



Presbyterian  
Support  
Otago

Ross Home  
Rest Home & Hospital

# PEOPLE

Winter 2020

## LOOKING BACK ON THE LOCKDOWN

*At Ross Home during the COVID-19 lockdown, the top priority was providing quality care for the 124 residents, while ensuring their safety and wellbeing, along with the safety and wellbeing of staff.*

Because family, friends, and volunteers weren't able to visit during Alert Levels 3 and 4, staff made sure residents could stay connected and active. Ross Home set up Zoom accounts for each of the units so families and friends could contact their loved ones at Ross. Dedicated staff in each unit helped residents log in to calls and made sure residents could see and hear their loved ones.

Movie nights were another feature during the lockdown. Each unit became a bubble, and bubbles ventured into the movie room one at a time to watch the movie, with all surfaces being wiped down prior to the next bubble coming to enjoy the movie.

Birthdays were celebrated too! Unit bubbles enjoyed a small party with the birthday guest of honour, and a special menu prepared by the kitchen staff. Families were able to join in via Zoom.

Anzac Day is a significant date for many residents, and staff went out of their way to make it a special day. Bob the maintenance man brought lots of his personal memorabilia into Ross Home and these, along with decorations made by activities staff, were used to decorate the home and meeting

room. In their bubbles, residents enjoyed the displays and a special Anzac morning tea.

Ross Home Manager, Margaret Pearce, says: "We wanted to make sure Anzac Day was special for our residents and for community members who walked or drove past the home. We were also honoured when a piper and drummer stood outside Ross Home and played for residents on the day."

We are deeply grateful for your understanding of the need to ensure our residents' wellbeing during the lockdown. And now that we are at Level 1, Ross Home and all other Enliven homes are delighted that visitors can now come at any time, to be with their loved ones.



*Resident Calvin Oaten, a regular writer of letters to the editor, and Eric de Leuw, Physiotherapist on Zoom with Calvin's daughter Linda in the North Island.*



Presbyterian Support  
Otago

AT A GLANCE...

enliven

8 care homes  
across Otago

Club Enliven

Visiting  
Volunteers

Family  
Works

Foodbank

Social  
support and  
programmes

YouthGrow

SHOPON

Shop on Carroll

Op Shop on St  
Andrew

843 STAFF

500+ VOLUNTEERS

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



## AN INTERVIEW WITH JO ROWE



*We interviewed our CEO, Jo Rowe recently to ask her some questions about Presbyterian Support Otago, the COVID crisis and life in general.*

**Thinking about how COVID-19 has affected our community and Presbyterian Support as an organisation, how would you say that PSO has weathered the storm?**

We were very determined to keep supporting all our clients and residents throughout each Alert Level. We had to adapt quickly to each stage and all our staff, many of whom were classified essential during the lockdown, have been amazingly resilient in difficult circumstances. We did miss our volunteers very much though, and we are very pleased to see them returning now.

During the lockdown, we used social media and other channels to promote the availability of our Family Works Foodbank and to fundraise to keep it full. This meant our communities knew

we were still providing services and reaching out to them.

*We are incredibly grateful to all those who supported our Foodbank campaign, and I would like to warmly welcome our many new supporters who donated over this time.*

As well, our Family Works staff were able to offer appointments over the phone and via Zoom in a safe way for those in need.

In our eight Enliven care homes across Otago, staff went above and beyond in their work, to care in a very safe way for our residents. Our priority has been to ensure the safety of our staff and residents and to err on the side of caution, keeping the lockdown of our care homes going as long as necessary to keep residents safe was very important.

**You've been at the helm of PSO since Sept 2019 – what does a “normal” day look like for you?**

During the week I meet regularly with our senior leadership team and have one on one meetings with our Enliven and Family Works directors and with the Board Chairman. My day begins at 5.30am with a bit of chaos - a run with my dog, getting ready for work, preparing children and getting them in the car! I'll arrive at work around 8.25am and clear my emails.

