

AUTUMN 2020

Community Care

Focusing on your good life

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We're all for
**Accessibility
& Inclusion**



**CITY OF
PARRAMATTA**

Community Care is funded by the Commonwealth Government and supported by the City of Parramatta Council. Approved provider for National Disability Insurance Scheme and Home Care

Welcome

A Message from the City of Parramatta Lord Mayor

As Lord Mayor of the City of Parramatta Council I want to thank our many volunteers and express how very grateful we are for all that you do. With the current climate around the world experiencing COVID-19, we become even more thankful for those helping out in our community.

It is good to see people pulling together where possible to help out. Some local supermarkets have brought in special shopping hours for the elderly and people with disability, hoping to assist them being able to get their necessities, and limits on purchases will hopefully see a fairer distribution of necessities.

Lord Mayor



The Meals on Wheels Association has partnered with Woolworths to deliver toilet paper to our Meals on Wheels clients. These deliveries have already commenced to the delight of the recipients.

It was fantastic to see that this year four of the Community Care volunteers were nominated as finalists in the Australia Day Awards. That's such a wonderful achievement and I would like to congratulate Fouad Nakhle for his win, and Antoine and Jane Mapoon and Sandra Bryant on their nomination.

We are so proud of all that our Community Care Team achieve. We are so proud of you all.

Please all look after yourselves and stay happy and healthy.

Welcome

A Message from the Manager of Community Care

Welcome to the autumn edition of the Community Care Magazine. What a year it has been so far, and it is only April! This edition includes information on changes to services, what Coronavirus means for you and how to stay healthy and connected while you are at home. We also celebrate our wonderful volunteers who were finalists and a winner in the Australia Day Local Awards. Remember to call us on **02 9806 5121** if you need help or more information.

Julie Williams



Important Information - Coronavirus COVID-19

There is so much news about coronavirus right now, and it can be frightening and confusing. We hope to provide you with some very helpful information in the edition. Here are important contacts and links to more information.

For health-related COVID-19 advice, call HealthDirect on **1800 022 222** or go to **nsw.gov.au/covid-19**

Australian Government Department of Health:

www.health.gov.au/health-topics/novel-coronavirus-2019-ncov#information-for-the-public

New measures to support NDIS participants and providers through COVID-19:

www.ndis.gov.au/news/4659-new-measures-support-ndis-participants-and-providers-through-covid-19

Australian Government Department of Health

Coronavirus (COVID-19) – frequently asked questions:

www.health.gov.au/resources/publications/coronavirus-covid-19-frequently-asked-questions

Australian Government Department of Health

Coronavirus (COVID-19) information for older Australians:

www.health.gov.au/resources/publications/coronavirus-covid-19-information-for-older-australians

Fact Sheet for older Australians on Covid-19:

www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-information-for-older-australians_3.pdf



Fouad Nakhle is awarded the Lord Mayor Humanity Award 2020

This year's Australia Day Local Awards were presented by City of Parramatta Lord Mayor Councillor, Bob Dwyer, and Australia Day Ambassador, Amelia Farrugia, at the Rosehill Gardens on

Friday 17 January, 2020.

We were pleased that four of our volunteers were nominated as finalists.

Fouad Nakhle

Fouad, currently serves in the following roles - Meals on Wheels Driver, Social Inclusion visitor, and Over 55s welcome volunteer

Antoine and Jane Mapoon

Antoine and Jane, husband and wife, volunteer as a Meals on Wheels driver and helper team and volunteer across our Social Lunch and Let's Dine Out programs.

Sandra Bryant

Sandra, is a volunteer Meals on Wheels driver and a Digital Inclusion mentor

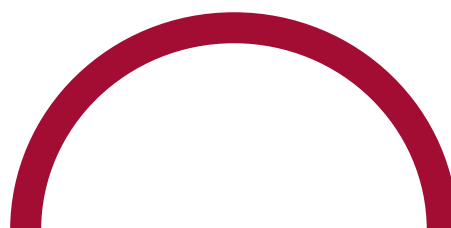
For those of us who were present, it was a real joy to witness Fouad receiving the Lord Mayor Humanity Award. Fouad's relatives and the community care volunteer finalists cheered him on loudly as he walked to the podium to receive his well-deserved award and certificate.

