

# COMMUNITY CONNECTIONS



## THE LATEST NEWS AND UPDATES FROM JCS

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### WINTER 2020

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## A MESSAGE FROM THE CHAIRPERSON

It has certainly been a strange time since the onset of Covid-19 but if you look around you there are signs of normality.

Trees are in blossom. Some white, some pink and some yellow.

The flowers that are meant to be blooming at this time of year are blooming.

The grape vines have been cut back.

The pruned roses are starting to produce leaves.

The sheep are all shorn and still white.

The grass is green.

The frogs are croaking in the wetlands and the herons are feasting.

The birds that are meant to be back in South Australia are returning and flying and calling as they should.

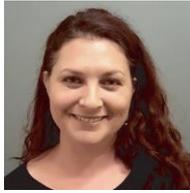
The days are getting longer again.

The team at JCS continue to deliver excellent care to clients. They arrive diligently to carry out their duties with good grace and cheerful smiles. I would like to take this opportunity to thank them for all the work they do. They have had to deal with so many changes during the last few months,

I hope you remain well and safe in these times.

I thought I would share this reflection with you as I am a great believer in the comfort of a cup of tea.





## GENERAL MANAGER UPDATE

Welcome to our winter newsletter,

These past 5 months have been challenging for us all, with a worldwide Pandemic that has tremendously changed the way we do things.

Settling into the new way 2020 is looking, we have had to make some changes. All of our community engagement programs, our group activities and wellness series have been put on hold to allow social distancing and we have been focusing on supporting our clients through these difficult times. Our clients, representing the most vulnerable members in our community were able to access additional services and to our content showed great flexibility and resilience during this time.

JCS Board and Management have developed and continue to update the organisation's COVID-19 emergency plan and response, alongside our COVID-19 risk management. We have procedures in place for entering a client's home, providing direct care services, and we are well prepared and equipped with all necessary PPE. All our staff are trained in infection control and we are continually staying up to date with our State and Government protocols.

While we have been very lucky here in SA we appreciate that the evolving situation in other countries and states such as Victoria will affect our community in some ways, either if you have family and loved ones there or if you are just concerned. We send our love and support to all our community around the globe and wish for a quick recovery.

Our community always has and still plays a great part in supporting each other through this pandemic, we have witnessed several acts of kindness and willingness to help and we are so proud to be part of it. As a community we are truly standing behind our values.

We would like to thank all our volunteers and the general community for all the support and additional hours you have provided to make sure our elderly are being looked after.

To learn more about additional services during COVID-19, please read our services update or call: 08 8363 5400



## SERVICES UPDATE

JCS Aged Care services have developed in the past few years and we are grateful to be able to provide home support to our elderly community members under various Government funded programs. Since March 2020, as a result of COVID-19, we have been able to have additional flexibility with the services we provide and increase support to vulnerable clients who wished to socially distance themselves as a risks precaution of contracting the virus. We have assisted clients in their shopping, provided cooked meals and offered individual social support visits to those who chose them. We have also continued to provide all our other services such as Domestic Assistance, Transport, Gardening and Personal Care. We were pleased to see how JCS has established itself as the first point of contact to home services in the community and we welcome all our new clients who have joined us during these last few months.

### Social Support Over the Phone

As the risk of contracting and spreading the virus has restricted our way of living and most people have chosen to stay at home, self-isolation was a great concern around our clients. We were lucky enough to have Sue Lefman and Jill Peisach, our devoted volunteers willing to increase our already existing and popular program of Social Support Over the Phone. Thanks to Sue and Jill our program now runs every week during these times and our clients' wellbeing is being regularly checked on, while they can engage in a conversation. ***“As a volunteer, I love the calls as I'm never sure just what I'll be chatting about on the phone, The people I speak with all have many stories to share, it just sometimes involves a little gentle delving to hear about their lives, their happy times and of course when it hasn't always gone to plan. They love to talk and share and I love to listen and gain an insight into their lives, even though I may never personally meet up with them.”*** Sue Lefman

### Social Support Group Activities

Unfortunately, due to restrictions and in efforts to keep our staff and clients safe, all group activities and outings were cancelled as of 23 March. While this has been difficult for some of our clients (and our staff), this was one of our measures to eliminate risk of community transmission. JCS continues to offer Individual Social Support services, and we will advise once our group program returns. All of JCS team is missing the group activities and we are looking forward to seeing you all again as soon as we can.



## ACCESSING SERVICES & JCS PRIVACY POLICY

### What services we provide:

JCS is funded by the Department of Health to provide Home Support services to eligible older people. The Commonwealth Home Support Program (CHSP) can be accessed through My Aged Care.