I make time each day to go and speak to people to ensure I keep in touch with what is happening for service providers across our organisation. It is really important to me to hear the voice of the people who are the face of PSO. A lot of the work I do is quite reactive, but I also have “blue space” time – which is designated time to

think about the big picture and the vision for our organisation.

**What do you see as Presbyterian Support Otago's three biggest challenges, and how do you see PSO's role in Otago?**

I see our top three top challenges as:

- Having the right funding in the right places to do the right jobs
- Building our public profile so that we are front of mind when people in our communities think about charitable organisations and providers of care
- A significant part of our operations and the way they are funded are tethered to political decision-making processes, which can create difficulties. An example of this is that even at this late stage in the year we are not aware of what government funding levels for aged care will be in the coming year.

Another very important goal for us is achieving the living wage and having pay parity for our social workers and registered nurses. This is a strategic area of focus for me.

*Presbyterian Support Otago's role, as one of the region's largest employers, is at the forefront of providing care for vulnerable and underprivileged people in our region. We work across the whole community - from young children through to older people in Aged Residential Care (ARC).*

**Does PSO only help people who have a religious affiliation?**

Our provision of help and support comes from a long and proud history, which started with identifying need and creating the services to meet that need. We began in 1906 with the establishment of children's homes and then moved into care for older people as well, to meet a need in that field. But we don't limit our help to those under the faith umbrella – our mission is to serve **all** those in need.

# FINANCIAL SUPPORT WHEN YOU NEED IT



*There have been some big changes for New Zealanders this year due to COVID-19.*

Whilst many employees have been fortunate enough to be paid 100% of their wages during the lockdown, there are countless others whose incomes have been adversely affected.

Presbyterian Support Otago's Building Financial Capability service is well-placed to keep up-to-date with what financial assistance is available and for whom. Our Financial Mentors are experienced and can help clients work through their options and plan strategies to help them manage their finances in the longer-term.

Nancy McMillan, our Financial Mentor in Queenstown, tells this story:

"I have a client, Rebecca, who has had some very hard times over the years. In her late-50s, Rebecca had been in rehab for many weeks, and on leaving, moved into a house which she shared with many others.

During this same period, Rebecca was not able to work due to an injury.

After a few weeks, Rebecca was asked to leave the house, and with nowhere else to go slept under some bushes for a few frosty nights. At the same time, a debt recovery agency called me regarding a past debt that they wanted Rebecca to pay off in regular instalments."

With all these challenges, Rebecca was struggling mentally. With Nancy's help, Rebecca received the following support:

- **Vouchers for groceries, as Rebecca had spent all her money on blankets**
- **Advocacy with the debt collection agency regarding Rebecca's situation and inability to re-pay the debt**
- **Referral to a social service agency who could support Rebecca to find stable accommodation**
- **Referral to a mental health and addiction agency to support Rebecca's return to good health**
- **Budget advice to help Rebecca manage her finances and understand the impacts of the financial decisions she makes**
- **Set up of automatic payments to ensure bills are paid and debt is re-paid**

Rebecca still has problems and sometimes struggles to cope, but, with good supports in place, and knowing she has choices, she is becoming more confident in managing her finances and understanding the consequences of her decisions.

And the debt?

Nancy received a phone call from the debt collection agency, and was told that after reading Rebecca's history, and following a discussion with Rebecca (supported by Nancy), they were going to wipe the debt. Rebecca, and Nancy were thrilled.

Lee-Anne Michelle, Financial Mentor in South Otago says:

The biggest piece of advice our Financial Mentors offer to anyone who is experiencing financial hardship is to reach out for help. "If you are worried about your financial situation, talk to one of our Financial Mentors.

They can help you talk to your bank about mortgage challenges, your landlord if you're struggling to pay the rent, loan providers if you need a repayment holiday or to vary the payments or terms under the hardship provision, look at schemes to help pay your power bill, assist with budget advice and planning for the future, and help access Community Finance (low- and no-interest loans) to help with purchasing need-to-have items. Asking for help isn't shameful, it's sensible."

