

central focus

Caring | Enabling | Supporting

ENLIVEN CELEBRATES

INTERNATIONAL YEAR OF
THE NURSE & MIDWIFE

RESPONDING TO NEEDS

HOW PSC ASSISTED ITS
COMMUNITY DURING LOCK DOWN

FACING YOUR FEARS
OVERCOMING THOUGHTS
THAT HOLD US BACK

**FAMILY DISPUTE
RESOLUTION**
HEARING THE
IMPORTANT VOICES

VOLUNTEER SPOTLIGHT
– Isobel and Callum

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A GIFT FROM MY DAD



A word from PSC chief executive Pat Waite

I have been reflecting on the lessons we have all shared over the past Covid-19 months. They have been quite extraordinary. As an organisation we had our PSC Central Office team working remotely for almost two months. At the end we became really good at Zoom meetings – up to five a day for me at times. So much so that we are now asking ourselves is there a better model on how we could work? Perhaps a balance of some days working remotely at home and at least one or two days (or more) working at our Central Office Hub (our new name for our way of working!).

Thinking about lessons I am reminded of growing up in Stratford, Taranaki. My father had polio so my memories of my childhood were of a family living on the sickness benefit and Dad being in and out of hospital as the after effects of his illness, now called post-polio syndrome, became evident.

From my earliest memories I recall waking up each day and wondering how Dad would be. Some days his sickness became too much and he would be overcome with depression and become angry with us for no reason other than he was ill. I learned that the best way to handle these days, at least for me, was to be upbeat and try to transfer my positivity to him. I could usually find something to take his mind off the situation, whether it was a joke or a story. I became quite good at story telling and finding things that interested him – cars for example, which we both loved.

Dad died many years ago now but the lesson I was gifted has stayed with me to this day. I learned that I could directly impact the attitudes of those I met and who I worked with. I learned that positivity can be transferred and each day without fail, when asked how I am, I respond with a smile and “I am feeling great”.

I learned that the culture of an organisation, whether it is home, office or factory, is directly related to the person in charge and how quickly the mood of a room can be changed with a smile and a positive attitude. Just like waking each morning and sensing the mood in our kitchen at home, I learned to instantly sense a negative environment, which became very useful when I had roles that involved leading teams such as I have now at Presbyterian Support Central. I learned that a ready smile open doors and usually generates a smile back.

When we were called to the hospital, no matter how sick Dad was, we were always greeted with a smile. I learned from him no matter how bleak things look there is always someone worse off and I have learned to be thankful for what I have – the things that really matter – good health, a loving wife and a family I am proud of.

These are the lessons that life has gifted me. You will all have lessons and experiences that have changed your life. When I think about it, I am a better person because of my Dad. There is so much to be thankful for!

Pat Waite
Chief Executive

COVID-19
LOCK DOWN



More than 200 food and essentials parcels were delivered to families and older people in need as part of PSC's Covid-19 community response.

< Brightwater Home's van in use by Volunteer Central to deliver care parcels to those in need in Manawatu during lock down.



RESPONDING TO COMMUNITY NEEDS

DURING LOCK DOWN

As New Zealand plunged into Covid-19 Alert Level 4 lock down, it was business as usual for PSC's essential Enliven and Family Works services. Except it wasn't.

Enliven homes had already closed their doors to families, visitors and volunteers as the pressure grew for staff to keep both the vulnerable elders in Enliven homes and their own families safe and free from Covid-19. They worked hard to ensure residents were well cared for, happy and connected (virtually) with their families.

Family Works staff quickly needed to find ways to support vulnerable children and families from a distance. Many of these families were living with family violence, poverty, mental health issues, addiction and/or unsafe living conditions. Covid-19 made their complex issues even more challenging.

Community need widespread

As Enliven and Family Works settled into lock down's 'new normal', it became clear to PSC there was widespread community need.

"We heard of older people going without food and heating because they couldn't leave their homes," says General Manager External Relations Alisha Kennedy.

"We heard of low income families who lost their jobs as a result of lock down – all of a sudden they were living below the poverty line with no way to pay rent or even feed their children."

In response a small team: Philanthropy Manager Jacqui Ritchie, Volunteer Programme Advisor Elena Rowan, Enliven Connect Coordinator Jo Rea

and Operations Support Coordinator Jane Edgar, launched the Wellbeing Assistance Programme to further support older people and families throughout the PSC region.

Thanks to funding from The Tindall Foundation, St Johns in the City, Freemasons, Nestlé and Gilmours Wholesale Food, as well as our generous donors, PSC was able to source and deliver hundreds of food parcels, heating, and other essential items. Parcels were delivered by volunteers to older people and families across Wellington, Wairarapa, Horowhenua and Manawatu during lockdown.

A call for volunteers

PSC also found many people – particularly the elderly or those living alone – were lonely and, without access to modern technology like video-calling, felt very isolated.

Volunteers nominated themselves as dedicated ‘caring callers’, phoning people in the community on a regular basis to check if they were okay.

“A chat with someone can really brighten their day when you’re feeling lonely,” says Volunteer Programme Advisor Elena Rowan.

“It was also the perfect time to find out if there were any practical needs that people needed assistance with.”

During this period many people who hadn’t volunteered with PSC before put their hand up to help.

“It worked really well for volunteers who wanted to help but wanted to stay within their home bubble,” Elena says.

Sharing resources

After receiving a request from Volunteer Central, based in Manawatu, Brightwater Home in Palmerston North donated the use of its van during lock down so food parcels could be delivered to people in that region.

“When we heard from the group we were happy to offer the use of our van, or else it would have remained parked up at the home the whole time,” Brightwater Home Manager Christine Tester says.

“We’re glad we were able to help make such a necessary project possible.”

