

AUTUMN 2020 QUARTERLY NEWSLETTER
www.ageconcernauckland.org.nz



Age Concern Auckland Central & West Edition

Serving the needs of older people



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Contact Information

Phone: (09) 820 0184 Fax: (09) 820 1660
Email: ageconcern@ageconak.org.nz
Address: 57 Rosebank Road, Avondale, Auckland 1026
Postal Address: PO Box 19 542, Avondale, Auckland 1746

OFFICE HOURS
9.00am - 4.00pm Monday to Friday

Staff

Chief Executive Officer	
Kevin Lamb	820 2718
Social Connections Manager	
Rebekah Preston	820 2711
Social Connections Coordinator	
Lynette Hay	820 0184
Community Development Coordinator	
Albina Muthiah	820 2717
Social Connections Coordinator	
Jenni Bradford	820 2717
Intervention Services Manager	
Kai Quan	820 2716
Intervention Services Administrator	
Julie Mansson	820 2710
Elder Abuse & Neglect Response Service:	
Denisa Diaconescu	281 2379
Anne Foley	820 2715
Carol Maharaj	820 0184 extn 710
Field Social Worker	
Danielle Smith	972 3495
Manager - Ageing Well Services	
Katie Rom	929 2312
Health Promotion Coordinator	
Shayal Mala	820 2712
Health Promotion Coordinator	
Bryony Fairbairn	553 9936
Manager – Asian Services	
Ray Law	820 0271
Asian (Chinese) Service Social Worker	
Money Lui	820 2713
Asian Services Coordinator	
Jenny Zhen	281 2984
Fundraising & Communications Manager	
Alexis Sawyers	972 0092

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Our Services

Accredited Visiting Service (AVS) - provides companionship and support for older people living independently in the community by matching them with a regular, volunteer visitor.

Elder Abuse and Neglect Prevention (EANP) Service - aims to improve the quality of life of older people in abusive situations and to prevent abuse by providing information, education programmes, advocacy and support.

Field Social Worker - social workers are available to support and assist people aged 65+ with any social needs and health or wellbeing issues.

Ageing Well - delivers a range of programmes and activities that are fun and social. Workshops provide practical knowledge on topics such as health and wellbeing, legal matters, modern technology and safe driving.

Total Mobility Scheme - assesses and provides Total Mobility Cards to eligible people.

Asian (Chinese) Service - support and assist the Asian community. We give talks to Chinese groups to promote positive ageing, help clients when accessing social services and provide language support and cultural advice.

Community Development - looks to promote and develop programmes for the community.

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Denise - 09 828 2885

Email: info@cosmopolitanvillage.co.nz



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Companionship is at the heart of the Driving Miss Daisy service. It's the relationship that develops between our Daisy drivers and their clients that makes our business so rewarding.

Now celebrating 10 years of business our clients are evolving with how they use our service, which is a direct result of the companionship that is unique to the Driving Miss Daisy Service.

The business originated to empower the elderly, to give you the freedom to live independently by offering a companion driving service that would be reliable, trusted and affordable. We saw how the elderly could still "be in charge" as they went about their daily errands of shopping and being on time for appointments knowing one of our Daisies would always be by their side.

Today people ask what has changed in 10 years. Well, we are now successfully operating across the country with over 250 fabulous Daisy cars on the road.

We are very grateful to the many who have supported us like ACC, NZTA and numerous Regional Councils who accredited us under their Total Mobility Scheme, which provides half price fares up to certain limits on numerous trips for many of you on our service.

However the biggest change we are seeing are the Daisy Experiences. Every aging expert especially those involved with dementia are in agreement that maintaining our social networks helps maintain not only our physical health but helps reduce the risk of depression.

Daisy Experiences offer endless possibilities. From trips to revisit places we once knew so well, to a drive in the country, to getting friends together for a café outing, an event or simply just getting out and about, it's all good for you.

Talk to your local Daisy or call us to find out how we can help you stay social, active and independent.

Editorial supplied by Driving Miss Daisy

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Eastern Bays	Ph: (09) 528 2044
Blockhouse Bay	Ph: (09) 627 0481
Henderson	Ph: (09) 836 5713
Titirangi	Ph: (09) 813 2495
New Lynn	Ph: (09) 634 5015
Hobsonville	Ph: (09) 412 5332



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CEO UPDATE

2020 is destined to be a very exciting year for Age Concern Auckland. In the middle of last year, the three Age Concerns of Auckland, Counties Manukau and North Shore agreed to merge, to create a stronger, more sustainable organisation, focused on providing a consistently excellent level of support across the City. We always recognised that the first phase would be about change and adjustment. I always had in the back of my mind that the move from one year into the next would see us move from one phase in our development to another and that is certainly the case.



It was no surprise that some of our friends and colleagues saw the amalgamation of the three Age Concerns as the ‘right’ time to move on, to either retire or to look for the next challenge in their career. As sad as it was to say goodbye to some of our former colleagues, it also gave us the opportunity to look at how we structured ourselves, how we wanted to improve the way in which we did things going forward and what skills and expertise we would need to meet the challenges of the future head-on. It is very satisfying to be able to share with our members, friends and supporters that we now have a full compliment of staff with every position being filled with someone with passion, commitment and the right mix of skills and experience to ideally equip us for the future. We have continued to bring in people from a diverse range of backgrounds and every one of them brings something unique to the role and ensures that the sum of the parts is far greater than the whole.

