out for your 2019-2020 membership renewal form in the winter newsletter, due in letterboxes at the beginning of June.

2018 was a busy and successful year for us as an agency and I would like to extend a thank you to the staff of Age Concern North Shore who continued to provide a very high level of dedication and commitment to their service areas.

Our volunteers 'Afternoon Tea' was a wonderful occasion to thank and acknowledge the dedication of our 200 volunteers. We were entertained by saxophonist, Foster Watkinson, The Rainbow Chorus & Age Concern Chinese Singing Group and the Age Concern Chinese Dance Group. Thank you to our volunteers Joan McMahon, Kay Williams, and Su Peace who supported the staff to ensure the day ran on time and smoothly.

Congratulations to all the volunteers who received a certificate for 5 or 10 years of service. It was especially rewarding to present Accredited Visiting Service Certificates to two volunteers who have been visiting for 15 years, Jacqueline Nield and Val Hamilton, along with two certificates for 20 years of service to Wendy Muir and Shirley Nicholas. What an amazing level of commitment to the service and to older people. Thank you so much.



Wendy Muir

Shirley Nicholas

Our Sponsor a Senior appeal delivered over 75 gift bags and/or hampers to older people on the North Shore with a great variety of donated goods from a wide range of organisations and individuals. Thank

*Continued on Page 4*

## Loneliness and Social Isolation

Loneliness is indiscriminate. There is an abundance of research on this subject in New Zealand currently and young people are just as likely to feel lonely as older generations. It is known that levels of loneliness in this country are escalating and as anyone who has ever experienced it will agree, the feeling can seem insurmountable once it settles in our tummies and our lives.

The importance of being aware of and talking about loneliness and lack of social relationships has been proven to be as bad for health as smoking.

There can be many reasons for being lonely, such as health, mobility impairment, sensory loss, changes to driving ability and bereavement. There are all sorts of things happening as we age which can make getting out of the house increasingly difficult and so social isolation can cause loneliness.

When people are no longer able to drive, that's where Driving Miss Daisy comes in! Driving Miss Daisy is the connection from home to the community. They make it their priority to ensure each and every journey is filled with laughter, kindness and positivity.

Driving Miss Daisy clients can have the same driver every time which is great for building relationships. The drivers also love to catch up with the clients and will do everything possible to make the journey enjoyable. That can be as simple as a trip to the supermarket or regular hairdresser appointments. Sometimes, it can be more adventurous and include trips further afield; outings to the beach for a breath of fresh air or coffee with friends; anywhere the heart desires.

Driving Miss Daisy is committed to helping clients get out and about, so every client can live life to the full and enjoy every moment.

*Editorial supplied by Driving Miss Daisy*

## Driving Miss Daisy your companion and your driver!



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Glenfield **Ph: (09) 442 4334**



**Driving Miss Daisy®**

[www.drivingmissdaisy.co.nz](http://www.drivingmissdaisy.co.nz)

*Continued on Page 4*

you to all those whose donations make this appeal possible.

Members will find included with this newsletter an updated Skills Bank List. We hope you continue to find this useful. The Skills Bank is designed to match trusted service providers to older people. All listed services have supplied referees which we check, however we have no way of guaranteeing their work other than your feedback, as we are not their employers. People vary in their expectations, so please feel free to advise us of good or bad service so we can keep this list reliable for members.

Easter is coming soon with Hot Cross Buns and Easter Eggs. Yum! It's a great time to connect with family and grandchildren, if you have them, over some Easter Eggs. Families can be very busy, so why don't you take the initiative and phone them to arrange an Easter catch up and share some old traditions. If you don't have family – perhaps you

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can reach out to neighbours with children or a local Kindergarten and offer to decorate boiled eggs or join them for making Easter Cards.

Special events like Valentine's Day and Mother's Day can stir up memories and for some these may not be positive ones. Loneliness and depression are talked about more openly these days and should not be a hidden shame. Age Concern offer a wonderful Visiting Service, Club Gordon and Café Groups and can link you to activities of interest with our Calendar of Activities, but we can't do this if we don't know who you are and what your needs are. Please call us if you are feeling a need for more connection and we will do our best to help you take steps to a solution. It's OK to ask for help!

We are currently updating the annual Calendar of Activities which will be in member's letterboxes soon. It continues to be a great source of physical, educational, social, special interest and support group activities that offer many opportunities for social interaction. If you are not a member, but would like a copy, you can download at [www.agewell.org.nz](http://www.agewell.org.nz) or pop into the office.

Enjoy the Autumn months, before the cold of winter sets in.

*Janferie Bryce-Chapman*  
Executive Officer

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# Where community shapes the heart of your retirement



Ryman villages have a vibrant community where residents enjoy a carefree retirement in the company of like-minded friends.

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dementia care, there is often no need to move away from the village that has become your home if your health needs change.

Discover all that a Ryman village has to offer.



