

**SPRING 2019 QUARTERLY NEWSLETTER**

[www.ageconcern.org.nz](http://www.ageconcern.org.nz)



# Age Concern Southland

*Serving the needs of older people*



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

A Kiwi Publications Limited publication | [www.kiwipublications.co.nz](http://www.kiwipublications.co.nz) | Please refer to website for disclaimer

## Contact Information

### INVERCARGILL OFFICE

Phone: (03) 218 6351  
 Address: 50 Forth Street, Invercargill 9810  
 Postal Address: PO Box 976, Invercargill 9840

### QUEENSTOWN OFFICE

Phone: (03) 441 3490  
 Address: First Floor, Aurum House, Terrace Junction, 1092 Frankton Road, Frankton, Queenstown 9300  
 Postal Address: PO Box 1161, Queenstown 9348

## Who's Who at 'The Centre'?

### JANETTE – Manager Extension 4

Janette promotes and runs 'The Centre'. She also provides a Confidential Advocacy service for clients going through Elder Abuse or any Welfare needs.

### HEATHER – Office Manager Extension 1

Contact Heather to book meals, rooms or to answer any queries that you may have.

### CHRIS – Accredited Visiting Service Co-ordinator Extension 2

If you feel that you could benefit from this service either as a Visitor or Client please contact Chris.

### JANINE – Social Worker Extension 5

Janine works alongside Janette with any Elder Abuse or Welfare needs.

### EMMA – Social Worker Extension 3

Emma is available to sort out any welfare needs and education in the community.

### KATHY:

Is our wonderful cook who manages the kitchen.

### CRAIG:

Is our cleaner at the Centre.

### KATHLEEN – Van Driver Extension 6

Please contact Kathleen if you would like to be picked up to come into the Centre.

### DUNCAN – Queenstown Office (03) 441 3490

Duncan looks after our Queenstown office and works in the field of Advocacy and any welfare needs of Elder Abuse situations.

*The views expressed in this newsletter are not necessarily those of Age Concern Southland. The inclusion or exclusion of any product does not mean that the publisher advocates or rejects its use.*

## From the Manager...

I hope everyone is managing to keep warm in this cold spell we are having at the moment, if not please let a staff member know we have heaters and quilts available. If you know of anyone who may be struggling to keep warm please let us know, there may be extra assistance we can give them.

We also have plenty of soup available for these cold winter nights. Thank you for those of you who have completed the surveys we have recently put out. We will begin the process of collating them and give you some feedback in the next addition. I would like to welcome our new staff member Kathleen Whelan, Kathleen is our new van driver replacing Les who has retired.

Please check out our new Facebook page Age Concern Southland and like our page and you will get all the news on what is happening at the Centre.

*Janette Turner*

Age Concern Southland Manager



**EARS UNPLUGGED**  
Professional Wax Removal

Invercargill's friendly, professional & locally owned ear wax removal clinic

- Safe methods of wax removal
- Appointments as soon as possible
- Competitive pricing and discounts
- Provider for ACC/Veterans Affairs
- Rest Home visits

*Small things Matter*



Ears Unplugged, 83 Don Stret, Invercargill  
 Phone 027 4035016  
 Linda Winder | Registered Nurse

## Anna can help



Call Anna for no-fuss personal planning

- ✓ Wills & enduring powers of attorney
- ✓ Asset protection planning
- ✓ Estate and succession planning

Talk to **Anna Elder**  
 Senior Associate, phone 03 211 0080

**Preston Russell Law**  
[www.prlaw.co.nz](http://www.prlaw.co.nz)

## Driving Miss Daisy

# We are not just for seniors!

Over the years Driving Miss Daisy has built up a reputation for providing a high quality service to senior citizens who no longer drive. They are a regular at retirement villages and rest homes across the country and senior citizen clients form the largest proportion of their client base. But did you know that they also provide our services to younger people who don't drive?

Some clients have a disability or medical condition which means they can't drive, however this doesn't stop them from being very active in other areas of their life; they work in a professional capacity, run businesses, attend school or tertiary education and enjoy socialising with friends. Driving Miss Daisy drives these clients to their place of work or business meetings, assists them to their lectures and social occasions, ensuring they are where they need to be in plenty of time.