A system was created by the project group to ensure families in need in the community would have food, blankets and clothes.

After the orders were packed into delivery parcels, a volunteer driver took the parcels out in Brightwater Home’s van to distribute the welcome goods.

One of the parcel’s recipients – who was looking after three grandchildren and three foster children during lock down, was especially grateful for the help.

“There are good people out there who are kind and want to care for others,” she said.



➤ Gilmours Wholesale Food was invaluable helping to make up and deliver food parcels for Wellbeing Assistance Programme recipients.



A HUMBLING EXPERIENCE

Managing video calls, running newspaper quizzes, chatting with residents – lock down was quite a different experience for some of PSC's usually office-based employees.

Shortly after the announcement of plans for New Zealand to move to Covid-19 Alert Level 4 or lock

down, PSC had to quickly determine which of the office-based support staff could do their job from home, and who could lend a hand to the essential workers at Enliven's homes and villages.

Central Focus speaks to some of them about their experiences.

An insight into Enliven

Someone who described her lock down work experience as 'humbling' is Family Works Business Development Manager Cheri Ratapu-Foster.

Cheri had the opportunity to spend almost four weeks at Longview Home in Tawa, helping out with administration and managing the video calls between residents and their families.

"The privilege of working with the residents was quite a humbling one," Cheri reflects.

In her time at the home, Cheri sang 'Happy Birthday' in Māori to one of the residents who'd never heard it sung in Māori before.

"She was crying when she heard it," Cheri says. "She wanted me to sing it again!"

Another special moment came when Cheri was at the front desk one day and she saw the funeral director taking a resident who had passed away out of the home.

"I was amazed at the discretion of the funeral director, and how she was being very gentle and respectful," Cheri says.

At that moment another resident asked Cheri to hold the front doors open so that she could do a karanga for the resident who had passed.

"I got to listen to her send the resident off in Māori, which I thought was pretty cool."

A highlight of her time at Longview Home was supporting residents to connect with their families via video-calling. Cheri looked after managing the 15-minute time slots and finding the residents when it was their turn for a video call.

"The families were just so happy that they were able to communicate and that someone was helping to set it up," she says.

Cheri says her time at Longview Home has opened her eyes to how a different part of the organisation works. She is thankful to her manager – Family Works General Manager Julia Hennessy – for allowing her to spend time there.

"I think now everyone needs a stint working in our homes to see what life is like working in elder care. It's very humbling. You get a true understanding of the philosophies of our work."





From front desk to Rec Officer

For Kirsty McLeod, Central Office's receptionist and office coordinator, it was apparent that with the main office being closed, there wasn't much of her role she'd be able to do. Instead she offered to help out at one of Enliven's Wellington homes during lock down.

"I went to Cashmere Heights Home in Johnsonville the Wednesday before lock down started and I got this lovely welcome card when I got there," Kirsty says.

"I really wanted to help out where I could – I had to learn about the recreation programme very quickly!"

In the weeks that followed, Kirsty would read the newspaper to the residents in the lounge each morning, then take them through quizzes and word games. She also helped with games,

like modified indoor bowls, and helped answer the phones.

"I tried my best to chat with all the residents, even if some of them didn't have English as a first language," she says. "I got to know them all through doing that and running some of the activities."

When she was working at the home she learned about the birth of her second granddaughter in Sydney, and so came in and showed the residents some photos.

"They gave me a beautiful card and presents to send to my family in Sydney," she says. "That blew me away."

When it came time to leave in mid-May, Kirsty said the send off made her feel like she'd worked there for years, not weeks.



ZOOMING AT HOME

For a number of PSC staff, Level 4 lock down meant working from home for the first time. The sudden change in work location meant quickly getting up-to-speed with video calling software such as Zoom so that meetings could continue. For those whose bubbles included other adults, children or nosey pets, it did make for some entertaining meetings!

The External Relations team quickly got an insight into the home life of their colleagues during their regular meetings – as well as becoming familiar with casual wardrobe options and home meeting location choices!



STAFF

TEDDY BEAR HUNT ENCOURAGES SPECIAL CONNECTIONS

Along with much of the country, PSC joined in on the New Zealand Bear Hunt during the Covid-19 lock down.

Teddies were displayed in windows of Enliven homes, Family Works offices, and the staff homes for others to see as they were passing by.

At Cashmere Home in Johnsonville lots of children loved seeing the teddy bears in the home's windows, but there was one boy in particular who made a special connection.

Three-year-old Lachie started waving at Cashmere Home administrator Sheryl whenever he walked past with mum Anna during the lock down period.

"This went on for quite a while," says Cashmere Home and Cashmere Heights Home recreation team leader Linda Lankshear.

Sheryl then drew some activities in chalk on the footpath outside the rest home for Lachie to do as he next walked past.

"The following day Lachie was back with his mum and brought his own chalk to write a thank-you note on the driveway," Linda says.

A little later, Lachie made a card for Sheryl, thanking her for waving at them whenever they walked past.

Linda says it was heartening for residents and staff at Cashmere Home to see these connections being made during a time when visitors were not able to come in.



Essential workers receive sweet treats!

As much of the country stayed at home during lockdown, many Enliven and Family Works staff continued going to work.

“Our staff came up with different and innovative ways to keep our residents happy during this period when family and other visitors were unable to come in,” Enliven General Manager Nicola Turner says.

“They worked hard while also managing to keep their home bubbles safe and healthy.”

When Nestlé offered KitKats for PSC’s essential workers, it was more than welcomed, Nicola says.

Nestlé gifted enough boxes of KitKats to distribute to the more than 800 Enliven staff working in homes across PSC’s region.

Brightwater Home in Palmerston North was also treated to a box of Whittaker’s chocolate after they were nominated anonymously online as a ‘Lockdown Legend’.