2 Rangatira Road, Birkenhead  
**482 1777**



30 Ambassador Glade, Orewa  
**421 1915**



7 Ngataranga Road, Devonport  
**445 0909**

## A Q&A on retirement living



**Janferie Bryce-Chapman**, Age Concern Executive Officer, talks to Grant Haworth of Barfoot & Thompson about selling your home and moving into a retirement village. A real estate professional since 2004, he also has specialised experience and in-depth knowledge gained from working within the retirement sector.

**Janferie: I know that retirement villages are not for everyone and that there is divided opinion, but from your experience a move into a retirement village is a move that should be explored. Where would I start?**

Grant - each village is unique. To find one that's right for you I would recommend visiting several villages, meeting with the residents and taking a tour with the village representative. Open days or private appointments work well for this.

**Janferie: Do you have to sell your own home before you buy into a retirement village?**

Grant - some villages have a 'move in early' policy where you can move in before your house is sold or goes on the market. The whole process of selling and moving in to a village is designed to work in line with the sale and settlement timeline of your home.

**Janferie: Can you move into a village and then change your mind?**

Grant - in some villages, yes.

**Janferie: How much does it cost to buy into a village?**

Grant - depending on your budget and your needs, prices could range from \$300,000 to \$2m or more. If you are looking for a serviced apartment it would be less. Many people discover that moving into a retirement village releases capital locked up in their home.

**Janferie: What costs are involved?**

Grant: there are three key financial terms to be understood:

- The initial purchase price, which is called an Occupation Right Agreement (ORA)
- The Fixed Weekly Fee
- The Deferred Management Fee (DMF) \*The DMF payment does not come into effect until you leave the village

**Janferie: Do you own the villa/unit that you buy?**

Grant: you own a 'license to occupy' usually called an Occupation Right Agreement (ORA). The villa/unit you buy is purchased at the market value, at the time of purchase. The ORA gives you the right to occupy that home for your lifetime (health and other terms permitting), or until you choose to leave. This type of ownership is different to owning your residential home.

**Janferie: The Weekly Fee - what does it cover?**

Grant: this includes your rates, building insurance, gardening, exterior maintenance, a 24/7 onsite emergency response service, staff, use of the communal facilities and amenities and, at some villages, your power. Excluded are items such as your telephone, Internet, Sky and your contents insurance. A big benefit is certainty for budgeting. The outgoings can be less than maintaining your own home - and without the stress or worries.

**Janferie: What is the Deferred Management Fee?**

Grant - when your villa/unit is sold, the village retains a Deferred Management Fee (DMF) of up to 30% of the original purchase price. The DMF contributes to the capital costs of the village and facilities, and the costs of operating the business. It usually also covers marketing, refurbishment and selling of your home, ready for the incoming resident. The DMF is accrued over three years. If you leave within this time, your fee will be reduced accordingly. A village representative will be more than happy to talk you through this in further detail.

**Janferie: Can I have a pet?**

Grant - In most villages, yes.

**Janferie: Can family or friends stay over?**

Grant - of course, it's your own home. It is usual to let the village manager know if you have house guests.

**Janferie: How old do you need to be?**

Grant - for some, from age 60, some 65 and often 70.

**Janferie: Many people say to me that making a move from their home is too much to take on.**

Grant - yes, this is often mentioned. The service I provide is to ensure the whole process is co-ordinated with care, with timelines to suit, making every move hassle free.

**Janferie: Can I move into a retirement village outside Auckland without much hassle - and where would I start?**

Grant - Yes, I have moved several owners out of Auckland and the procedure is not much different. This will also be co-ordinated with my assistance and the support of the village representative. Call me to discuss the first steps.

**Janferie: Thanks, Grant. There is a lot to take in, and I can see that guidance from someone such as yourself who knows the process is best.**

## Chairperson Report

### Amalgamation of three Age Concerns in Auckland region.

At the Special General Meeting of Age Concern North Shore Inc. held on 14 December 2018, it was agreed that North Shore will amalgamate with Auckland and Counties Manukau. The proposed date for the amalgamation is 30 June 2019. Both Age Concern Auckland and Age Concern Counties Manukau have also agreed to this amalgamation.

### Progress to Date

A Transition Board is managing the changes. This consists of two members drawn from each of the three Boards. Jenny Moor and I are the North Shore members. Kevin Lamb, current manager of Age Concern Auckland has been appointed as the manager of this new structure, and is the 'Project Manager' for this transition until he takes up the CEO position from 1 July 2019 of the new structure.

### New Name

It has been agreed that the new structure will be called Age Concern Auckland, in line with the Auckland City name. Most clients and their families identify with the Age Concern name, rather than a particular location. It is planned that a 0800 number will be put in place with automatic referrals to each particular location, as the North Shore and Counties Manukau offices will continue to provide services as now.

### New Structure

An outline of the new structure has been discussed with staff, although there may be further tweaking of this before it is finalised. Some administrative services will be centralised but the North Shore office will continue to operate and all client services will continue to be delivered at North Shore. This means that most staff will be able to retain their current positions.