## WANT TO ENQUIRE?

Financial Mentors and the Community Finance Service can be contacted on 03 477 7116 or by emailing:

[familyworks@psotago.org.nz](mailto:familyworks@psotago.org.nz).

**Kind, reliable  
volunteers needed for  
Club Enliven Dunedin  
– approx. 2 hours  
every week**

We need drivers, and kitchen/activities assistants. Club Enliven meets three times a week at The Manse in Moray Place in Dunedin, connecting older people in a friendly and fun environment. It offers a varied programme of activities which includes baking, crafts, gentle exercise, music, indoor games, as well as guest entertainers and outings.



If you would like to know more, get in touch with Mary Phillips on 03 477 7115 or [enliven@psotago.org.nz](mailto:enliven@psotago.org.nz)



## OP SHOPS KEEP CALM AND CARRY ON

*During the level 4 lockdown like all other retail stores, our charity shops had to close. Fortunately, our online op shop had been up and running long enough for us to jump on this opportunity.*

The day before level 4 started, our Retail Manager Fiona Dodds raided our Shop on Carroll for as many treasures as possible, took them home and started photographing items from her lounge. Fiona worked remotely with Hannah Day (Online Retail Coordinator) to keep the online shop going, and sales boomed! Customers loved still being able to browse for preloved treasures from home and we had record online sales. Orders came in from Wellington, Auckland, Christchurch plus many other small towns, with items couriered away when we moved into Level 3. We also experienced a lot of support from our local Otago customers, who ordered items and then picked them up from the shop when the restrictions eased.

Having an online shop during the lockdown was a great way to keep the Shop on Carroll buzz alive, and give people an

opportunity to continue to support our shop even from home. Shop on Carroll and Opshop on St Andrew are now well and truly up and running, and our online shop is still riding the wave of momentum after lockdown. So, if you can't make it into Dunedin for a browse, or feel like some op shopping from home, visit [www.shopon.org.nz](http://www.shopon.org.nz) to see what we have on offer. We add items weekly so there's always a variety of things to look at. Our opshop warehouse is collecting donations again, so if you are having a clear out, you can drop them off to 10 Carroll St, Dunedin.

Our other retail site, YouthGrow Garden Centre, kept themselves busy during Alert Level 3 with selling plants, herbs and bulbs through their Facebook page and phone orders. They received a great response from supporters, and have since reopened the centre at 146 Norwood St, Dunedin. In mid- May, YouthGrow saw the return of their young people, who are the heart of the YouthGrow programme. Ben McKenzie, (YouthGrow team leader) was delighted to have them return:

*"It has been great to have the extra life return to the site, and although some things are a little different,*

*our young people have come back wanting to reconnect with their friends and youth workers and continue on with their personal goals in our youth development programme. Our customers' continued support of the garden centre enables those young people to engage in new learning and experiences to prepare them for the uncertain future."*

You can follow YouthGrow on Facebook to hear updates from them and see their YouthGrow 'Tip of Week' which is always very insightful and helpful for those with a green thumb. <https://www.facebook.com/YouthGrow/>

### SHOP AT OUR RETAIL STORES:

**Shop on Carroll:**  
10 Carroll St, Dunedin  
Open 10am-5pm weekdays and  
10am-4pm Saturdays  
Shop online: [www.shopon.org.nz](http://www.shopon.org.nz)

**Opshop on St Andrew**  
59 St Andrew St, Dunedin  
Open 10am-5pm weekdays and  
10.30am-4pm Saturdays

**YouthGrow Garden Centre**  
146 Norwood St, North East Valley,  
Dunedin  
Open 7 Days, 10am-4.30pm



*Behind the Scenes: Fiona's 'work from home' setup. Fiona and Hannah kept Shop on Carroll's online store running over the lockdown from home.*

*YouthGrow offered online and phone orders during Alert Level 3.*

# DENISE'S DECADES OF CARING

*Denise Phillips is a dedicated volunteer at our Enliven Ranui care home in Alexandra.*

It all started more than 20 years ago when Denise used to visit her mother-in-law who was a resident at Ranui, and when her mother-in-law passed away, Denise found herself continuing to visit the home. She says she would never have thought to approach somewhere like Ranui to volunteer but because she had experienced the home and had a connection to it, it was a natural progression. Twenty years on, and she is still going in twice a week to lend a hand.