We have faced other challenges too. Behind the scenes the team have been working hard to bring together everything from our telephone and computer systems, finances, branding, even down to making sure we all use the same referral forms. What is visible on the surface is just the tip of the iceberg and there has been so much more going on behind the scenes. I would like to pause, just momentarily, to thank all of the team, staff and volunteers alike, who have been beaver away in the background. The recognition all too often falls on those of us who are visible but, for me, I recognise that I couldn’t have done anything without the support and commitment of the simply outstanding team of people we have here at Age Concern.

We have also been busy redrafting our Strategic Plan – the living document that guides what we do over the next five-or-so years. One of the most exciting things for me is that we have added in a Strategic Priority of making Age Concern Auckland a ‘knowledge-based organisation’. It sounds simple, but it puts down in black and white that everything we do is based on knowledge and understanding. We are already seeing this increasingly become a reality as we actively engage in a series of projects and initiatives, from partnering with Auckland Council on making Auckland an ‘Age Friendly’ City through to collaborating with the University of Auckland on research around group therapy. These things don’t detract from the importance of delivering a high standard of support and advice today, but it does help ensure that the support and advice we offer tomorrow is based on the best possible foundations of knowledge and understanding.

Finally, we are not immune to global events and our thoughts go out to all those around the world affected by the coronavirus – and I hope that by the time you read this the global response will have begun to turn the tide and stop the spread of the virus. Even before the first confirmed case in New Zealand we were feeling the impact. We put our programmes that were supporting the older Chinese Community on the North Shore on hiatus, to allay fears that those returning from the New Year celebrations in China may have become infected. We also welcomed, Lui Man Li or Money to her friends, to the team as our new multilingual Social Worker. We are lucky to have Money as part of our team, a highly skilled social worker, fluent in English, Mandarin and Cantonese. Money joined direct from Hong Kong and had a slightly delayed start to her career here at Age Concern as she entered a fortnights voluntary quarantine. I’m glad to say that Money is fine and is now on board supporting our older Chinese community.

You will read in our Chair’s words how Age Concern is exploring moving from being an Incorporated Society to becoming a Charitable Trust. I would also like to echo her words and reassure everyone that this change will not limit our focus on supporting all those who need help across Auckland. We will need our members and supporters even more as we continue to move forward on this next phase of our journey, and I would like to thank you all for your continued support.

Regards,

Kevin Lamb CEO Age Concern Auckland



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Chair's report

I hope you have all had a wonderful summer and enjoyed the long dry days. However, for those on water tanks it has been a worrying time. If you've struggled with water supplies, I hope you've had the help you need and some much-desired rain is on its way.



Before I continue with my introduction for this Autumn edition of our newsletter, I wish to send our deepest condolences to the victims and their friends and families of the 15 March attack in Christchurch, one year on. It is hard to believe the time has passed as the shock of the tragedy is still raw. Let's hope we never see anything like it again.

This February saw the last AGM of the three separate entities of Age Concern Auckland Central and West, Counties Manukau and North Shore. More than 60 people attended the meeting where we also had an opportunity to hear from past Board Chairs Mary Gray and Alistair Hall. Alistair has stepped down from the Board but has offered his help when we need it, thank you Alistair. Mary remains on the new Auckland Region Board and they both gave lovely summaries for Counties and North Shore, as well as thanking the previous CEOs for their contributions to Age Concern.

The most significant news from the AGM was the Board put forward a remit to become a registered Charitable Trust. The remit was passed. You might be wondering what it means? In many ways not much. It is really moving Age Concern with the times as societies (what we used to be) are often set up for less formal groups. Whereas Age Concern Auckland has grown with its merger to be an even more significant organisation for the provision of support and services for older people in Auckland. I was asked at the AGM if we will remain focused on our beneficiaries, I confirmed then and do so now, absolutely.

I noted recently the change Kiwibank has made to its practices and will no longer be accepting cheques. It feels an obvious thing to do in 2020 but the impact can be greater than we can imagine. If I think about the lady I visit as part of Age Concern's Accredited Visiting Service, she has no computer or mobile phone. She is totally reliant on cash. Her eyesight is failing, as is her mobility. This makes even taking money from the ATM difficult. I wonder whether we need to look at a new secure solution for people where

online banking is not that easy. I'd like us to see if we can link in with the telcos or banks to come up with a bright idea? As more of us age, there's sure to be a need?

I'd also like to congratulate Professor Ngaire Kerse, from the University of Auckland, who was appointed a Member of the New Zealand Order of Merit for Services to Seniors and Health, in the 2020 New Year Honours list. Professor Kerse has worked with Age Concern Auckland on research and is an international expert in maximising health for older people. It is delightful that someone who works to better the lives of older people is recognised in this way.

As I close, please remember if you need our support get in touch. Age Concern Auckland Region is here to help. Your care and welfare are paramount to us and we are here to help you however we can. Call us if you need our services or any extra support or assistance throughout the Covid-19 lock down. We have volunteers ready to help however they can. Stay well and safe.

Victoria Walker Chair, Age Concern Auckland.