Meanwhile, residents and staff at Levin Home for War Veterans and Reevedon Home in Levin enjoyed licorice treats from local company RJ’s Licorice.





Levin Home for War Veterans resident Doug places crosses outside for Anzac Day.



Kandahar Home recreation officer Di McCuish and resident Monica celebrate Easter.



Kandahar Home's Anzac Day display.

ANZAC DAY & EASTER

CELEBRATED DURING LOCK DOWN

Like the rest of New Zealand, Easter and Anzac Day were a very different affair at Enliven's homes and villages this year.

As Easter approached, some homes got busy doing arts and crafts to make the spaces look festive.

Brightwater Home residents spent time making small chicks out of cardboard and paper plates and a colourful Easter display was created.

Brightwater Home manager Christine Tester says it was more important than ever to have the home looking festive as many of the residents were not able to go out to spend Easter with friends or loved ones.

At Kandahar Home in Masterton, recreation officer Di McCuish dressed up in bunny ears and wandered around handing out treats to residents.

"Given many families were not able to join their loved ones in person to celebrate Easter, we decided to have a bit more fun," Di explains.

"I have never seen so many laughs!" she says.

For Enliven's homes, Anzac Day at Covid-19 Alert Level 4 meant quite big changes to the usual proceedings.

Levin Home for War Veterans is known for its morning service and veteran's parade, which can draw crowds of up to 300. This time the service involved a small number of veterans who are residents at the home gathering to remember.

The Army also usually helps to place hundreds of white crosses on the grass outside the home's entrance prior to Anzac Day. This year the staff and some residents did it themselves, placing a small number of crosses around the home's flagpole outside the main entrance.

At Willard Home in Palmerston North, Anzac Day began with a cooked breakfast followed by a morning chapel service led by Chaplain Megan Hunt via video-calling technology 'Zoom'.

An afternoon concert by local singer Vicki Lee was also beamed into the home's lounge via Zoom before the residents enjoyed happy hour.



A HELPING HAND IN A TRYING TIME

The Covid-19 lock down was difficult for many. For Olivia* and her six-year-old son Leo* it was a cold, lonely and very frightening time.



During lock down Olivia became extremely ill. While she eventually tested negative for coronavirus, she was too sick to leave her house and had no family to help look after Leo.

With no food in the house and a two week wait for any online shopping, Olivia contacted Family Works Upper Hutt team manager Shelly Evans in desperation.

Shelly was able to get some food parcels for Olivia from the local Orongomai Marae and kept in touch to see what else could be done.

When it was time for schools to start online teaching, Shelly heard that Leo couldn't get a tablet to use for learning and the home had no internet connection.

Thanks to funding from the Tindall Foundation, Family Works was able to source a tablet for Leo to use for school, get an internet connection to the home

and source a heater and some warm clothing for the cold family.

Shelly also put a treat package together for Leo, including some nice new slippers, warm pyjamas, books, pens and crayons.

When Olivia told Shelly she couldn't afford her prescription medication, Shelly was also able to get permission to pick it up and drop it at Olivia's home.

"I was dropping food off for them every week and Leo was doing really well," Shelly says.

Since lock down ended, Olivia is coming to Family Works' office each week for a catch up. Leo is doing drawing therapy sessions there to help work through some past family trauma.

*Names have been changed to protect identities.

ADAPTING TO A DIFFERENT WAY

After Covid-19 Level 4 lock down was announced, we all had to quickly learn how to do many things differently, be it keeping in contact, looking after our health and wellbeing, and making sure our essential workers felt supported. These photos demonstrate just a few of the amazing things that went on in our PSC family during that time.

Face shields

PSC accepted the offer of 420 3D-printed face shields from not-for-profit group ShieldsUp in return for a koha (donation). These were delivered to our Wellington Office by Ryan (pictured right) before being distributed to our Enliven homes.

ShieldsUp is a network of 3D printing enthusiasts who came together during this time to provide extra PPE for the country's healthcare professionals.

Staff flu vaccinations

While the main focus was on keeping coronavirus out of our Enliven homes and Family Works sites, the start of flu season coincided with lock down. Enliven staff are always extra vigilant about being vaccinated each year to help keep the residents healthy. This year was no different, with flu vaccinations being offered to staff in the rest home where they worked. Below are staff at Longview Home in Tawa waiting to get their vaccinations.





Keeping in contact

Maintaining the ability for Enliven residents to keep in contact with their families and loved ones during this time was of key importance to PSC. As the country moved into Level 4, tablets were distributed to the homes so residents could keep in touch via video calls. Staff at the homes came up with other thoughtful ways for

connections to be made, such as taking photos of residents holding signs that were then emailed to their family and friends. For many residents, such as Alice Ruakere from Chalmers Home, they often received lovely photo responses from loved ones holding up signs with words of encouragement.

HERE FOR THE COMMUNITY

Central Focus speaks to Family Works Wairarapa Team Leader Dianne Te Tau about her passions, the team's move from Featherston to Masterton and working with other services to provide wrap-around support to the community.

Doing what she loves

Dianne joined Family Works in February, from a social work role at Counties Manukau District Health Board.

Her social work career spans 22 years and various roles largely focused on child protection, youth justice, and paediatric and community health.

“That’s what I love, that’s my passion,” Dianne says about her work.

“The biggest reward is when children feel safe to come to you when they need something. Complex trauma in children is something that’s invisible if you don’t know what you’re looking for.”

Dianne has also spent time working with indigenous communities in Australia’s Northern Territory.

She says a lot of the work involved educating children about how to stay safe and who they can trust to contact if they need help.

Back in New Zealand, part of Dianne’s work with the DHB was supporting pregnant women who were in harmful home situations and had experienced childhood trauma.