There will be two managers of services. The managers will form part of the management team along with Kevin and possibly some other central administrative positions. These managers will be located in the North Shore and Counties Manukau offices respectively. This will help ensure that the needs and voice of the North Shore will be heard at management level as well as on the new Board.

## Structure of New Organisation

Two structural options are being considered for the new organisation - an Incorporated Society with members, as is the current structure with Age Concern North Shore. The other option is to form a Charitable Trust, which would not have a membership base. Either structure will be governed by a Board with a minimum of two members of it drawn from the North Shore.

## Expected Benefits of Amalgamation

As I reported in the 2018 Annual report, we see benefits arising from a centralised administration in the fundraising, marketing and financial areas as well as in service delivery. Service delivery managed across the wider Auckland will provide for greater consistency of quality of services and will enable greater support to specialised workers, who now are largely sole workers, as they join together in teams. In the area of fundraising, some of our larger funders are supportive of the move to one organisation, recognising the opportunity it presents for greater quality assurance for our clients and greater ease for them in dealing with one organisation instead of three. We are likely to continue to access local funding for support for some local North Shore based services.

Centralised marketing will provide opportunities for a greater expansion into digital platforms. It will provide a bigger budget for Auckland-wide promotion of our services, especially in the areas of health promotion for older people and in brand recognition. Combined accounts and recordings systems will enable usage of up-to-date systems.

*The Age Concern North Shore Charitable Trust will continue to exist as a separate entity at this stage. It holds financial assets pertaining to the North Shore service, including owning the offices on Shakespeare Road. This will allow an opportunity to 'see how things develop.' In the very unlikely event that the amalgamation did not work to the benefit of the North Shore services to older people, these assets would provide an opportunity to withdraw and reestablish a separate service again. Hopefully this backstop will not be needed, although the Trust will continue to use their assets to support services to older people on the North Shore exclusively.*

Mary Gray | Chair



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## COMMUNITY NEWS

### Morning Melodies 2019

Bruce Mason Centre, Takapuna

One Monday a month, 11.00am - 12.00pm

- **1 April** - Russell Dixon and Lisa Lorrell - Together Again
- **13 May** - Society Jazzmen – 50th Anniversary Celebration with the Gin Mill Swing dancers
- **17 June** - The Royal New Zealand Navy Band
- **15 July** - National Youth Theatre Company - Showstoppers!
- **5 August** - Morning Melodies Songbook – You Call the Tune!
- **9 September** - Springtime Jazz
- **7 October** - The Band of the Royal Regiment of New Zealand Artillery
- **11 November** - The Royal New Zealand Air Force Base Auckland Band
- **9 December** - The Royal New Zealand Navy Band - Christmas

### Intergenerational Dialogue 2019

Great things happen when young and not-so-young get together.

**Thursday 4 April**, 10.30am-2.30pm,  
Takapuna Library

Contact Sarah 029 2012 975 or office@takapunatrust.org.nz for more information

### APO 4 KIDS: Storytime

Bruce Mason Centre

**Saturday 6 April**, 10.00am & 11.30am



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**Chair Yoga** - stretch, breathe and relax to  
strengthen your body and mind.

Join Yoga with Anu for specialised 'Chair-Yoga'  
sessions perfect for older people or those with  
mobility issues.

Monday's 11.30am-12.30pm, Highbury Community  
House, 110 Hinemoa Street, Birkenhead. For more  
information or registration phone 022 3299 443 or  
027 587 5757

### Dinner Together

Bringing people together to share a meal.

'Dinner Together' is an initiative to match volunteers  
with an older person for a cup of tea and a spot  
of dinner. If you would like a volunteer who would  
cook a meal and share it with you, visit <https://dinnertogether.nz> to register your interest.

**The Browns Bay Ladies Club** is a club for  
retired women of all ethnicities who seek group  
activities with a view to fun, friendship and fellowship.  
It is affiliated with the incorporated society,  
Friendship NZ. All women who want more contact  
with the community are welcome.

Meetings are held on the fourth Friday of the month  
10.00am – 12noon in the upper rooms of the new  
Torbay Sailing Club, Beach Road, Waiake Beach. The  
subscription for the year is \$35.00.

Meetings cover a wide range of interesting topics and

*continued on page 10*

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## When somebody you love has died, knowing you have people you can trust to help you makes a real difference.

Hazel James and Ryan Berry bring over 20 years' experience to Windsor Funerals and are dedicated to assisting each family create a personal farewell. With a range of services available from a simple cremation to a full traditional funeral, we can cater to any family's needs.

Windsor Funerals is a registered charitable business bringing you the care you deserve at a cost you can afford.

We are excited to welcome you to our new premises at 422 Glenfield Road, providing a comfortable space to meet with families and a peaceful room to spend time with your loved one. Our home is your home.

**You are invited to our  
open weekend  
on 23rd and 24th March  
from 10am to 3pm  
where you will have the  
opportunity for a full tour  
and to have all your  
questions answered.**

*We look forward to seeing you*



**Welcome.**  
You are invited to our Open Weekend.  
An opportunity to look behind the scenes and ask questions.

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23 and 24 March  
10am to 3pm  
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## COMMUNITY NEWS cont.