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Introducing Age Concern Auckland Board Member

– Edwina Mistry

1. How long have you been involved with Age Concern Auckland and in what capacity?

I have had a long-standing relationship with Age Concern over the past 26 years. It began in 1994, when my husband Darius and I started as Volunteer Visitors, which we continued doing until 2016. During these 22 years we visited three lovely ladies, right until each of them passed away. We thoroughly enjoyed our time visiting our ladies and all of them became part of our family. After years as a visitor I felt Age Concern could benefit from some of my other skills and experience in the areas of technology, marketing, business and people transformation and management. I was elected to the Age Concern Auckland Board in 2017 and during my tenure was Deputy Chair, on the Finance Committee and then later served as the Chair for a short time until the Board was dissolved with the amalgamation of the three Boards mid 2019. I am now a member of the current amalgamated Age Concern Auckland Board.



2. What attracted you to become involved with Age Concern Auckland?

My husband Darius and I have been in NZ for the past 32 years. We do not have any immediate family living in NZ and we wanted to give back in some way to older people. As both our parents lived in India we did not have the opportunity to physically do anything for them, meaning we got the fulfilment of giving back through the Age Concern Visitor Service. The three ladies that we visited, over time, became family to us. We visited them once a week and took them out for breakfast and assisted them with shopping. When we first started visiting we did not have children but once our daughter Farrah was born in 1998, right from the time she was a baby we used to include her in our visits, so we visited as a family. All our ladies loved having Farrah visit with us and treated her like a grandchild. This was great for us all and as Farrah grew older and started going to school, the lady we were visiting at the time would attend certain school activities that were for family with us, such as plays, carol services etc. This was a great experience for us

all.

3. What skills, experience and value do you bring to Age Concern Auckland's work?

Professionally I have been part of a Senior Leadership Team for over 15 years and currently run my own company. I have 30 years experience in technology and marketing and in the last few years have been very involved in business and people transformation. With the amalgamation of the three Age Concerns in Auckland it is evident that my management, business and people transformation skills are something that both the Board and the staff can benefit from.

4. What is the most important thing you want Age Concern Auckland to achieve in the next 12 - 18 months?

With our amalgamation I think the most important thing we can achieve in the coming 12 - 18 months is to continue to deliver excellent services and support to older people across Auckland. I want Age Concern Auckland to have impact, be innovative and make a difference to all those in need of our help.

5. How do you think as a community we can become more Age Friendly and how can Age Concern Auckland support/promote this?

If community members generally respect older people and include them socially, this will positively affect older people's ability to achieve social well-being. Research shows that social exclusion is an important domain that shapes vulnerability in old age. Promoting social and civic participation among older adults within our neighbourhoods is a way to make our Auckland communities more Age Friendly. As is introducing measures that help older people to feel secure and protected in their local neighbourhood.

The availability of community support, local shops and health services are also essential within neighbourhoods for older people, so they can access the help and support they need locally. Offering friendship and emotional support to older people will also ensure that our community is Age Friendly.

Age Concern can support Auckland being Age Friendly by ensuring that older people are aware of what is on offer in their local community, know how to participate and are provided with support to participate.

Health Promotion Update



In February one of our new Health Promotion Coordinators Shayal was invited to present at the Bhartiya Samaj Senior's Group. Shayal delivered our 'Steady Steps' presentation which provides simple tips to help try and prevent a fall from occurring. Attendees are also shown some simple strength & balance exercises that can be done at home. Following the presentation Shayal was invited to join the group for their shared lunch.



Shayal also delivered her 'Steady Steps' presentation at the Waitakere Gardens Retirement Village, where it was very well received.



Our group presentations are currently on hold due to the Covid-19 crisis but our team are being kept busy developing new presentations and activities to deliver in the future.

Funeral Pre-Planning

Not many people want to think about their own funeral. Bring it up with your 'nearest and dearest' and an initial reaction may be that they do not want to think of you in the past tense or they may not want you to consider your own demise or, a general realisation that one day you won't be there and that will hurt, emotionally. Gone, not here, left us. All of these terms are final.

Writing down what you want at your funeral is having input on how your loved ones will say goodbye. Funerals are for the living, those left behind have for time immemorial gathered to say goodbye to the ones that are loved. Your wishes will be recorded with a funeral pre-plan.

A funeral does not have to be a cast of hundreds, it can be anything from a gathering of close family and friends to say goodbye in an informal setting, to acknowledge that you were loved and will always be loved to having a marching band leading the hearse through the cemetery 'New Orleans Style'. A Funeral can be as simple, or elaborate as you wish.

Just Funerals is offering you a free no obligation information pack that assists you in thinking about and recording what you want at your funeral. Whether it be large or small, simple or not, it is important to record your wishes so that you can be honored by the ones you leave behind.

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to have your Free Information pack sent out.

editorial supplied by Just Funerals Ltd



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Editorial supplied by Freedom Drivers

Covid- 19 Update

Age Concern has activated our Pandemic Plan because the situation with Covid-19 within New Zealand is changing rapidly. Our primary concern is to protect the health and wellbeing of the older adults who pass through Age Concern's doors, who we visit in their homes, or who attend our workshops in community venues.

As part of our pandemic plan we have changed the way we provide our services and support. All face-to-face client visits are suspended currently and instead we are providing support and services via telephone, email and virtual means. This means our volunteer visitors will call the person they visit instead of calling in and our Elder Abuse Response Service is providing support via phone and email.