<https://www.myagedcare.gov.au/>

Example of services our clients can access on this program: Domestic Assistance, Personal Care, Transport, Meals, Social Support, Group Activities, Gardening, Carer support and respite.

As an Approved Aged Care provider, JCS is also providing Home Care Packages. To receive information about our Home Care Package services, please contact the office at 08 8363 5400, or go to our website: <http://www.jcssa.asn.au/home-care-packages/>.

If you or your loved ones have been approved a Home Care Package and would like our Care Coordinator to visit you, please contact us.

### What to expect when contacting JCS for Home Support services:

When contacting JCS, your privacy is our priority.

Whether you contact us by phone, email or face-to-face, JCS staff are all qualified professional employees who will guide you through the necessary steps for accessing services.

We understand, being a community-based organisation, that being discreet and protecting your information is one of the most important aspect of our job.

You can read our Privacy Policy on our website: [http://jcssa.asn.au/wp-content/uploads/2019/05/Privacy-Policy\\_Update-13-05-19.pdf](http://jcssa.asn.au/wp-content/uploads/2019/05/Privacy-Policy_Update-13-05-19.pdf)

If you have any questions or concerns, please contact the office at 08 8363 5400, Monday-Friday 9am-5pm.



## **What is a Home Care Package?**

A Home Care Package is a coordinated package of care and services for elderly individuals over the age of 65. These packages are designed to help you live independently in your own home for as long as you can. At JCS, our highly trained and caring staff will work with you to design a care plan to meet your needs and to help you achieve your lifestyle goals at home. Home Care Packages are subsidised by the Commonwealth Government for eligible people.

**To know more about our Home Care Packages,**

**call us on 08 8363 5400**

# The benefits of choosing JCS

JCS is a vibrant, welcoming organisation that is respectful of the needs of all people. Our goal is to provide a unique and quality service supporting all individuals within our ageing community. Your wellbeing is our top priority and the focus is on you. We are a not for profit organisation, operating since 1994. We are proud to have served countless individuals and families over the last 25 years.

At JCS, we are proud to be a niche aged care provider that is trusted by the Adelaide community. Our client's health and wellbeing is paramount, and our person-centered approach means we strive to ensure our clients are supported to maintain their physical and mental health. We provide a wide range of social inclusion and engagement activities along with our Active Choices Active People model of service that promotes Consumer Directed Care (CDC) principles for individuals. Our team are extremely proud of the reputation we have built and the diverse range of individuals we serve who have chosen JCS as a provider they can trust to deliver their in home and community support services.





## COVID-19 INFORMATION

### From SA Health:

Coronavirus disease (COVID-19) is a respiratory illness caused by a new virus. The virus can spread from person to person. Symptoms may include fever, chills, cough, sore throat, runny nose, shortness of breath, or loss of taste or smell. The current COVID-19 outbreak in Victoria is concerning and measures are being taken to protect South Australians from the increased risk. We can all help stop the spread:

- If you have symptoms (even if mild), get [tested](#) and [self-isolate](#).
- Practice good hygiene.
- Keep 1.5 metres distance from others wherever and whenever possible.
- Download the [COVIDSafe app](#).

For more information current restrictions in South Australia visit the [Government of South Australia COVID-19 website](#)

### **Department of Health Information sheet - It's ok to have home care**

Your health is the Australian Government's priority. This includes protecting you from coronavirus (COVID-19).

The aged care worker visiting your home is taking all necessary measures to ensure you stay safe.

This includes following advice from Australia's Chief Medical Officer about when to use protective equipment.

Most of the time your aged care worker does not have to wear personal protective equipment such as masks, gloves, aprons or gowns, and protective eyewear.

Personal protective equipment must be worn by your aged care worker if:

- You have been diagnosed with COVID-19
- You are suspected of having COVID-19
- You are displaying symptoms of COVID-19

Any aged care worker displaying symptoms of COVID-19 is not allowed to work - and just to be sure, workers with symptoms are being tested.

Aged care workers are following the best medical advice to protect you and themselves from COVID-19.

## Further advice

To find out more about COVID-19 please phone the National Coronavirus Helpline on 1800 020 080 or go to [health.gov.au](https://www.health.gov.au)

If you need to find out more about support services, contact My Aged Care by phoning 1800 200 422.

If you have any concerns about your care services, or carer, please contact your aged care service provider.

## Protecting yourself against Coronavirus

Good hygiene and taking care when interacting with other people are the best defences for you and your family against coronavirus.