*continued from page 8*

entertainment including: members' travel highlights; a Doctor from Médecins Sans Frontières, Guide Dogs for the Blind, a magician and performances from local schools' music groups. In addition, most months the club runs subsidised outings. Members usually pay for their own lunch but the bus is free. Outings have included an Alpaca farm, the Botanic Gardens, Maritime Museum, Auckland Helicopter Trust, Coastguard and Puhoi Cheese Factory and also old-time movies at Ryders Cinema. The Club also currently has a number of sub-groups with special interests. These include visiting prize-winning gardens, mah-jong, writing for the grandchildren and a pot-luck lunch group.

For more information President Margaret Whitby, phone 478 2073 or Secretary Jenny Fowle, phone 479 6026.

**Parkinson's North Shore** Community Educator Carolyn Yandall is available to provide education, information and help for people to make informed decisions about living with Parkinson's. She also organises Carer Support and Support Group meetings across the North Shore. (See the Calendar of Activities for more details). If you have Parkinson's or support an older person with Parkinson's and would like more information, contact her on 027 520 2793.

### Repair Café

Bring your broken items for repair! Clothing, toys, wooden items, small electrical appliances, knife sharpening. Sit with a volunteer repairer to repair your items while enjoying a cup of coffee.

Meadowood Community House, 55 Meadowood Drive, Unsworth Heights, Saturday 13 April, 3.00pm-5.00pm

## Age Concern News

### Did you enjoy reading this copy of Age Matters?

If you enjoyed reading this copy of Age Matters and would like to receive it regularly, you can join Age Concern North Shore for only \$20.00 and receive your copy every quarter in the mail!

### Can you help?

Do you have a lightweight, sturdy, wheeled, airline carry on bag in good condition that you could donate to us? This will be used by the Field Officer to carry resources needed for home visits.



### Newsletter Delivery

We are looking for more volunteers to help us deliver our quarterly newsletters to Doctors surgeries, Retirement Villages, Community Centres etc. If you are able to help, please give Diane a ring on 929 2306. It would be very helpful to have some helpers in the Albany, Bays area.

We would also be interested in hearing from you if you are able to come into the office one day every three months to assist in folding the newsletter for postage.

## PLEASE SUPPORT OUR ADVERTISERS

Their support enables the production of this newsletter, so please support them.

Most of the problems in life are because of two reasons, we act without thinking or we keep thinking without acting.

## Personal and economical transport with extra help – wheelchair transport available

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Service is personal and our prices are comparable to (and often less) than a standard taxi. We take Total Mobility cards (TM), are ACC Registered Vendors and wheelchair accessible vehicles are available on request.

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*Editorial supplied by Freedom Drivers*

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& PATRICK FERRY HOUSE**

## 2019 HEALTH PROMOTION PROGRAMME

The following Health Promotion activities are available free of charge to persons aged 65 years and over and living independently in the North Shore community. Dates and venues are still to be confirmed and more activities will be available throughout the year as funding becomes available.

To register your interest for any of these activities, please phone 489 4975 or email: [educator@acns.co.nz](mailto:educator@acns.co.nz). Your name will be placed on a waiting list against each activity and you will then be contacted for priority booking once dates/times known. Registration is essential and places will be provided on a first-come, first-served basis.

### Steady Steps Presentation

A one hour presentation that will provide useful information and simple tips to help try and prevent a fall occurring – thereby helping you to maintain your independence.

### Nutrition In A Nutshell Presentation

A one hour presentation that will provide an overview of the importance of nutrition as we age and our changing nutritional needs.

### Sleeplessness & Stress Workshop

This two and a half hour workshop (*with morning tea included*) is designed to assist older people to understand more about fatigue caused by both a lack of good quality sleep and by stress. It will offer

positive strategies and suggestions for improving hours of quality sleep and coping with stress.

### Down But Not Out Workshop

This two and a half hour workshop (*with morning tea included*) will raise your awareness and understanding of depression and help you to recognize the differences between the 'blues' and 'depression' and will offer suggestions for coping and how to get help.

### Technology For Seniors Event

A two and a half hour opportunity for older adults to get individual instruction on their own devices (e.g., cellphones, laptops or iPads) with assistance and guidance from local Senior High School students.

### Talks/Presentations

Our Health Promoter, Katie Rom, is available to visit Senior's Groups with several talks/presentations which can be timed to suit your agenda. Free literature will be provided for members to take home. We don't charge a speaker's fee, but donations are always welcomed to help cover travel and costs of resources. The following talks are available (*either verbally or together with a PowerPoint presentation*):

1. Steady Steps
2. Nutrition in a Nutshell
3. Age Concern North Shore – our role and the services we provide

To request a talk/presentation, please email Katie at: [educator@acns.co.nz](mailto:educator@acns.co.nz) or phone: 929 2312, Monday – Thursday.