We are also looking into how we can mobilise our volunteers and networks to provide any extra support the people we work with may need during this time e.g. help to get shopping.

Please give us a call on 09 820 0184 if you need any extra support at this time and we will look at how we can assist.

The Ministry of Health has issued the information right about Covid-19

COVID-19 CORONAVIRUS

How to protect yourself and others

March 2020

What is COVID-19?

COVID-19 is a new illness that can affect your lungs and airways. It's caused by a virus called coronavirus. There are simple steps you can take to protect you and your family/whānau.



Symptoms of COVID-19

The symptoms of COVID-19 are:

- a cough
- a high temperature (at least 38°C)
- shortness of breath.

These symptoms do not necessarily mean you have COVID-19. The symptoms are similar to other illnesses that are much more common, such as cold and flu. However, infections with mild symptoms such as cold-like symptoms or no symptoms are likely, but it's not known how common this is.

How to protect yourself and others

- Cough or sneeze into your elbow or by covering your mouth and nose with tissues.
- Put used tissues in the bin or a bag immediately.
- Wash your hands with soap and water often.
- Try to avoid close contact with people who are unwell.
- Don't touch your eyes, nose or mouth if your hands are not clean.
- Clean and disinfect frequently touched surfaces and objects, such as doorknobs.
- Stay home if you feel unwell and call Healthline on 0800 358 5453.

**Call Healthline 24/7 on 0800 358 5453 if you need to speak to someone.
Visit health.govt.nz/covid-19 for more information.**

CO-42

New Zealand Government



**For more information about Covid-19 visit <https://covid19.govt.nz/>
Take care of yourself and please reach out if you need our support.**

The ‘Deliver with Love Campaign’

Before the Covid-19 crisis in NZ, in order to slow an outbreak throughout New Zealand, Age Concern Auckland partnered with Chinese Community Leaders and other NGOs, to implement the guidelines of the New Zealand Ministry of Health and encourage people returning from China to quarantine themselves at home for 14 days before joining our activities.

Prevent the outbreak together

To support people under home quarantine, the Age Concern Auckland Asian Services team coordinated with respective Government departments and other charity organisations and launched the "Deliver with Love" campaign to support families and individuals in quarantine. Age Concern Auckland’s focus is on helping elderly people who have just returned from China and in quarantine, but don’t know how to do on-line shopping. We are able to assist by arranging volunteers to provide food and grocery delivery services during their 14-day quarantine. Volunteers purchase food and daily necessities according to the needs of each family or individual and deliver these directly to them.

Building a supportive and loving community together

Soon after the "Deliver with Love" campaign was launched, a positive response was received from the Chinese community. Donations of hand sanitisers and face masks were received and over 50 volunteers were recruited to provide the food delivery service to their local neighbourhood.

There are now 150 volunteers registered and the number is still growing. The commitment and enthusiasm of the volunteers to the Chinese community is greatly appreciated. The “Deliver with Love” campaign shows how we as a community can come together in times of crisis.



UN Independent Expert on Older Persons Visits NZ

Age Concern Auckland was privileged to co-host an event with the NZ Human Rights Commission for visiting UN Independent Expert on Older Persons, Rosa Kornfeld-Matte.

Ms Kornfeld-Matte visited NZ at the invitation of the Government to assess the human rights situation of older persons in New Zealand including areas

of concern to older people such as social security, care, elder abuse and ageism. At the Auckland meeting, agencies involved in the care and welfare of older people, provided commentary and feedback to Ms Rosa Kornfeld-Matte on the issues that the older people they work with face. Age Concern was represented by CEO Kevin Lamb, Kai Quan – Intervention Services Manager, Rebekah Preston – Social Connections Manager and Ray Law – Asian Services Manager, who all spoke about the issues that Age Concern works to provide support around.





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Treasure the wisdom of old age.

Learn from elder people and be wise.

Retirement villages are microcosms of the wider society. Residents' relationships and obligations can change in a village, just as they do elsewhere. But retirement village residents' obligations are governed by contracts that usually don't have the level of flexibility to easily allow for changes when personal circumstances change.

In our last article we had a look at what happens when a resident couple separates or divorces. This time we'll have a look at the opposite – when a new person in a resident's life wants to move into the village.



We noted that all residents have signed an Occupation Right Agreement (ORA) that sets out the terms and conditions of their right to live in a unit and enjoy the village's amenities. The ORA is personal to the resident and is usually non-transferrable. So moving a new person in is not as simple as it might be in a conventional freehold property.

A typical scenario is as follows. He was 94, widowed and living in a village, she was just 74. The relationship started a year after he moved to the village and a year later she moved into his unit. The existing resident needs to decide what rights he wants his new partner to have in relation to his unit. The two principal options are:

- The new partner has no financial interest in the unit and no right to remain there after the original resident dies or terminates the ORA. In this situation, operators might use an "additional resident consent" giving the new partner the right to live in the unit for as long as the original resident continues to live in the unit, but with no financial entitlement. An additional resident consent document recording the terms that the new partner may live in the village may be required.
- The new partner becomes a party to the ORA, and,

depending on the residents' intention, may or may not have a right to receive the termination proceeds. Contractually, the surviving resident will usually be entitled to the termination proceeds, and if the residents want the termination proceeds to be paid to any specific person, this will normally be documented as between the residents.