They treat every client as an individual, no matter what their personal circumstance. Every client has different needs, and they make sure they discuss this with their clients so that they fully understand them and provide them with the absolute best support and service.

For Driving Miss Daisy, it's imperative that all their clients are treated with dignity and respect. They are committed to helping their clients get out and about, so they can live life to the full and enjoy every moment.

If you have an activity you would like them to help with please call them today to discuss – they look forward to seeing you soon!

*Editorial supplied by Driving Miss Daisy*

# Driving Miss Daisy - we've got Invercargill covered



**Driving Miss Daisy is your safe, friendly and reliable companion driving service.**

Perfect for:

- Transporting you to your appointments
- Grocery shopping
- Airport pick-ups
- Companion outings
- Keeping your independence
- Or even transporting your pet!

Total Mobility vouchers accepted. ACC approved provider.

Bookings are essential – call today and make your next outing a pleasure!

Invercargill

Phone: (03) 216 7763

Mobile: 021 503 334



Driving Miss Daisy®

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

## Walking sticks

Walking sticks or canes can improve your balance as you walk or help you compensate for an injury or disability. A walking stick can also indicate to other people you need a bit more space around you. If you are looking for help with balance, a walking stick may assist - particularly if walking over uneven ground or if you feel unsteady on your feet. If you feel you need a walking stick all the time, it is initially worth contacting your GP to assess your condition.

### Checking the fit

A guide to the correct height of a walking stick is to stand with your arms by your side. The hand grip should sit at the level of your wrist bone. Most nonfolding and folding walking sticks are adjustable, but if they are not the correct height they can be cut to the correct size. Wooden walking sticks are obviously not adjustable but again can be cut to achieve the correct height. Aluminum walking sticks can be adjusted using the spring pin buttons - ensure the buttons are correctly locked in place.

### Correct use of a walking stick

If you are using a walking stick to take the weight off one leg, it is important to hold it in the hand **OPPOSITE** the affected leg in order to keep the body balanced. If you are using two walking sticks you should still move the stick at the same time as the opposite leg.

### Walking Stick Tips/Ferrules

With winter just around the corner this is a good time to check the tip (ferrule) of your walking stick to ensure that it is still providing sufficient grip. Check the bottom of the cane to ensure it isn't worn through which can pose a slipping hazard. They can sometimes be hard to remove, so check in with your local disability shop such as Independent Living Service (Age Plus), Browns Bay, phone 550 3387 for help. They will also be able to help you choose the best stick and check the fit.



## The Ryman Difference

Putting residents first! Our winning formula for over 30 years.



### Fair terms

The weekly fee is fixed for the entire time you occupy your townhouse or apartment, guaranteed.\*

There are no hidden costs such as waitlist fees, surprise move-in costs or administration fees. And you will benefit from one of the lowest deferred management fees in the retirement sector, capped at 20 percent.



### Resident-focused innovation

Ryman Delicious menus offer choice and freshness, our myRyman electronic care programme enables individualised care at the touch of a button, and emergency power generators in every Ryman village centre keep residents safe and warm even if the lights go out.



### Care options that suit your needs

We're dedicated to caring for you now and into your future.

We provide independent living, and assisted living in a serviced apartment. Plus, resthome and hospital care, and in most villages, specialist dementia care.



## DISCOVER ELEGANT RETIREMENT LIVING

- New standalone villas for independent living
- Assisted living in serviced apartments
- Hospital
- Rest Home
- Dementia Care
- Elegant recreation areas to relax in

For further information and to arrange a viewing

Contact Lynley Irvine

51 Durham St, Waikiwi

Ph 03 215 6966

[reception@clarehouse.co.nz](mailto:reception@clarehouse.co.nz)

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



**CLARE HOUSE**  
RETIREMENT VILLAGE

For more information about the Ryman difference phone Julie on 03 215 9752 or visit [rymanhealthcare.co.nz](http://rymanhealthcare.co.nz)



Where community shapes the heart of your retirement

## Staying Safe at Home

Being burgled is no fun. There are the shocks of having your home invaded and items stolen or damaged, plus the stresses of insurance, cleaning, getting replacement items and worrying about whether the offenders will come back for another go.

Most New Zealanders will never experience a burglary, but you can reduce the odds by making things harder for would-be-thieves.