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Email: [lois@kblaw.co.nz](mailto:lois@kblaw.co.nz)

[www.kblaw.co.nz](http://www.kblaw.co.nz)

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### Are your affairs in order?

Wills, family agreements, enduring powers of attorney, buying into a retirement village, downsizing your home, moving into a rest home or residential care, PPPR applications - these are core services that we deliver to our valued clients.

Let us guide you through your options so you can make decisions on the best way to organise your personal and property affairs for now and in the future.

Please telephone or email Lois Black to arrange a no-obligation, free-of-charge 30 minute meeting.

## From the Field Officer's Desk

It has been a busy few months since re-opening after the holidays, with a steady stream of Total Mobility card requests crossing my desk. Thank you to applicants for their patience in waiting for an assessment. I am working steadily with you all to catch up, and referring some of you to other agencies that provide assessments for Total Mobility cards which includes Dementia Auckland, Multiple Sclerosis, Parkinson's, Stroke Foundation, Blind Foundation and Auckland Asthma Society.

At the end of last year I co-ordinated the Sponsor a Senior appeal for the first time. It was gratifying to witness the generosity of those who donated both in goods, gift vouchers, food boxes and money. I would like to take the opportunity to acknowledge: Albany Library; Autoburn Mechanical & Auto Electrical; Better Drinks; Boomerang Bags - Kaipatiki CFT; Castor Bay Tennis Club; Christmas Box (The Life Centre Trust); Cocoons Fitovers; Community Fruit Harvesting; Dilmah Tea NZ; Driving Miss Daisy; ecostore; Frozen Fresh; Haumaru Housing; Herb & Spice Mill; Hospice Old Girls; Jane Knowles; Kiwi Gardener; Make Give Live Charity; Milford School; Mindfood Magazine; Miracle Denture Clinic; Molly Woppy; Moving Made Easy; Nicola Cronin - Westfield Local Heroes; North Shore CMA; North Shore Resource Centre; Pacific Hygiene; Queen Anne Indulgence Ltd; Sending Love NZ; Shirley Procter, Kawakawa Balms; Taiaotea Trust; Tasti; Torbay School; TRG Imaging (Shakespeare Road).

We continued to have the support of Milford and Torbay schools who donated goods as well as handmade Christmas cards which were received with delight

by the recipients. Albany Village library set up a card making stand so visitors to the library could make a card and write a personal message to the potential recipient which was a delight for both the card maker and the recipient.

In total we delivered 75 gift bags full of goodies, 25 Christmas food boxes on behalf of the Life Centre Trust, plus Tomorrow's Meals vouchers, Countdown and Driving Miss Daisy vouchers. It was a great pleasure to be involved in the delivery and have an opportunity to share in the pleasure and delight of those that received them.



Glenfield Community Centre Knitting Group modelling Cocoons donated as part of our Sponsor a Senior Appeal

*"What a lovely bag and so many goodies inside. I was surprised and delighted. Thank you so much and thank the wonderful people who have given so much time and generosity. The gorgeous red hat will be my forever headgear for most of the year. Someone has been knitting, others sewing, for other people and others gifting all sorts of welcome useful toiletries and nibbles. Lots to read too". Mrs D. B.*

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## FIVE Questions to Ask About Your Medications When You See Your Doctor, Nurse or Pharmacist

- 1. CHANGES?**  
Have any medications been added, stopped or changed and why?
- 2. CONTINUE?**  
What medications do I need to keep taking and why?
- 3. PROPER USE?**  
How do I take my medications and for how long?
- 4. MONITOR?**  
How will I know if my medication is working and what side effects do I watch for?
- 5. FOLLOW-UP?**  
Do I need any tests and when do I book my next visit?

**Keep your medication record up to date – remember to include:**

- ✓ Drug allergies
- ✓ Vitamins and minerals
- ✓ Herbal/natural products
- ✓ All medications including non-prescription products

Ask your Doctor, Nurse or Pharmacist to review all your medications to see if any can be stopped or reduced.

Visit [www.hqsc.govt.nz](http://www.hqsc.govt.nz) for more information



## Club Gordon

**Join Now**  
for fun, laughter,  
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**Morning Tea and Light Lunch**  
**Transport Provided**  
Wednesdays (during term time)

For more information contact  
Age Concern North Shore  
Phone: 489 4975  
Email: [ageconns@acns.co.nz](mailto:ageconns@acns.co.nz)

**Volunteers needed!**

Do you have some spare time and would like to volunteer once a week (during term time) to help ensure the smooth running of Club Gordon, and make it a great outing for the members?

If you would like more information, call the office on 489 4975 and ask to speak to the Co-ordinator Lesley.



Club Gordon is an  
initiative of  
Age Concern North Shore

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## Staff Profiles

### Janferié Bryce-Chapman – Executive Officer

☎ 929 2319; email: [janferiebc@acns.co.nz](mailto:janferiebc@acns.co.nz)

Janferié is responsible for management, policy planning and accountability for the agency. She works with the Board to ensure they have a comprehensive knowledge of the agencies activities and finances and with the staff and volunteers to provide support, resources and ensure quality standards are maintained. She collaborates with other organisations and Governmental agencies to ensure that the rights and views of older people are represented.