Each Tuesday Denise helps with afternoon tea and music. Every Friday she goes in for Happy Hour with the residents where they have a drink and enjoy some live guitar. Denise encourages the residents to get moving and maybe even have a boogie to the music.

Over her years of volunteering she has also been on small bus trips when the staff needed a few extra helpers – they've been to places like Naseby and Ranfurly and they occasionally head to Roxburgh as a treat for a beer and a pie!

One memorable moment Denise remembers was a visit from a pianist who came in to play some music for the residents. The pianist had his back to the room full of people, happily playing away when suddenly the residents decided they could smell tea and all left one by one to go for their cuppa. By the time the pianist had finished and turned around to thank the room it was completely empty aside from Denise, her friend Maureen and the pianist's wife! So, they clapped enthusiastically and had a giggle about it.

Denise says the smiles on the residents' faces when she arrives is the thing that motivates her to continue volunteering at Ranui. "The residents really appreciate it. The staff are also fantastic". She says it's a really nice place to spend time in between her daily walks and keeping busy with the gardening club she is involved in in Alexandra.



*Denise Phillips, volunteer at Enliven Ranui*

When asked what her favourite thing is about volunteering, Denise didn't hesitate at all - "It's the residents," she said confidently.

Thank you so much for donating your time and energy Denise, and to all our volunteers at Presbyterian Support Otago, you are very appreciated!

WOULD YOU LIKE TO FIND OUT MORE ABOUT VOLUNTEERING WITH PSO? Email: [volunteer@psotago.org.nz](mailto:volunteer@psotago.org.nz)

## Upcoming Events

### OCTACAN

Thursday 30 July  
7am-2.30pm Lower Octagon

### AGM

Thursday 29 October

## Support Sundays

Due to COVID-19 we are rescheduling the Support Sundays that we missed during lockdown and contacting parishes to confirm future dates.

## Work with us

Head to [www.psotago.org.nz/jobs/vacancies/](http://www.psotago.org.nz/jobs/vacancies/) to have a look at our latest job listings.

WAYS YOU CAN  
CATCH UP WITH PSO  
NEWS & EVENTS



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PRESBYTERIAN SUPPORT OTAGO



[WWW.PSOTAGO.ORG.NZ](http://WWW.PSOTAGO.ORG.NZ)



## BUDDIES' LINKS UNBROKEN



*We spoke with Buddy Programme Coordinators around the region to see what Buddy pairs got up to during the COVID-19 lockdown.*

Buddy pairs weren't able to meet in person during this time, but that didn't stop them spending time together in alternative ways and looking out for one another.

In East Otago, Buddy Coordinator Jo Scott told us that the Young Buddy of one of her

Buddy pairs insisted to her mum that they bike past her Adult Buddy, Ann's house every day to check Ann was ok on her own! Others made and sent pictures, cards, Anzac poppies... there was lots of connecting going on!

South Otago Coordinator, Lee Ollerenshaw said that most of her Buddy pairs kept in touch via text message, phone calls, and video calls. One pair decided to keep in touch the old fashioned way – with letters which they dropped into each other's letterboxes.

Wanaka Coordinator, Sharon Bell told us that one of her Buddy pairs set up a game of scrabble in each of their houses and played against each other over the phone. Initiative in action!

In Dunedin, one pair decided to play an online game together, and have been meeting up virtually to 'fight off some baddies'. Coordinator Marco Kleinlangevelsloo said that one Young Buddy took the initiative to

cook and bake for her Adult Buddy and with her mum delivered food to her doorstep each week. What a lovely example of giving back!