The resident's family might want the village to add her to the existing ORA. The village could refuse this, but may offer three options to accommodate the new partner's right to live in the unit or in the village:

- Amend the ORA to record that the new partner can live in the unit but has to leave within three months should the existing resident go into care or die. The new partner would not have any financial interest in the ORA;
- Consent to the new partner living in the unit for so long as the original resident wishes the new partner to live there. In addition, the operator may offer the new partner an option, on the death of the existing resident or when the existing resident terminates his ORA, to buy either the unit or another in the village at the then market price;
- The existing resident surrenders their ORA and a new ORA is issued in the name of both the original resident and the new partner at the unit's then market value with a new deferred management fee (DMF) to be paid (although offered at the same rate as when the original resident moved into the village rather than the new higher rate). In this case, the original unit price was \$600,000 and the current market value was \$950,000. So while this is an expensive option, the new partner gets to stay in the village without any restrictions should the original resident die or go into care.

These are just some of the approaches an operator may take. Where residents are of a similar age operators are more likely to agree that a new resident can be added to the ORA with no change to the DMF. This may be achieved by terminating the original ORA and issuing a new ORA in both residents' names, or by a variation of the ORA. As with the scenario regarding divorce, the operator will require both residents to have separate independent legal advice prior to signing of any documentation to give effect to a change.

Next time we'll look at dependent adults or grandchildren in a village.

editorial supplied by Retirement Villages Association

Don't forget to get your annual Flu Vaccine as soon as possible.

The 2020 Flu injection is currently available.

Each year influenza can be caused by different strains of influenza viruses that are not represented in the previous year's vaccine.

It takes around two weeks to develop immunity once vaccinated. Ideally, immunisation should be carried out before the main influenza activity in May to September.

Seasonal influenza vaccinations are recognised as being the single most effective way of reducing the impact of seasonal influenza – especially for those most at risk of complications.

Following basic hygiene practices will also help you stay healthy:

- Wash your hands regularly for at least 20 seconds and dry them for 20 seconds – or use an alcohol-based hand rub
- Cover your mouth and nose with a tissue when you cough or sneeze – then put the tissue in a lined bin
- Cough or sneeze into your elbow if a tissue is not readily available
- Avoid touching your eyes, nose and mouth
- Don't share drinks
- Avoid crowded places

Flu can be anywhere. The best chance to protect yourself is to get immunised. Immunisation is FREE to those over 65. Ask your Doctor, nurse or Pharmacist for your FREE vaccination. Equally importantly, if you do become unwell, stay at home until you are better.

We're very excited to let you know that Age Concern Auckland has a new website.

You can visit it at www.ageconcernauckland.org.nz. Our new website has information about all the services and activities we provide and how to contact us if you need support. There is also information about how to be involved in our work – from donating to supporting us, becoming a member to volunteering. Our new website also has information on other help and services available in the community for older people, including links to organisations that provide specialised healthcare, residential care and housing providers and relevant government agencies.

Our thanks to the Lion Foundation for their funding support.



[DONATE](#) [MAKE A REFERRAL](#)



SERVING THE NEEDS OF OLDER PEOPLE

LIVING WITH INCONTINENCE

Having incontinence should not stop you living an active healthy lifestyle. Here are some simple tips to get started on your active lifestyle living with incontinence.

Make sure you drink water - It is very important, even when suffering from incontinence that you drink enough water every day. Dehydration can cause other issues that may affect your health.

Create an exercise plan - Exercise and body movement is a great way to get active and make you feel better. Find exercise that works with your incontinence issues and gets you moving.

Maintain or reduce body weight - Reducing body weight is a simple way to reduce pressure on your body and assist with incontinence issues, it is also better for your overall health.

Create a daily schedule - Plan each day ahead, when you will drink, bathroom stops and how long you can travel. Give yourself clear timelines and make your daily life manageable and enjoyable.

Use the best incontinence products available - Make sure you have the best incontinence products available to help with any leaks or issues and not stop you daily activities.

Reduce caffeine and alcohol - By reducing the consumption of alcohol and caffeine (both diuretics) will stimulate the bladder, so best to avoid.

Work with your Doctor - It is important to work with your Doctor to determine the cause of the incontinence and also find the best treatment.

For more information about the **Types of incontinence** and **Causes of Incontinence** go to www.lillehealthcare.co.nz

Peanut Butter and Banana French Toast

Recipe Summary
Prep: 10 mins
Cook: 15 mins
Serving : 2

- Ingredients:**
- 1 egg
 - 1 dash vanilla extract
 - 2 tablespoons creamy peanut butter
 - 2 slices of bread
 - 1 small banana, sliced
 - 2 tablespoons butter

- Directions:**
- In a small bowl, lightly beat the egg and vanilla together
 - Spread 1 tablespoon of peanut butter on top of each slice of bread. Place the banana slices on top of one of the slices of bread. Place the other slice of bread on top of the first, to make a peanut butter and banana sandwich.
 - In a skillet or frying pan, melt the butter over medium heat. Dip the sandwich into the egg mixture and place in the heated skillet. Cook until brown on both sides. Serve hot.



Fire and Emergency NZ offer free smoke alarm testing

Is your home fire safe? Why do you need working smoke alarms? How many do you need? Do you have a fire escape plan? Did you know a house fire can be fatal in less than five minutes?