### Maureen Andrews

#### – Information and Membership Co-ordinator

☎ 489 4975; email: [maureena@acns.co.nz](mailto:maureena@acns.co.nz)

With over 20 years of experience of working at Age Concern North Shore, Maureen has amassed a vast amount of knowledge that is beneficial to those seeking assistance.

### Alison Bravenboer/Danielle Smith

#### – Elder Abuse Response Service Co-ordinator

Alison – ☎ 929 2309

email: [alisonb@acns.co.nz](mailto:alisonb@acns.co.nz)

Danielle – ☎ 929 2308

email: [danielles@acns.co.nz](mailto:danielles@acns.co.nz)

Our Social Worker, Alison, and Danielle work with older people to find a resolution to the difficulties they have encountered and to help them navigate this stage of life. Preventing family violence, including neglect of the older person is an important facet of the role. Alison works Monday – Thursday and Danielle Monday and Friday.

### Ivy Zhao – Asian Services Co-ordinator

☎ 929 2311

email: [asianservices@acns.co.nz](mailto:asianservices@acns.co.nz)

Ivy works alongside the Co-ordinators of the Accredited Visiting, Health Promotion and the Elder Abuse Response Service to provide services to our older Chinese clients. She also liaises with other key community leaders to ensure the wellbeing of older Chinese people on the North Shore.

### Kathryn McMahon

#### Accredited Visiting Service Co-ordinator

☎ 929 2307

email: [visiting@acns.co.nz](mailto:visiting@acns.co.nz)

After a number of years working at Age Concern as the Field Officer, Kathryn moved into the role of Accredited Visiting Service Co-ordinator. The large amount of organisational and general knowledge she has acquired helps support both her older clients and her volunteers. During her time as Co-ordinator she has expanded the service to support lonely older people to meet bi-weekly with each other in informal coffee groups.

### Katie Rom

#### Health Promotion Service Co-ordinator

☎ 929 2312; email: [educator@acns.co.nz](mailto:educator@acns.co.nz)

Katie plans, develops and delivers our annual programme of Health Promotion and educational activities on a variety of subjects pertinent to older people. She is also available to speak to seniors' groups about prevention of falls, Nutrition and the services of Age Concern. Katie also advocates for older people on a number of advisory groups and hosts the Positive Ageing Network for professionals working with older people.

### Rhonda Oliver – Financial Administer

☎ 489 4975 and leave a message

email: [rhondao@acns.co.nz](mailto:rhondao@acns.co.nz)

As well as ensuring that the accounts and payroll for both Age Concern North Shore and Club Gordon are maintained to a very high level, Rhonda is responsible for filing grants applications. This is a critical role as grants are essential to supplementing our annual income.

### Diane Matheson

#### Support and Development Co-ordinator

☎ 929 2306; email: [dianem@acns.co.nz](mailto:dianem@acns.co.nz)

Diane maintains the print and social media output of ACNS including the quarterly newsletter, Age Matters and the Facebook page. She also supports Maureen with the front of house role.

### Delia Middleton – Field Officer

☎ 929 2305; email: [fieldo@acns.co.nz](mailto:fieldo@acns.co.nz)

Delia does assessments for the Total Mobility taxi card, which requires a home visit to the client and

also enables her to provide them with information on other services available in the community that could help support them.

### Lesley Alexander – Club Gordon Co-ordinator

☎ 489 4975 and leave a message

Lesley co-ordinates the weekly meeting of members at our social club, organising transportation and entertainment. She is assisted by a group of very dedicated volunteers.

### Renata Kang

#### Chinese Interest Groups Co-ordinator

☎ 489 4975 and leave a message

Renata has been a volunteer for ACNS for 5 years supporting older Chinese to learn conversational English. She has expanded this role to provide support to the other interest classes and helps maintain the Positive Ageing Centre



## Incontinence - It's nothing to be embarrassed about

If you experience bladder weakness, you're not alone - over 1.1 million New Zealanders suffer from incontinence - and while it may be more common in women and the elderly, bladder weakness can occur at any age.

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*Editorial supplied by Pacific Hygiene*

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*Our Lille Healthcare range includes pads, pants, adult diapers and underpads.*

## Little bowel screening test a life saver



The free bowel screening test can quite literally be a life-saver, by finding symptoms of bowel cancer early when it can often be successfully treated.

The National Bowel Screening Programme is being rolled out nationwide and is already available to people aged 60 to 74 years living in the Waitemata and Counties Manukau DHB areas in Auckland, with Auckland DHB due to start screening next year.

Around 100 New Zealanders die from bowel cancer each month, but bowel screening every two years can help save lives. A positive test can lead to a colonoscopy which may find and remove pre-

cancerous polyps or detect bowel cancer at an early stage.