Family Works Director, Carmen Batchelor says:

"Lockdown has given Young and Adult Buddies the opportunity to learn new skills around different ways of communicating, and being creative "together" when you're apart. It was important for Young Buddies to maintain their connection with their Adult Buddy; to know that just because you can't see someone, it doesn't mean you don't still care about them. Many Young and Adult Buddies learnt how to use online forms of communication, while some enjoyed the experience of ringing someone to have a chat. The kindness and thoughtfulness of some Young Buddies really showed the strength of the relationship they have with their Adult Buddy. That's such an important part of the Buddy Programme."

## YOU'LL NEVER WALK ALONE

*Even in lockdown Presbyterian Support Otago staff kept working towards positive change, strong families, and healthy communities.*

Janet York and Suzann McLeod, Club Enliven Dunedin's Day Programme Activity Assistants spent their lockdown time looking after Club Enliven clients and volunteers from the comfort of their couches.

Janet said that while some of her clients were a bit bored, in general they were fine; 'they're a very stoic bunch'. One thing she noticed is that some clients, who live alone, and normally come to Club Enliven Dunedin two or three times a week had very little to do during lockdown. They had very little engagement with others - they had carers coming, and people helping with groceries, but they couldn't go for a drive, and they couldn't do the usual activities where they're with other people.

Janet and Suzanne supported our Club

Enliven clients and volunteers by texting Club Enliven volunteers once a week and calling all clients (60 of them!) twice a week, to make sure they were okay, and to reassure them that they hadn't been forgotten. One client, Avis, told Janet that "you make people feel good when you talk to them".

**Looking back on the lockdown, Club Enliven's clients had some wry observations**

Mabel said: "I want to come back as a grocer in my next life because they are doing alright!", Phylis says: she's "not going to wash my windows in case it upsets my bubble.", while George said he "knows he has to stay at home because he's over 70. Way over 70!"

**Some clients came up with interesting ways to stave off boredom:**

Elsie's neighbour came over and charged up her car battery for her, so Elsie drove up and down her driveway for a while to give the car a run, while John said he thought about watering the plants at First Church (the Manse - where Club Enliven meets) but he

thought they might think he was a burglar.

**And some had a new outlook on life:**

"I'm all firing" says Lillian. "I'm going 15 rounds. Tinker (cat) has taught me how to do a left jab." Meanwhile, over the garden fence, Fred and his mate decided that the reason people need so many toilet rolls is because they have to eat all the baked beans that they stocked up on!

Thank you, Club Enliven Dunedin clients, for showing us how to stay positive and active during lockdown, and we are delighted that you have now returned to the Manse to enjoy each other's company and all your favourite activities.



# FILLING OUR FOODBANK UPDATE

\$96,174

TOTAL AMOUNT DONATED

457

DONORS

1,413

CLIENTS NEEDING IMMEDIATE  
ASSISTANCE AND ACCESS TO FOODBANK

788

FOOD PARCELS DISTRIBUTED



Thank  
You!

TO EVERYONE WHO HELPED FILL  
OUR FOODBANK.

## YES, I WANT TO SHOW MY SUPPORT!

My contact details are:

First Name

Surname

Address



Phone

Email

Please tick payment method

Cheque  Credit Card  Internet Banking

Card number

Name on card

Expiry date

Signature

Internet Banking PSO Account Number: 06 0901 0005597 00 (Please use your first name and surname and include the word DONATION in the reference.)

Please direct my gift to

- Family Works  
 Enliven services  
 Buddy programme  
 Club Enliven  
 Where the greatest need is.

OR

Amount \$

Please let us know if:

- you have left a gift to PSO in your will  
 you would like more information about leaving a gift in your will  
 you would like more information about volunteering for PSO