Often with age comes a degradation of senses (such as hearing and sight) along with a reduction in mobility. These factors make older members of our communities more vulnerable should a fire occur. For no cost to you, Fire and Emergency NZ are happy to visit your home and can help you make your home safe for you and your family.

Their crews can offer helpful fire safety information, install, test and ensure your smoke alarms are in the

right places, or provide a free smoke alarm if you're eligible.

There are also a number of specialised smoke alarm systems available for people who are deaf or are hard of hearing, remembering even if you wear hearing aids during the day you are still at significant risk at night when asleep because you aren't wearing your hearing aids. These specialised smoke alarms have added features such as extra loud and/or lower pitch alarm sounds, flashing strobe lights, or vibrating devices.

If you need one of these specialised smoke alarms, you may be eligible for funding from the Ministry of Health. For more information contact one of the 4 organisations below for advice as to the most appropriate options available for you to consider.

- Deaf Aotearoa New Zealand
- Life Unlimited
- Blind Foundation
- Housing New Zealand

If you would like to have Fire and Emergency NZ visit to test or install smoke alarms at your home you can call them on 0800 693 473 to arrange a time for them to. Alternatively, you can contact your local fire station.

FACT:

Overloaded electrical circuits, faulty electrical equipment and misuse of electrical equipment are common causes of fire.



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

Lille Healthcare New Zealand offers a comprehensive range of disposable products suitable to manage all types and levels of incontinence. Our technologically advanced products are 100% breathable and hypoallergenic, ensuring optimum comfort, security and discretion.

ORDER ONLINE for DELIVERY DIRECT TO YOUR DOOR

Our easy-to-use Lille Healthcare Online Shop provides the ability to buy continence products discretely in the privacy of your own home and have your package delivered direct to your doorstep.

Order now at www.lillehealthcare.co.nz

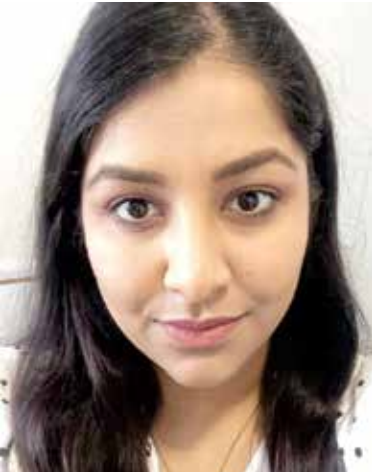
STAFF UPDATES



My name is Bryony Fairbairn and I have joined part-time as a Health Promotion Coordinator for Age Concern Auckland based in Avondale. I have a background in Nursing and last year I qualified as a Personal Trainer from AUT. I am passionate about nutrition, exercise

and the community and I am looking forward to bringing my knowledge and enthusiasm to the role. At home I have two young children that keep me on my toes and I enjoy spending time with my friends.

If you would like to speak with me about Health Promotion you can call on 09 553 9936 or email bryonyf@ageconak.org.nz.



My name is Shayal Mala and I am a Health Promotion Coordinator at Age Concern Auckland, I am primarily based in the Avondale office. I was born in the beautiful islands of Fiji but have lived in New Zealand for the last 21 years. I am excited by my new role and

the opportunity to work within the community and increase education on a range of different topics, with the goal of improving the health and well-being of senior populations in Central and West Auckland communities. I am passionate about cooking, nutrition and technology. I also enjoy travelling and reading. For any health promotion enquires you have please call me on 09 820 2712 or email me on shayalm@ageconak.org.nz



We'd like to introduce you to our newest social worker, Money Lui.

Money has come to us from Hong Kong and is working as an Asian (Chinese) Service Coordinator in the Intervention Services team. Money has more than 15 years of social service experience in Hong Kong and is excited to be joining Age Concern Auckland. She says, "I am grateful for the opportunity to integrate my past learnings and contribute to build a better community for the seniors in this lovely country. New Zealand amazes me with the natural environment and I am sure that my family will fall in love with the country soon after their arrival."



Albina joined the Age Concern family in December 2019 and has worked in a variety of roles and countries before landing in NZ. Originally from India, Albina used to volunteer at Mother Teresa's Missionaries of Charity home called 'Shaanti Daan' in Mumbai. Her

role, included assisting with preparing meals, feeding, organising games etc. for the underprivileged children and older people there. Albina enjoys talking to older people, listening to their stories and making them smile. Albina is completing her Masters degree, and is interested in the impact of technology on the lives of older adults and finding ways to make technology more 'age-friendly'.

Age-friendly City Update

Auckland Council have been working on developing a draft project plan for Auckland to become an Age-friendly City. This initiative enables Auckland Council to work towards developing and implementing proposals, actions plans and activities that support the inclusiveness and accessibility of older people in their local communities. In order for Auckland to become age-friendly, there are nine domains that Auckland Council is focusing on to identify what are the issues and challenges faced by older adults in relation to these areas and what initiatives and plans can be put in place to address these. These domains include: transport; outdoor spaces and buildings; housing; Health Services and communications.