Testing is done at home using a bowel screening test kit received through the mail. The kit is simple and clean to do and is returned by post. Anyone who is eligible to participate should automatically receive an invitation in the mail. However, it's really important your Doctor has your up-to-date address so if you think you may be eligible and have not been sent bowel screening test kit please call 0800 924 432.

Please note: If you do have unusual bowel symptoms, don't wait to be screened – please contact your Doctor immediately.

For more information about the bowel screening programme call Freephone 0800 924 432 or visit [www.timetoscreen.nz](http://www.timetoscreen.nz)



**National Bowel Screening Programme**

Article supplied  
by the Ministry of Health

## There's no doubt that older people are vulnerable to loneliness and social isolation – Age Concern research, amongst others, show that very clearly.

Their vulnerabilities arise from the loss of a spouse, loss of mobility, loss of income, the children have moved away, or perhaps they're all by themselves in a big house and everyone else in the street's out at work.

This is important, not just because loneliness is painful, but because having inadequate social relationships has been shown to be as bad for health as smoking. British research suggests that lonely people are more vulnerable to chronic diseases, eat less well and give up on themselves, are more likely to be smokers, overweight or underweight though poor diets, drink heavily and are less likely to engage in physical activity.

Breaking the cycle of loneliness takes conscious effort. Break the cycle by making a plan – talk to your local barista or call someone rather than sending a text. Volunteering and hobbies are almost certain ways to make new friends. Pets offer a good antidote – it's important to think beyond oneself.

The vulnerabilities above often trigger a move to a village. It's a great opportunity to make new friends in a community of like-minded people. Villages often have a vast array of new activities, events and entertainment designed to pique residents' interests and encourage involvement.

From time to time we survey our residents to see how we're going in meeting their needs and expectations. The last survey asked 1,300 randomly-chosen residents about their life in the village.

66% reported a greater sense of security and confidence, one third said they enjoy better physical health, and a satisfactory 67% said their social life had improved. So we can tick all those boxes!

*editorial supplied by Retirement Villages Association*

## Kia kōrero \ let's talk

Join the campaign and have a conversation that counts ensuring that you have planned for your future health care.

Advance care planning helps you, the important people in your life and your health care team plan for your end-of-life care. It helps you understand what the future might hold, and to say what health care you would or would not want. This makes it much easier for everyone to know what you want – especially if you can no longer speak for yourself.

An advance care plan includes what is meaningful to you, such as people and pets, your values and the ways you would like those caring for you to look after your spiritual and emotional needs.

It can also cover what sort of funeral you would like, whether you want to donate your organs, whether you want to be buried or cremated, where your important papers are and whether you have in place an Enduring Power of Attorney or Advance Directive.

We have Advance Care Planning booklets in the office or you can download the forms from [www.hqsc.govt.nz/our-programmes/advance-care-planning/](http://www.hqsc.govt.nz/our-programmes/advance-care-planning/)



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#Study conducted at the University of Northern Colorado, 2015, examined the effectiveness of the new features of primax by collecting and analysing ongoing EEG data while subjects performed speech testing. For both primax features SpeechMaster and EchoShield, the objective brain behaviour measures revealed a significant reduction in listening effort when the feature was activated.

\*T&Cs apply.



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**NORTH SHORE PROPERTY MANAGEMENT**

*Editorial supplied by Parkit Property Management*

### Would you like more company?

ko te aroha te mea nui

### Talk to Age Concern North Shore

#### Are you feeling that you spend too much time on your own?

We have trained and caring volunteers who are keen to spend time with an older person. A regular visit is something to look forward to. We can match you with a volunteer who shares your interests and would love to get to know you. Our volunteers visit on a regular basis for about an hour each week.

"I'm so happy that Age Concern Visiting Service persuaded me to have a visitor as originally I said "I didn't need anyone to visit me" but now I have the greatest friend thanks to Age Concern"

"My Age Concern visitor visits me every Tuesday and I wish there were two Tuesdays each week"

**Currently we have trained volunteers waiting to be matched with appropriate clients in: Albany; Birkdale; Devonport; East Coast Bays; Forrest Hill; Northcote; Northcote Point; Paremure; Takapuna and Waiake**

We are also looking for more male volunteers to visit male clients.

If you would like to discuss having a visitor for yourself or for someone you know, contact Kathryn phone 929 2307 or email [visiting@acns.co.nz](mailto:visiting@acns.co.nz)



### Good information keeps you in control.

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## Accredited Visiting Service



Sandy has been visiting Spenser for six months. Both men have a British Military Engineering background, Spenser serving in the British,

Rhodesian and New Zealand Armies between 1944 and the early 1970's and Sandy in the Royal Air Force for 20 years. This made them an ideal match as both share the same sense of humour and a camaraderie that comes from being in the Military - Spenser calls it a brotherhood. In fact they have so much in common that at one stage they thought they might actually be brothers!

When asked how two men from different forces could have so much in common, Sandy said "The only difference is guns or planes - the rest is very similar".

This leads to a lot of banter and stories flow freely between them during visits. Sandy sometimes takes his son Jay along so he can benefit from the friendship as well.