Breaking the silos

Dianne says her past roles led her to realise that community social service work cannot be done in silos.

“I have a passion for working in the community, but I don’t want to work in a silo.

“We have to work with all the services – social services, police, iwi, the public sector.”

Since starting with Family Works Wairarapa, Dianne has had conversations with several groups about the service. The country moving into Covid-19 Level 4 lock down in March also allowed her to review how the service operated.



Left to right: Ngati Kahungunu kaumatua Nelson Rangi, PSC CEO Patrick Waite, Lyn Patterson and Dianne Te Tau at Family Works Masterton’s new location opening in February.

“I was coming into the office every day and we figured out a way to stay in touch with our clients through phone and text.”

During this time, they worked with Oranga Tamariki to help a mum who was in a violent household with her young children.

“We supported her to move to a different household for lock down and brought in her midwife and Plunket to help because her youngest was a newborn,” Dianne says.

They supplied the mum with a phone, got other items for her and the kids and managed to keep in touch during Level 4.

“We can now go to her house to visit and the kids know us,” Dianne says. “They also call us when they need us.”

A strong partnership has also been forged with the local police family harm team, who attend between 30-40 cases of family harm each week.

Dianne says the team now refers many of these cases straight to Family Works Wairarapa.



> Family Works Wairarapa Team Leader Dianne Te Tau

She says Oranga Tamariki has also found this valuable, as it means more cases are being dealt with before going through their system.

New location

Around the time Dianne joined Family Works Wairarapa, the service moved its base from Featherston to Masterton.

She says the move has increased the accessibility of the service – “the referral rates have gone through the roof”.

One programme that has seen an increase in numbers is the weekly ‘Free to be me’ safety programme run for children and youth.

The programme provides therapy for children who have been exposed to family violence and teaches them that harmful behaviour is not ok and not their fault.

Family Works offers a range of services including counselling and therapy, social work, family violence safety support, mediation and parenting advice and education. For more information visit www.familyworkscentral.org.nz.



ENLIVEN CELEBRATES

INTERNATIONAL YEAR OF THE NURSE & MIDWIFE

This year is a special one for Enliven nurses, as 2020 marks the inaugural International Year of the Nurse and Midwife.

This year was chosen to celebrate nurses and midwives as it also marks 200 years since the birth of Florence Nightingale – who is considered to be the founder of modern nursing.

Enliven has almost 160 nurses working in its rest homes across the lower North Island, including registered nurses, enrolled nurses, clinical nurse managers, clinical coordinators and managers.

As well as recognising its nursing staff and the outstanding work they do, Enliven is taking the opportunity to recognise the 35 or so former nurses living in its homes across the region. Below we profile one of our existing Enliven nurses and a former nurse who lives in one of our homes.

101-year-old nurse Helen remembers the introduction of antibiotics

Chalmers Home resident Helen Church (see photo on right) started working as a nurse when she was 19 and did most of her nursing during World War II.

“There were a lot of new treatments, medicines and medications brought in,” Helen remembers. “It was amazing to see antibiotics first introduced in New Zealand during the war.”

She initially worked at Wellington Hospital before moving south to take a job at St George’s Hospital in Christchurch.

Helen says it was important for her as a nurse to do what she could for the

patients to help them feel better.

“Patients look to the nurse,” she says. “If someone was having an operation done under local anaesthetic I’d reach out and hold their hand.”

At other times, Helen and her nursing colleagues would work hard to make the hospital wards “cheery” for the patients, including putting on music for them to listen to.

Helping elders a passion for nurse Ana

Elder care has always been an area that appealed to Kandahar Home nurse Ana Workman (photo page 20).

“I’ve always related well to older people,” she says.

Ana is the longest-serving nurse at the home in Masterton, since starting her career there in the late 1980s.

While she has been there the longest, Ana jokes that her approach to working hasn’t remained stuck in the ‘80s.

Ana has completed the first stage of her Professional Development Recognition Programme (PDRP) and is working through the next.

She says this has helped continue her passion for nursing in aged care, and she plans to stay for the foreseeable future.

“I love this place and I love the people, and I’m not leaving anytime soon!”



**ENLIVEN
is now
on Facebook!**

Be sure to visit and ‘like’ our page @EnlivenCentralNZ for more great stories and photos. We’ve also updated our website enlivencentral.org.nz



CELEBRATIONS AND RECOGNITION

Staff at many of Enliven's homes held celebrations to mark International Nurses Day in May. It was a welcome celebration for many, timed as the stricter Covid-19 restriction levels came to an end. For nursing staff at Kowhainui Home in Whanganui (above) it was a chance to get together for a shared morning tea.

< Chalmers Home resident and former nurse Helen Church.

CELEBRATIONS AND RECOGNITION CONT'D

Enliven is also recognising the retired nurses in its homes by gifting them special lamps in the shape of old lamps, similar to what Florence Nightingale used. The LED lamps light up when blown into and the brightness can be adjusted.

To further celebrate International Year of the Nurse and Midwife and thank the nurses for all the hard work they do, Enliven has gifted a special variety of rhododendron called 'Registered Nurse' to each of its sites.

GLOBAL FACTS & FIGURES FROM THE WORLD HEALTH ORGANISATION

- The world needs 9 million more nurses and midwives by 2030.
- Globally, 70% of the health and social workforce are women.
- Nurses and midwives account for nearly 50% of the global health workforce.



The rhododendron 'Registered Nurse'.



Kandahar Home nurse Ana Workman (left) with resident Pat Lambert.

Enliven residents and staff get colouring



PSC Chief Executive Pat Waite looks over some of the entries from Reevedon Home.

Residents and staff at Enliven's rest homes and retirement villages got busy colouring in while the country was in lock down.