### Think ahead

- Don't open the door to strangers
- Install a peephole in your door
- If you don't know someone, keep the door closed
- Have a phone by your bed
- Arrange with a neighbor to phone or visit you if your curtains aren't open after a certain time in the morning
- Have a personal or medical alarm that you can press in an emergency
- Never tell someone that you are alone in the house
- Ask for a security checklist from Neighborhood Support <https://neighbourhoodsupport.co.nz>
- Don't be tricked? If someone you don't know asks to make a phone call from your home, get the phone number and offer to make the call yourself. Then they don't need to enter your home and you don't need to open the door
- Never do business with strangers who come to the door, phone you or contact you via email
- Never talk to strangers about your financial affairs
- Never give out your name and address or chat if

- you receive a wrong number phone call
- Use tried and trusted tradespeople. Get several quotes
- If you are cheated, tell Police. Help Police catch the criminal and stop other people from being cheated
- If you suspect someone is being cheated or abused, contact Age Concern North Shore, your Community Constable or Local Police
- Go to a safe place and wait for Police

### Stay safe indoors

- Install a wide-angle door viewer so you can see who is at your door
- Keep your doors and windows secure and close your curtains at night
- Invest in good quality, secure locks
- If you live alone, don't advertise the fact. Keep your answerphone message generic – say 'no one is available to take your call' rather than 'I can't take your call'
- If you think something is not right, but are not sure, call 111 and let Police decide

### Life Tube

Get a Life Tube from Age Southland. In an emergency the red Life Tube sticker on your fridge will alert Police, Ambulance or Fire Services that vital information about you is available inside the fridge.

### Know your neighbours

The most important action you can take to make your place safer is to know your neighbours. Exchange contact details, discuss your crime and safety concerns and decide what you would do in an emergency. If

you or your neighbours are away, follow our property protection suggestions:

- Let neighbours know when you are going to be away. Swap holiday addresses and phone numbers
- Let each other know if visitors or tradespeople will be in your house while you are away
- Be a good neighbour. If your neighbours are away, you can help them by making their house look 'lived in'
  - Turn on lights at night
  - Close curtains at night and open them during the day
  - Mow lawns
  - Clear mail, especially junk mail and newspapers
  - Use their clothesline or driveway
  - Keep an eye on their house and walk around it once a day to check it is secure
  - Question strangers, but don't say the neighbours are away. Write down their description, visit the Neighbourhood Support website for a fact sheet
- Write down the registration numbers of unfamiliar vehicles moving slowly or stopping in the street
- Report anything suspicious to your local Police station
- If you think a crime is being committed or someone is in serious danger, call Police immediately on 111
- Start a Neighbourhood Support group
- Neighbourhood Support helps neighbours to talk to each other and works closely with Police and other organisations in your community to reduce crime, improve safety and prepare to deal with emergencies and natural disasters

## Avenal Park Funeral Home

From preplanning and/or prearranging of funerals, to looking after you when your loved one dies, through to designing and organising of memorials, the team at Avenal Park Funeral Home are here for you.

We have prearrangement packs at our office - 75 Fox Street, Invercargill or we can come and visit you. Prearrangement information can either be held in safe keeping at our office or you can keep the paperwork with your other important documents. Just remember to tell a family member, or someone close to you where this information is stored. Prepayments are managed through the FDANZ Funeral Trust. It is not an insurance policy, the money you pay is yours - held in trust for when it is required.

If you would like to talk to someone about funeral/monumental options or would even like a tour of our premises, please visit us or phone (03) 218 9021.



75 Fox Street, Invercargill

**03 218 9021**

Funeral Directors and Monumental Masons



Jamie, Donna, Christine, Nigel, Chris & Mel

*We offer:*

- 24 hour service
- Care for families throughout Southland
- Assist with Preplanning and Prepayments of funerals
- Prepayments managed by the FDANZ Funeral Trust
- Chapel and Catering Lounge
- Monumental headstones and plaques

We are Registered Members of the  
Funeral Directors Association of New Zealand (FDANZ)



Editorial supplied by Avenal Park Funeral Home

**SOUTHLAND  
MONUMENTAL  
MASONS LTD**

- > Headstones
- > Granite Panels
- > Additional Inscriptions
- > Restoration & Cleaning
- > Bronze Plaques
- > Photo Ceramics