During 2019 Auckland Council partnered with a number of Organisations, including Age Concern Auckland, to engage with community members and groups to gather feedback and comments on the needs and wants of older adults across Auckland, based on the nine domains. The responses and comments from workshops and surveys have been collated into a Findings Report that will then be used to develop draft plans for what Auckland Council, its partner organisations and other community agencies and services can do to work towards making Auckland an accessible, friendly and safe community for older adults and people of all abilities and needs. To read their findings report and leave your comments or feedback visit www.aucklandcouncil.govt.nz/have-your-say/topics-you-can-have-your-say-on/age-friendly-auckland/Pages/default.aspx

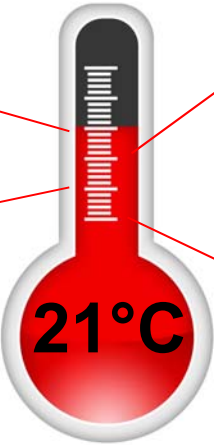


When supporting the advertisers within this magazine **PLEASE LET THEM KNOW.**
Their continuation enables our newsletter to be provided free of charge - they need to know where you found them and that the advertising is working for them too. *Thanks*

21°C The Healthy Temperature

Keeping rooms you live in heated to 21°C helps prevent cold related illness

Below 12°C
there is an increased risk of having a stroke or heart attack



Below 16°C
there is an increased risk of respiratory illness

Below 9°C
there is an increased risk of hypothermia

Social Connections and Visiting Service Updates

Kia ora everyone and thank you especially to our dedicated volunteers who are out there in the community supporting older adults by providing companionship and friendship. Our work would not be possible without the dedicated support of our volunteers, the majority of whom are regularly visiting with older adults.

As many of you will be aware, there have been some significant changes to Age Concern across Auckland, however our visiting service has not changed and we are still matching volunteers with older adults and offering companionship and support to lonely older people. The last few months have been a whirlwind of ‘behind-the-scenes’ change, with new staff members joining us and the team as a whole beginning to look at our services and programmes to ensure that they are effective and meeting the needs of older adults. I’d like to provide a brief update on where Social Connections is heading in the future.

Loneliness and Isolation is a topic of interest of late, with new research showing that severe and prolonged loneliness affects 20% of older adults across New Zealand, and that the impact of this is equivalent to the health impacts of regular smoking, obesity and alcoholism. Loneliness affects not only the physical health of a person, but also their mental and emotional health and often leads to other health and wellbeing issues. This is true for everyone, not just older adults. Loneliness and isolation can stem from any number of things, commonly it is due to health or mobility limitations, difficulty accessing transport, a lack of awareness of what is available in the community to participate in, and a lack of confidence or motivation to get out into the community and connect with others.

Our work with the Volunteer Visiting Service aims to mitigate this loneliness by providing a volunteer visitor for older adults who struggle to remain active and engaged in their community. For many years our service has been successful, matching isolated older adults with volunteers willing to spend some time offering companionship and friendly conversations on a one-on-one basis. Research has shown that the growing older adult population is also leading to increased need for additional support and services,

and that a more diverse range of supports is required. Our visiting service will continue to be one the key services that Age Concern Auckland provides, however, over the coming months and years, we will be expanding on this solid foundation to broaden the support we provide to older adults via the skills and experience of volunteers. We will be trialling new initiatives in small localised suburbs, focusing on social outings, community engagements and the reconnection of older adults into community life, and slowly rolling it out across the rest of Auckland. As a team, we are all very excited about this and looking forward to working with and for you.

Rebekah Preston

Social Connections Manager (based in Avondale)
Central West Visiting Service Update

One of our very special Visiting Service clients, Albert Chant, passed away on the 9th of January, just a few months shy of his 103rd birthday in April. He and Irving, his volunteer visitor, had developed a lovely friendship over the last 10 plus years, with Irving continuing to visit Albert despite them both having ongoing health challenges. He will be missed by his family and friends. Rest in peace Albert.

IF YOU NEED TO TALK TO SOMEONE, THE FOLLOWING FREE HELPLINES OPERATE 24/7:

DEPRESSION HELPLINE:
0800 111 757
LIFELINE: 0800 543 354
SAMARITANS: 0800 726 666
1737 NEED TO TALK? Call or text 1737

MENTAL HEALTH CRISIS SERVICES (for emergencies only):
Waitemata: (09) 486 8900 (operating 24/7)
Henderson: (09) 822 8601
Central: 0800 800 717 (operating 24/7)

More and more people in New Zealand are reaching retirement as renters and some are becoming renters for the first time in their 60s or 70s.

The Residential Tenancies Act 1986 sets out the rules for all landlords and tenants.

The Act applies to private rentals, Housing New Zealand, Council Housing and Community Housing providers. It covers: the rights and responsibilities of landlords and tenants; the tenancy agreement; rents and bonds; repairs; inspections; ending tenancies; eviction; The Tenancy Tribunal

Tenants rights and responsibilities

The tenant must:

- Pay the rent on time
- Keep the premises reasonably clean and tidy
- Notify the landlord as soon as any repairs are needed
- Pay for utilities they actually use
- Notify the landlord as soon as possible if any damage occurs

The tenant must not:

- Withhold rent if the landlord cannot get repairs done
- Damage or permit damage to the premises
- Disturb the neighbours or the landlord’s other tenants
- Alter or attach anything to the premises without the landlords written consent
- Use the property for any unlawful purpose
- Exceed the maximum number of occupants as stated in the tenancy agreement

Landlord rights and responsibilities

The landlord must:

- Provide and maintain the premises in a reasonable condition
- Allow the tenant quiet enjoyment of the premises
- Comply with all building, health and safety standards that apply to the premises
- Inform the tenant if the property is on the market for sale
- Have an agent if they are out of New Zealand for more than 21 consecutive days

Landlords must not:

- Seize the tenant’s goods for any reason
- Interfere with the supply of any services to the premises except where the interference is necessary to avoid danger to any person or to enable maintenance or repairs to be carried out

Source: *Going for Good Renting: a guide for renting in later life* visit: <https://renting.goodhomes.co.nz/>
For more information visit www.tenancy.govt.nz

Become a Member Supporter



For just \$20 per year, you can become a member of Age Concern Auckland Region and be part of an organisation working to empower older people in the Auckland community

As a member, you will receive:

- A copy of the quarterly issue of Age Concern Auckland’s newsletter
- Invitations to gatherings, seminars, fun days and festivals
- Access to information and resources available at Age Concern Auckland

Please note that if you applied for your Total Mobility Card through Age Concern, you are already a member.

If you would like to become a member, please complete the following and return to us at:
PO Box 19542, Avondale, Auckland 1746 or call us on (09) 820 0184

☐ Sign me up to become a member of Age Concern! Please find enclosed my cheque for \$20 made out to Age Concern Auckland

Name: _____

Address: _____

Postcode: _____

Phone: _____

Email: _____

Thank you for your support.

Christmas Caring
– Thank you for your wonderful support

At Christmas Age Concern was able to spread a little more of Christmas joy to some of the people we work with, thanks to the wonderful support of the community.

Our thanks to Life Church and their food sponsors for their wonderful donation of 105 Christmas Boxes to Age Concern Auckland. The Christmas Boxes were distributed by our Social Workers and volunteers.

Age Concern Auckland is only one of the 314 organisations that receive this support, which shows the depth of Life Church’s community caring and generosity.

Below are a couple of recipients of this Christmas kindness.



Our thanks also to the Rawhiti Estate community who did a collection of gifts and Christmas treats, which Age Concern then distributed via our volunteers to people who were spending the day alone. The gifts and treats were gorgeous and helped make Christmas special for some of the people we work with.



Lynfield College students also made and donated some wonderful Christmas cakes and Christmas cookies for us to distribute. These were gorgeous and brought a lot of happiness to those who received them. Our special thanks to Lynfield College who have provided this support for many years.





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"I find the meals 1st Class. These meals are my main meals of the day as I am house bound, and find they are nearest to what my wife would have cooked. Once again 1st class service".

*Many Thanks George Warman
(Ranui West Auckland)*

PLEASE TRY US OUT AND SEE WHAT YOU THINK.
We do receive a rewarding amount of appreciation from our valued customers and we look forward to some from you as well.



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5 Marjorie Jayne Crescent,
Otahuhu, Auckland

**ALL DONATIONS TO AGE CONCERN
AUCKLAND MAKE A DIFFERENCE TO THE
CRUCIAL SERVICES WE PROVIDE AND
ARE VERY GRATEFULLY RECEIVED**

If you would like to support Age Concern,
please complete the following and return to us at:
PO Box 19542, Avondale, Auckland 1746
or call (09) 820 0184

- ☐ I would like to make a donation of
\$_____. Please enclose a cheque
made to Age Concern Auckland Inc.
*Donations of \$5 or more may be eligible for
a 33% tax credit from the government.*
- ☐ I would like more information about how I
can leave a bequest to Age Concern.
- ☐ I would like more information about how I
can volunteer.

Name: _____

Address: _____

Postcode: _____

Phone: _____

E-mail: _____

***Thank you for your ongoing support to ensure
that we can continue supporting older people
living in our communities.***



Thanks to our wonderful supporters



Age Concern
Auckland works with
thousands of older people, their families/whanau,
and organisations across the Auckland region, from
Counties Manukau up to Dairy Flat – from those
simply seeking advice and guidance to dedicated
support for the most vulnerable elderly in our
communities.

It costs us \$2.4 million dollars every year to deliver
these crucial services to our community. We only
receive about forty percent of the necessary funding
from the Government. This means that we rely on
the generosity of our local community to raise the
remaining 60 per cent.

We're dedicated to helping everyone make the most
of getting older and ensuring that every older person
in our community gets the help and support they
need. Most importantly, we simply couldn't do that
without help from our supporters.

On behalf of the Board and Staff of Age Concern
Auckland, we would like to thank all those who have
supported us over the last year:

Auckland Council, Auckland District Health Board,
Combined Rotary Clubs of the North Shore, COGS,
Counties Manukau District Health Board, Dragon
Community Trust, Foundation North, Four Winds
Foundation, JM Butland Charitable Trust, JM
Thompson Charitable Trust, Lion Foundation, Maurice
Paykel Charitable Trust, Milestone Foundation,
Ministry of Health, Ministry of Social Development,
Nolan Trust, North Shore Presbyterian Trust, NZ
Lottery Grants Board, Pub Charity, Estate of Ernest
Hyam Davis & Ted & Mollie Carr Endowment Fund,
The Trusts Community Foundation, Transdev
Auckland, Wiri Licensing Trust, Working Together
More Fund, Z Good in the Hood

All our individual supporters who gave us donations
All our wonderful volunteers, who collectively give
more than 630 hours every single week.

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