Enliven launched its inaugural inter-home colouring-in competition, titled 'Colour Your Day with Enliven' to provide further options for home-based activities.

The competition wrapped up in May with entries coming in from all over Enliven Central's region.

Woburn Home resident Moira Flett won the overall prize in the competition, and received a hamper full of treats.

Levin's Reevedon Home received a prize for the most entries submitted, with residents, staff and families submitting more than 50 entries.

The home also received prizes for entries by a resident, a retirement village resident, and a family member.

"This was a fantastic way for the residents to build connections between the homes, as well as having lots of fun," says Enliven recreation advisor Davina Solomon.

"Colouring provides great stress relief and was a creative way to pass the time while New Zealanders worked hard to protect their bubbles."

Davina says it was inspiring seeing so many residents take up the challenge.

"Some residents got really into it and completed a lot of the templates we provided for their own enjoyment rather than competing."

> Woburn Home resident Moira receives her prize from Manager Sue Wood.



ENLIVEN ENCOURAGES

Residents' TALENTS



There are so many residents with amazing skills living in Enliven's rest homes and retirement villages.

As part of Enliven's philosophy of care, which follows the Eden Alternative, residents are encouraged to continue and explore their interests to help avoid the feelings of loneliness, helplessness and boredom which can be common in elders.

Central Focus has profiled some of these residents to share their stories of creativity.

Helga makes her mark on Kandahar

Felt creations are dotted around Kandahar Home in Masterton. Many are the work of rental unit resident Helga Ackerley.

Helga's husband William moved into Kandahar Home in early 2019, while Helga lives in one of the on-site rental units.

Helga has a passion for felting and spinning, and earlier this year had some of her creations on display at the Aratoi art gallery in Masterton as part of a wider exhibition.

Helga spun a six-piece outfit of silk, wool and cashmere with a remembrance theme for the exhibition. The garments included a hat made in the style of a helmet and a poppy spun out of silk. Beads woven into the silk spill down the petals to represent tears.

"It was my own design," Helga says with pride.

Both Helga and William are members of the Wairarapa Spinners and Weavers Guild and still attend regular meetings when they can.



> Kandahar retirement rental unit resident Helga Ackerley with her spun silk poppy.



< Levin Home for War Veterans resident Bill Mudge with his Edison Amberola phonograph.



◀ Brightwater Home resident and artist John Tidball shows a work in progress.

Calendar ART!

This year's PSC Annual Report includes a useful calendar featuring amazing art from Enliven residents, Family Works clients and PSC staff.

For a copy of the calendar email:

info@psc.org.nz

Passion for painting continues

The walls of artist John Tidball's room at Brightwater Home are adorned with many of his watercolour paintings.

John has created art ever since he attended the Harrow School of Art in the UK as a young man.

"I have sold quite a lot of my paintings," he says. "I must've painted in the upper hundreds in my lifetime."

In past years his work has been on display as part of exhibitions in galleries in Palmerston North.

John has been able to continue his passion since moving into Brightwater Home. Staff at the home set up a space to work at in the main lounge area, where he will usually spend time painting in the mornings.

"I can usually get quite a bit done in one sitting," John says. "The other residents say 'I don't know how you're able to do that', but they do things I can't – like knitting!"

He has a number of books in his room and a clear file packed with photos from around the world to inspire him for future paintings.

Models on display in Levin

Levin Home for War Veterans resident Bill Mudge's room is covered with his hand-crafted models.

The Levin local moved into the Enliven home last year and was able to bring a number of his models and other handiwork.

Bill's model making interest didn't start until he was retired and met someone who sold plans for them.

He has since made a number of cars, trains, a miniature of his nephew's caravan, and even a couple of horses.

Bill says his tendency to collect unusual materials has helped when it came to making his models.

When he made the miniature caravan, some welder's spokes he had become the perfect option for creating its wheels.

One particular item that takes pride of place in Bill's room is a functioning 1915 Amberola phonograph, complete with wax cylinder records.

"I enjoy finding old gramophones, taking them apart and restoring them," he explains.

HEARING THE IMPORTANT VOICES

Reaching good decisions for your children's care when going through a separation can be more difficult when opinions are coming from all sides. *Central Focus* looks at how Family Works Resolution Service (FWRS) supports families to navigate important decisions when a lot of ideas are being voiced.

Family Dispute Resolution supports parents or carers to reach decisions around childcare without the need to go to the Family Court. As well as being less stressful than a court situation, the service is funded by the Ministry of Justice so the cost to families is always low and even free for those who meet the low income threshold.

"We had one family come to us where the parents had already separated and they were struggling to agree on how the care for their child should be shared," says Family Works Practice Development Manager Nici Nixon.

"It's always a challenge negotiating co-parenting when the parents are not together."

"In this case, a number of other family members were giving their perspective on what should happen, which led to further confusion for the parents."

To ensure that mediation could be completed in a neutral environment, the mediator provided a space where the parents could sit and speak to each other without the distraction of other opinions.

This can be done in person or via Family Works' video calling set up which allows the parties to be in the same 'virtual room' but also break out into one-to-one sessions with the mediator.

Family mediation provides a supportive environment so parents and/or carers can work out their children's day-to-day care and contact arrangements themselves without needing to go to Family Court.

"In the case of this family, the mediation provided them with the space they needed to speak together," Nici says.

"The process helped them to talk about the issues and let go of the hurt and bad feelings so they could get on and work out how co-parenting could look going forward."

Involving the wider whānau

In other cases, including wider family members can be very helpful.

Nici says this is because they can sometimes provide a helpful perspective on what options the parents have.

"For some extended family members, their focus can be more on what might work best for the child.

"They can be a calming and reflective influence on the parent."