This includes:

- covering your coughs and sneezes with your elbow or a tissue
- disposing of used tissues immediately into a rubbish bin and washing your hands
- washing your hands often with soap and water, including before and after eating and after going to the toilet, and when you have been out to shops or other places
- using alcohol-based hand sanitisers (60% alcohol), where available
- cleaning and disinfecting frequently used surfaces and objects
- stay at home and avoid physical contact with others, except when you need assistance or care
- avoid non-essential travel
- consider having the chemist deliver your medicines
- consider having your groceries and essential items delivered to your home
- stay 1.5 metres away — 2 arms' length — from other people, when you can

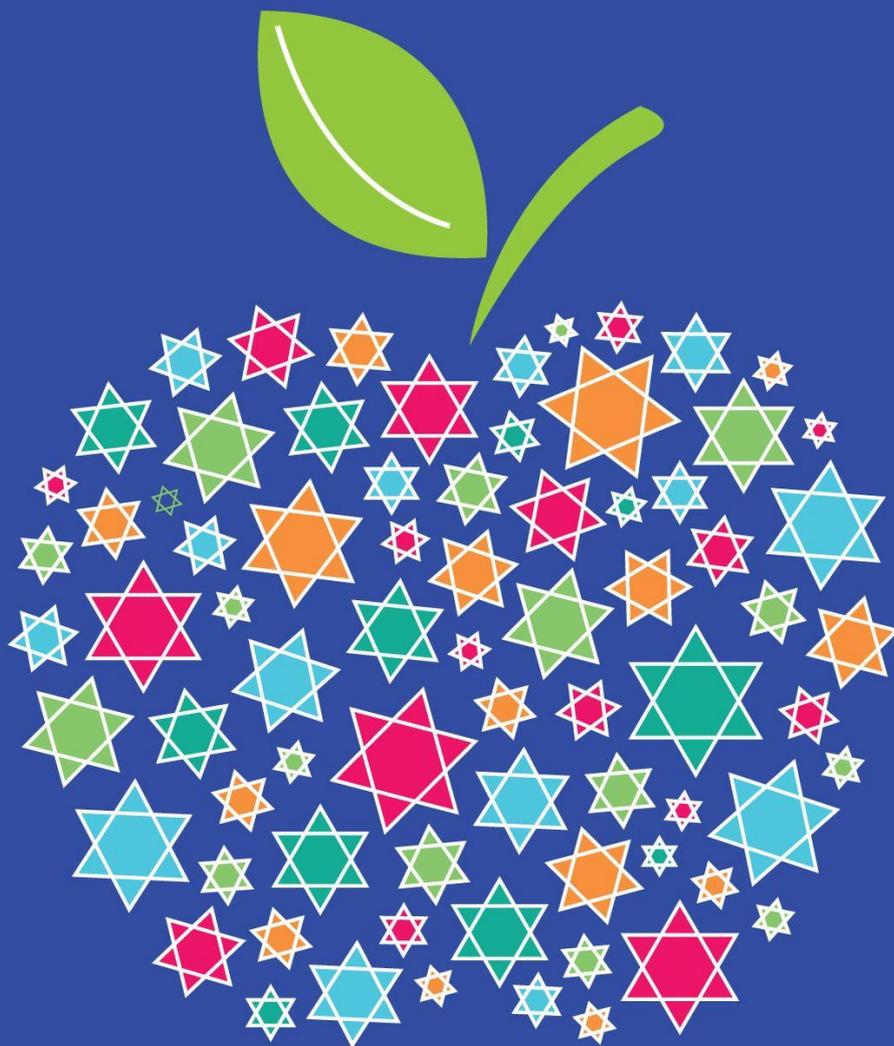
## Look after your health

You should keep up your regular home care and health care. This is just as important as protecting yourself from coronavirus.

Have regular contact with your doctor and call them if you are concerned about any of your health conditions. They may be able to provide care over the phone or via tele-conference, and face to face care is still available.

**This information is current as of 10 August 2020**

Rosh Hashanah is just around the corner!  
The Board and Staff at JCS would like to wish you all  
A good and sweet year.  
May this new year bring health and kindness to all



Shanah Tovah

## STAFF NEWS



*Meet Janelle*

Janelle Mincham joined JCS at the beginning of August as an **Administration Support Officer**. Janelle is a skilled administrator with over 5 years' experience in the Aged Care sector, she holds a Certificate III in business administration and medical terminology.

Janelle will be at the office on Mondays, Tuesdays, and Thursdays between 9-2pm and will be able to assist you in any query you might have.



*Meet Sharon*

Sharon Dekel is our new **Support Worker**. Sharon is an experienced home care support worker who worked with Jewish care Sydney. Sharon holds a Cert III in Aged care, a Bachelor of health and additional qualification that will assist her in contributing to the organisation and supporting our clients.

We welcome Sharon and Janelle to the team and know they will have a great contribution to the organisation.



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## **CONTACT US**

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