If you want to have someone to share your stories and interests with, let us know. We have some wonderful volunteer visitors waiting to be matched.

*We are looking for an Arabic speaking volunteer for a client in the East Coast Bays area.*

After the success of our coffee groups, we are looking at starting a men only group. If you know of any older



Glenfield coffee group celebrating their two year anniversary

men that may be lacking in social contact with other males we would love to hear from you. The group would meet once a fortnight at a

café for morning tea - location yet to be decided, with the sole purpose of the group being companionship and friendship. The group would be sponsored to keep costs down, but attendees must provide their own transport.

If you would like more information on any of the above, please contact Kathryn phone 929 2307 or email [visiting@acns.co.nz](mailto:visiting@acns.co.nz)

A reminder for Record of Visit forms to be filled in and emailed/posted/dropped in to us after the end of the current quarter - March 31. The record of visits feed into contract reports, which are vital to maintain funding for the service.

We will be holding our first Volunteer support meeting for the year early in April - we will advise all volunteers when we have set a date. The volunteer support meetings are a great way for AVS visitors to meet other volunteers, share any stories or talk in confidence about any issues that may arise during your visits. We also invite a guest speaker to each meeting to offer education and awareness on topics of interest to Volunteer visitors.



## Happy Birthday

The end of 2018 saw us celebrating two special birthdays - the 100th birthday of Gwen Payne (seen on the front cover with her visitor Kay

Williams) and the 90th birthday of Beulah Howell. Thank you to GBB for the two beautiful cakes.



Beulah with volunteer Shirley Nicholas

**STROKE** ■ Stroke is the second major cause of death and one of the leading causes of long-term disability worldwide. For Maori and Pacific peoples the risk of having a stroke is about 1.5 – 2 times greater compared with those of European descent. The Framingham study recently showed that the lifetime risk of having a stroke after 55 years of age is 1 in 5 for women and 1 in 6 for men. It has been calculated that during the course of their lives, about four out of five families will have someone affected by a stroke. A stroke is a brain attack. It can be fatal. It occurs when a blockage such as a clot blocks the blood flow to the brain or when a burst blood vessel bleeds into the brain. During a stroke, the cells in the affected part of the brain start to die and that part of the brain cannot work properly. This can affect a person’s ability to walk, talk, eat, see, read, socialise or do things they were able to do before the stroke. Many people with stroke may also have fatigue or problems with remembering, understanding or thinking properly.

**The effects of a stroke**  
Different parts of the brain control a person’s

movements, senses, emotions and intellectual functions. The effects of stroke depend on which part of the brain is damaged and how severe the damage is. Disabilities from stroke range from slight to severe. Some people make a speedy recovery and return to their normal lives. Others have disabilities that may improve with time and can be managed. For many, disabilities may last a lifetime. A small number of people will need full time medical care.

- To reduce your risk of stroke**
- Check your blood pressure regularly, and follow any treatment advised by your doctor
  - Don’t smoke
  - Reduce your salt intake
  - Eat healthy foods (limit fatty, sugary and salty foods)
  - Maintain a healthy weight
  - Limit your alcohol intake
  - Check your cholesterol level and follow any treatment advised by your doctor
  - Get checked for atrial fibrillation (irregular heartbeat) and follow any treatment advised by your doctor
  - If you have diabetes, manage your condition well

**If it’s a stroke – act FAST!**  
**If you think it’s a stroke call 111 immediately.**  
The sooner a person with a stroke gets to hospital and begins treatment, the better the chance of reducing brain damage and possibly saving their life. Learn the F.A.S.T. signs of stroke – you may save a life!

<b>FACE</b>	<b>SMILE</b> – is one side drooping?
<b>ARMS</b>	<b>RAISE BOTH ARMS</b> – is one side weak?
<b>SPEECH</b>	<b>SPEAK</b> – unable to? Words jumbled, slurred?
<b>TIME</b>	<b>TIME TO ACT FAST!</b> Call 111. Time lost may mean brain lost.

Any on of these signs – not necessarily all three, could be a sign of stroke. New tools for stroke prevention and recovery are now available  
A series of self-management video clips and DVDs on stroke care and rehabilitation, presented by stroke survivors and their caregivers, are available at [www.stroke.net.nz](http://www.stroke.net.nz). Accompanied by easy to understand explanations from health professionals, they show how to manage everyday needs and provide practical demonstrations of exercises and other techniques.  
Source: [www.stroke.net.nz](http://www.stroke.net.nz)

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<input type="checkbox"/> Individual/Couple Associate Membership	<b>\$20.00</b> (no voting rights/donation)

☐ Mr ☐ Mrs ☐ Ms ☐ Dr **Other:**.....

**Name:** .....

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..... **Postcode:** .....

**Phone:** ..... **Email:** .....

**Method of payment:**  
☐ Cheque (Made payable to Age Concern North Shore)

**Internet banking:** ASB 123026-0005671-00  
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(Ranui West Auckland)*

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