Prior to inviting extended family members along, Nici says the mediator has to ensure that they will remain neutral during the process so it doesn't seem like anyone is taking sides.

"Having a neutral family member there can be the most impactful. Letting them speak can help provide ideas, test and compromise to help come up with an agreement."

Family Works has been contracted to provide FDR since 2014 and quickly realised something very important was missing from the process – the voice of the child.

“The mediation provided them with the space they needed to speak together”

– Family Works Practice Development Manager Nici Nixon.



With funding from the Todd Foundation, Family Works worked with mediators, the Ministry of Justice, UNICEF, the Children's Commission and others to develop a 'Voice of the Child' policy and process.

Today that sees a specially-trained children's voice practitioner available to meet with a family's children in a neutral and safe space so they can share their thoughts and feelings on important topics related to their childcare and new family situation.

The practitioner and the child will agree on what the child wants shared with their parents during the mediation process.

Tie-in services

Through seeking mediation with FDR, Nici says families can be recommended other support offered by Family Works if needed.

Many parents who go through mediation are also encouraged to complete the free Parenting through Separation information programme.

The programme provides practical advice and information to keep things as stress-free as possible for children while their parents are separating and working out care arrangements.

Nici says there are other social work and counselling services that families can be referred to if a need is identified.

“We've done mediation where we see there is behaviour management needed, so we can make a referral to one of our social workers to do that.

“Or we can set up counselling to happen separately to help someone work through some of the more complex emotional feelings.”

ESSENTIAL KIWI LEGENDS

By Elodie Berthe, New Zealand Red Cross Communications Advisor.
This article was originally published in The Spinoff.

Husband and wife Lin and Lian are former refugees from Myanmar, Kiwis, parents and essential workers. This is their story of wanting to help a nation in need, after having been helped themselves.

It's an April morning in Wellington, yet it's surprisingly warm and unusually quiet, with almost no one on the streets. Besides that, it's a morning like any other for Lin and Lian Thuam Cin.

Lian is making her way to Enliven's Cashmere Home in Johnsonville, where the people she cares for in her role as a health care assistant are starting their day. Lin, her husband, is on his way to the Newlands Bus Depot, where the number 52 bus is waiting to depart for Wellington.

But it's an unusual morning for most other New Zealanders. Most Kiwis will not be going out today.

The country has just moved to Covid-19 Alert Level 4, and Kiwis are saving lives by staying home.

This morning, and every morning of Covid-19 Alert Level 4, only certain people can commute to work: essential workers. Only these essential workers, many working in jobs that are often taken for granted, are now considered essential to support the country in lockdown.

These jobs include bus drivers and caregivers, and these workers include Lin and Lian.

This is Lin and Lian's story.

> The family has settled in Wellington.





> Lian Thuam Cin works as a health care assistant at Cashmere Home.

A LONG JOURNEY TO SAFETY

Lin and Lian both grew up in Mandalay. They found each other through their local church, fell in love and married in 2005.

Lin worked as a delivery man, driving his ute around the country to drop off medicine, while Lian looked after their home. Their lives were like any other until one day in 2005, during one of Lin's many delivery trips around the country, Lin and Lian's lives were completely turned upside down.

"It was just me in a small truck, and I went around the bottom of Myanmar then around the country, and finished at the Thailand border," explains Lin.

"In Thailand, I met an old classmate of mine who

asked me to bring a parcel back to his family in Myanmar. I took it and left it on the dashboard in my truck."

"I stopped on the way to use the bathroom and when I came back, I saw the military officers surround my truck and point out the parcel, asking people who the driver of the truck was."

"The parcel had political connections and wording criticising the military regime, which was illegal. I knew I had to leave immediately otherwise I would be beaten up and they would look for my wife too. So, I left my truck and all my belongings, and fled the country."

Once across the border in Thailand, Lin immediately called his wife to explain what had happened. Lian packed her things and fled Myanmar to meet her husband.

Knowing Thailand was not somewhere they would be able to settle permanently, the pair undertook a perilous journey to Malaysia. They paid someone familiar with the route to lead them step by step.

“When the agent said ‘Go, go, go’, we would go,” describes Lin.

“When they said ‘Stop’, we’d stop and keep quiet, and when they said ‘Hide’, we’d hide. It was frightening.”

But arriving in Malaysia was not the end of their struggle to safety. Without identity documents, they lived in constant fear of being arrested.

Lin and Lian approached the United Nations High Commissioner for Refugees (UNHCR) to be recognised as refugees and seek protection. Being recognised as a refugee means UNHCR acknowledges that your life would be at risk if you returned to the country you have fled.

Lin and Lian received refugee status, meaning they were now protected by international law. After five long years living in fear, Lin and Lian finally found safety in Aotearoa.

A new life in Aotearoa

Lin and Lian landed in Auckland in 2009. It was a huge change for the couple who had never heard of the country before Immigration New Zealand approached them in Malaysia. But they were thrilled to be moving to a safe country.

“I was very happy because I knew when I arrived in New Zealand, my life would be changed,” says Lin.

After six weeks at the Mangere Refugee Resettlement Centre Lin and Lian settled in Wellington. The weather caught them off-guard, but they were amazed by their new home.

Not long after settling in Wellington, Lian gave birth to her first son, Daniel. Two years later came David. The boys are now seven and nine years old, both picking up Kiwi slang and the Kiwi accent.

A pathway to employment

When a friend of Lin suggested he consider becoming a bus driver, Lin did not think he was confident enough to drive such a large vehicle. After some more encouragement, Lin put his fears aside and accepted a job as a bus driver in training.

After three weeks of training, involving following bus drivers around the city, studying bus routes and learning to drive a long vehicle, Lin was told he could start driving by himself.