*One of the last things you can do for your loved ones is create a lasting memorial*

287 Dee St. Invercargill. 03 214 1551  
[www.memorialstones.co.nz](http://www.memorialstones.co.nz)  
[mike@southlandmonumental.com](mailto:mike@southlandmonumental.com)

**DRC** Disabilities Resource Centre  
Charitable Trust

*Making Daily Living Easier*

*Your One Stop Shop For  
Independent Living Aids*



*Come in and see the friendly DRC team!*

25 Gala St, Invercargill | 0800 100 531

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

*Providing Free  
Community Legal Services  
for all of Southland*



**SOUTHLAND COMMUNITY  
LAW CENTRE**

Freephone: 0800 55 0800 or (03) 2143180  
Level 2, 33 Don Street, Invercargill

AWHI MANA TOHU TOHU ME MIHI KI MURIHIKU

New Zealand Police want to make New Zealand the safest country for Kiwis and visitors alike, and being accessible and available is a key part of this. Yet they know they haven't always been easy to get hold of in non-emergency situations.

That's why, on 10 May 2019 they launched a new Police non-emergency number, 105 ("ten five"), which sits alongside the 111 Emergency Services number.

Now the public can call 105 or go online to 105.police.govt.nz to report non-emergencies like:

- Lost property
- Theft in a public place or from a car
- Intentional property damage
- Shoplifting
- To update or add something to a report

**CALL 111 if it's happening now**  
**OR USE 105 if the incident or crime**  
**has already happened.**

## Winter Fire Safety

With winter firmly upon us, it's important we keep warm and safe this winter.

### Check your smoke alarms

If you haven't done so yet check your smoke alarms, most house fires happen in winter, so make sure your smoke alarms are working to warn you if anything goes wrong. While you are there, check the expiry date. If your smoke alarm is over 10 years old, it will need replacing. If you need help checking smoke alarms or if the smoke alarm is chirping in the night,



please ring us any time and we will come and assist.

### Fireplaces

There is nothing like a toasty warm fire on a cold night! Chimney's need cleaning to keep you safe and to ensure your fire works well. A build-up of soot can cause a fire in your chimney/flue (not good!) We want the fire in the wood burning area, not spouting up to the roof. A fire in the chimney can cause a rapid build-up of heat in the ceiling cavity. This can cause a fire in your ceiling space (and you won't even know it until it's too late!). Soot is flammable and creates the biggest potential hazard when using a fireplace. It's wise to try and limit the amount of build-up that occurs. Failure to remove soot from the flue can result in a deadly chimney fire. Always have your chimney cleaned before you start using your fire place, the best time is now!

### Firewood

To get the most out of your firewood, ensure it is dry. Wet wood creates more soot build-up in your chimney, smokes out your neighbours and doesn't burn as hot as dry wood. It takes between six months and one year for cut wood to dry, so make sure you have enough. So start thinking about next year's wood supply now!

### Disposing of Ashes

This may seem obvious, ashes are hot! And can stay hot up to five days. Volunteer Brigades receive calls each year to put out fires from ashes not disposed of correctly - don't be a statistic. Put ash in a metal bucket with a lid and soak with water. Not in your wheelie bins or compost.

### Heaters

Are you and your heater too close? Keep curtains, couches and washing at least one meter away from any heater / burner (that's one big step). Radiant heat from a heater / burner is enough to ignite things.

### Electric Blankets

There is nothing like a warmth of an electric blanket on a cold winters night, but to avoid it getting too hot between the sheet, get your electric blanket tested before you use it this winter to make sure it is safe.

### Multi Board

No one likes to be overloaded and stressed, it's the same for your multi board. Make sure there is only one plug per socket and check how many amps your multi-board can manage.

### Check our dryer

Lint in dryers is a ready source for a fire start. Static electricity and build up of heat can cause dust and lint to ignite. Check your dryer before you use it this winter

- Remove lint from the dryer after each use
- Ensure there is proper ventilation and airspace around the dryer
- If for any reason the dryer isn't working properly – don't use it



Shop 34A  
Gorge Road Centre  
159 Gorge Road  
Queenstown

03 409 0770

Free Consultations

**Full Dentures**  
**Partial Dentures**  
**Relines**  
**Repairs**





Dentures made on site