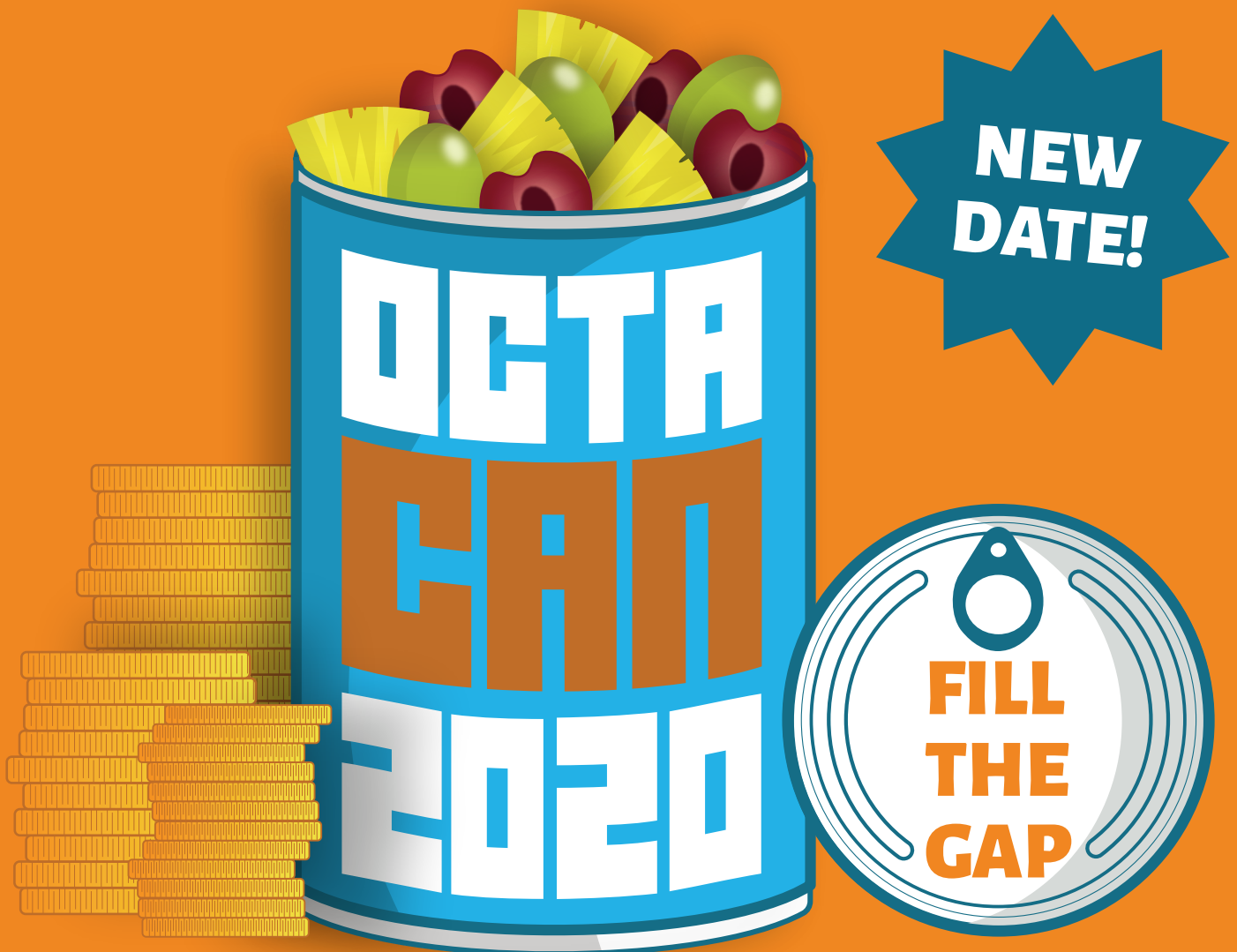
If you would like to support us with an online donation, visit [www.pstago.org.nz/get-involved/donate/](http://www.pstago.org.nz/get-involved/donate/)

Please return this form to:

Fundraising Team  
 Presbyterian Support Otago  
 FREEPOST 845  
 PO Box 374, Dunedin 9054

(All donations are receipted. Gifts over \$5.00 are tax deductible. Charities Commission number CC 20878)

**DONATE AT OCTACAN.ORG.NZ**



**Thursday 30 July  
7.00am – 2.30pm  
Lower Octagon**

**Bring along your coins and cans and help us  
FILL THE GAP this winter.**



**Presbyterian  
Support**  
Otago

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Our Services

*enliven*

 **Family  
Works**