“My colleagues were very friendly and helpful. They teach me a lot and now I am a lot more confident. It’s been four years now, I am fine, I enjoy it.”

While Lin can be found transporting people, his wife enjoys looking after them. When the opportunity was available to her, she studied at WelTec to become a health care assistant and found a job at Cashmere Home.

“We help with everything – if someone is not well, or someone can’t walk, we assist with everything they need,” explains Lian.

“Being a caregiver is good for me, I like to look after the residents. I like to think about them as a mum, dad, grandma or grandpa.”

Essential workers

When New Zealand moved to Alert Level 4 to protect Kiwis from the Covid-19 pandemic, Lin and Lian were unsure about what impact it would have on their work and life.

“We didn’t know our jobs would be essential, so we were worried when lock down was coming. We are very proud we are still working,” says Lian.

The way things worked changed slightly for these two essential workers. Lian had to wear protective gear and go through special training to protect herself and the residents.

“The residents were not allowed visitors, so we tried to make them happy,” explains Lian. “Some days they wanted to see their families, they would cry and say, ‘I want to see my daughter’ or ‘I want to see my son’, it was very hard.

“I like working there and I like to make fun, by talking or singing a song! Some of the patients have dementia so I want them to have fun and make them happy. Sometimes we write to them or sometimes we use sign language.”

Both Lin and Lian kept themselves and their family well. They supported New Zealanders during incredibly uncertain times, just like New Zealand did to Lin and Lian 11 years ago.



> Lin Thuam Cin is a bus driver in Wellington.



REAL STORY

Choosing a safe place can help with anxiety and fear.



FACING YOUR FEARS

Hayley* used to be paralysed by fear at night that a burglar was trying to break into her house. The seven-year-old would lie in bed, so scared of a burglar that she couldn't even shout out to her parents. Instead, she would hide deep down under the covers, hoping her parents would come.

A visual approach

When Hayley spoke about her fears to Taranaki Family Works counsellor Rob Ritchie, it reminded him of another instance where someone needed to overcome something that frightened them.

On a holiday to the West Coast of the South Island, Rob and his friends visited a Tree Top Walkway where one of his friends had been overcome by extreme anxiety from a fear of heights.

A psychiatrist instructed Rob's friend to sit in a comfortable and safe place; close her eyes and think of somewhere to walk that was very high up; then imagine walking towards it and rating her anxiety levels.

Rob says his friend did this in a nice sunny spot each morning as she had her coffee – closing her eyes and rating her anxiety levels while she imagined walking to the edge of a high and scary bridge.

“She said that daily exercise wasn't difficult to do; and the anxiety levels – as she approached the imagined swing bridge – started to show a slight drop each day.”

This helped, especially when the group had to drive over a mountain road to their next destination.

Rob says his friend braced herself to experience high levels of anxiety during this drive as she got in the car.

“However, as we drove up the part of the road she'd been most scared by two weeks earlier, she looked out her passenger-side window – only a few feet from a cliff edge dropping steeply away from the road – and she shouted out: ‘Hey, I'm not afraid!’”

Helping Hayley

Rob says this idea of choosing a safe place from which to imagine something we fear has since proven useful to others who've heard the story.

Rob suggested that Hayley try the same – sitting in a nice safe spot and rating her anxiety levels when she thought about a burglar coming into her home.

“The next time we met I heard how she'd been following the instructions for several days.

“Then one evening something unexpected happened when she went to bed. Her parents were surprised when they looked in on her that night and found she was already asleep – the burglar had stopped coming!”

Rob says Hayley explained to him that things changed for her once the imaginary burglar found out there was a brave seven-year-old inside the house who would jump up right away and tell her parents if he ever tried to break in.

Family Works offers counselling services across the lower North Island, including specialist counselling for children, teenagers, couples and those who have experienced trauma. For more information call 0800 FAM WORKS.

*Names have been changed to protect identities.

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VOLUNTEER SPOTLIGHT INTRODUCING...

Isobel & Callum

In this instalment of the Volunteer Spotlight, we profile one of Enliven's younger volunteers, and a volunteer who helps with administrative work for PSC.

There are many different roles that volunteers can do across PSC, and we are always on the lookout for more dedicated people willing to donate their time. Many of our volunteers are in our Enliven homes and can be doing anything from helping to run activities to taking residents out on van trips.

Volunteering behind the scenes

Isobel Tennent recently joined PSC's volunteer team providing administration support in the organisation's head office in Wellington.

"It's a nice way for me to do something with the extra time that I have that is helpful as well," says Isobel.

"I was looking for a volunteer admin role because I work part-time in retail and I thought it'd be good to get experience in an office environment."

Making someone's day

Callum Reid pops into Kandahar Home in Masterton every Sunday to spend time with residents and have a chat.

The 11-year-old started volunteering at the home in July as part of the William Pike Challenge – which requires students to do 20 hours' community work.

"I really enjoy it," Callum says. "The chances are that after I've completed the 20 hours here I will continue to come in here every Sunday."

For a few hours each week Isobel spends time in the office cleaning up digital databases, and helping make life easier for the support staff based at Central Office.

Enliven Volunteer Programme Advisor Elena Rowan says Isobel's work so far has already proven to be valuable.

"Isobel is fabulous.

"Her help doing administrative tasks like consolidating spreadsheets and ensuring templates are correct, helps our

Callum's dad works for mobility and medical supplies company Arjo and frequently visits the home for deliveries, so he asked them if there was anything Callum could do there.

During the July school holidays, Callum came in more often and helped the recreation team run some activities.

"I really like making people smile – that's why I wanted to come here," he says.

Volunteer administrator
Isobel Tennent



Volunteer Callum chats
with resident John Colvin



programme grow by increasing our ability to report and recognise all the great things our volunteers do for us!"

Isobel says while the role does not work directly with rest home residents or clients, it is still rewarding.

"It's knowing that you're doing something that helps other people to make someone's life easier – even just the smaller tasks that help people to do their job."

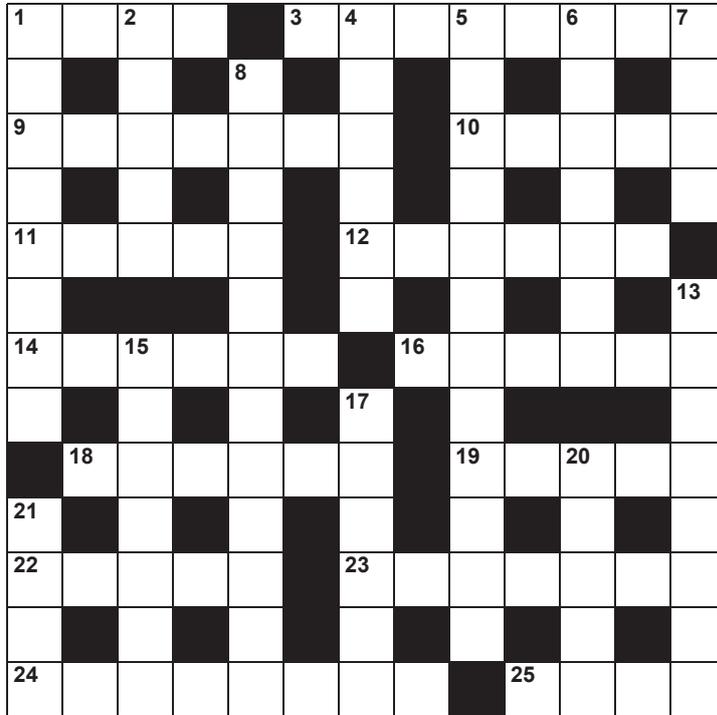
"It makes your day when you see people enjoying the activities and having a good time."

Callum says taking the time to chat to the residents means he has also learned some interesting stories.

"They enjoy that I listen to them. It not only makes their day, it makes my day too."



Crossword



ACROSS

- 1 Leather (4)
- 3 Thoroughly preoccupied (8)
- 9 Ghastly (7)
- 10 Opinions (5)
- 11 Customer (5)
- 12 Universal (6)
- 14 Split (6)
- 16 Manufactured building (6)
- 18 Trip (6)
- 19 Firm (5)
- 22 Excuse (5)
- 23 Make a list (7)
- 24 Benevolence (8)
- 25 Revise some writing (4)

DOWN

- 1 A species of whale (8)
- 2 Unpredictable (5)
- 4 Whiten (6)
- 5 Old rock star (5,7)
- 6 An officer of the court (7)
- 7 Platter (4)
- 8 A shortened word (12)
- 13 Biddable (8)
- 15 British schoolboy (7)
- 17 Negligent (6)
- 20 Northern landholder (5)
- 21 Status (4)

ANSWERS



A crossword from a pro

Central Focus is fortunate enough to have its crossword this issue supplied by David Tossman, who has set the cryptic crossword for The Listener for more than 20 years.

David says he was always a fan of completing crosswords, and started setting them in the early 1980s, after encouragement from a friend.

“I got a foot in the door with some small literary magazines who agreed to publish my crosswords.”

In 1997 David was approached by the then editor of

The Listener, asking if he was interested in setting the publication's cryptic crossword following the retirement of 'RWH', who had set the crossword for 57 years.

“I did get a few complaints from readers at first that the crosswords weren't the same!” David remembers.

Earlier this year David's role with The Listener was left in the air after the magazine folded amid the country's Covid-19 level 4 lock down. That decision was reversed a few months later with The Listener resuming publication.





**SHARE
YOUR RECIPES!**

Got a great recipe?
We'd love to share it with our readers.
Email: support@psc.org.nz

CHEESE BREAD

Many PSC staff had extra time to focus on baking during lock down. This was one recipe that was shared around as a delicious and comforting one.

This focaccia-style loaf is baked in a shallow tin with a tasty mozzarella and parmesan topping. It's useful for augmenting a simple meal and goes great with soup.

INGREDIENTS

BREAD

- 2 tsp yeast
- 2 ¾ cups strong white flour
- 3 tbsp olive oil
- 1 cup lukewarm water
- ½ tsp salt

TOPPING

- 1 cup grated mozzarella
- 3 tbsp olive oil
- 1 tsp Dijon mustard
- 2 tbsp pine nuts
- ½ cup grated parmesan
- 2 tbsp chopped rosemary
- Freshly ground pepper
- Flaky sea salt

METHOD

1. Place yeast and ¼ cup of the water in a small bowl. Stir and leave in a warm place for 5 minutes until the yeast has dissolved.
2. Sift flour and salt into a large mixing bowl. Make a well in the centre and pour in yeast mix, olive oil and remaining water.
3. Transfer dough to a lightly floured surface and knead until smooth. Place in an oiled bowl in a warm place until doubled in size (about 1 hour).
4. Turn out dough onto bench and knead lightly to knock out air. Spread in a lightly oiled 20cm x 30cm baking tin and leave to rest in a warm place for a further 30 minutes. Heat oven to 200 degrees.
5. Topping: Using floured fingers, make deep indentations all over the top of the loaf.
6. In a bowl, combine half the mozzarella with the parmesan, oil, rosemary, mustard, and a good grinding of pepper.
7. Spread mix over loaf. Sprinkle remaining mozzarella and pine nuts on top.
8. Bake for 20-25 minutes until loaf is golden and firm to the touch.
9. Serve warm with a good sprinkle of flaky sea salt.

central *focus*

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