Currently, at 82 years, Fouad has been actively engaged in volunteering for over twenty years. Anyone who has had the privilege of knowing or meeting Fouad will testify to the fact that he is always willing and eager to assist and support anyone needing help and will do so with a smile or with a joke. He has welcomed people to the Over 55s Leisure and Learning Service and visited people in their homes to help brighten their day by sharing a laugh and stories, especially if they are sick or down.



He explains that in his experience it is true that the more you give the more you receive. Volunteering has given him purpose and has given him personal happiness. Fouad has enjoyed meeting people from different backgrounds and cultures and believes that all together we make a beautiful fruit salad. He says that volunteering was a way for him to pay something back to Australia, the country that welcomed him since he arrived here in 1968 from his country village in Mount Lebanon. We congratulate Fouad for his outstanding achievement and exceptional volunteer journey.

We applaud you Fouad, Antoine, Jane and Sandra for being change agents for people we support and for impacting our communities through your volunteering efforts.



Older Australians asked to stay at Home

From the Department of Health 1/4/20

The National Cabinet has asked that older Australians stay at home unless it is for essential purposes like food shopping, medical appointments and exercise. This advice relates to all Australians over 70 years of age; over 65 years of age with existing health conditions; and Indigenous Australian over the age of 50 with existing health conditions.

Australians who are staying at home should still continue to receive aged care support in the home if eligible. A common sense approach is required to ensure the safety of aged care workers and care recipients.

How Council Is Responding

City of Parramatta Council is committed to the safety of its community, staff and visitors. Council is following the advice of NSW Health and the State and Federal governments in relation to the delivery of events and operation of facilities. Staff are closely monitoring the situation at hand and responding accordingly.

City of Parramatta Libraries and all in-person services are closed. Essential services are still operating.

There is so much information to cover here, that we ask, if you have a particular question you should visit;

www.cityofparramatta.nsw.gov.au/council/covid-19-how-council-is-responding

You can still call us too. For general council questions please call the Customer Contact Centre on **1300 617 058**.





Important changes to Community Care due to Coronavirus COVID-19

Community Care has made changes to minimise the risk from COVID-19 to participants, volunteers, staff and contractors. These changes are based on advice from the Commonwealth and State Government.

Meals on Wheels meal delivery

- Our food suppliers have backup meals available and we are ordering 2 weeks' extra meals as backup.
- There may be less choice of meals delivered due to a shortage of certain ingredients; however, substitutes will be made if your choice is unavailable. Food Allergies will always be checked.
- Food Safety guidelines are always followed when meals are being packed.
- Frequent hand washing, sanitising and gloves are worn.
- Extra cleaning and sanitation services are in place at the Meals on Wheels Distribution centre.
- We have split the volunteers in two delivery teams as an extra precaution and have back up staff to assist with deliveries.



- Volunteers are being diligent with hand washing and sanitising their hands in between each customer visit. They have also been provided with gloves and masks and can wear these.
- Volunteers and staff are following the social distancing rule of not coming into contact with a person within 1.5 metres. With this measure in place, volunteers will still knock on your door or ring the doorbell. They will leave the bagged meals on your doorstep, move back 1.5 metres and ensure you open the door to receive your meals. You can leave a chair, box or esky for the meals to be placed on. Social distancing is important for everyone to follow to keep each other safe.
- If you have a signed consent form for the volunteer/staff to enter your

home to put the food in the fridge, the food services staff would have made contact with you and have other arrangements in place.

- Meals will still NOT be left unattended. If you are not home, meals will still be returned to Parramatta Food Services and the team will be in contact with you as per normal.

NDIS Support Coordination

- Replace face-to-face contact with telephone contact and email
- NDIS is having plan meetings over the telephone or can extend your plan
- check participants support services are still operating in a safe way

Social Inclusion

- Group activities are suspended until further notice due to social distancing. This affects participants of Morning Melodies, Magic Melodies, Coffee and Lunch, Peer Support and independent Community Groups. However, staff and volunteers will call you regularly and support you over the phone during this period.
- All face-to-face social support will be replaced such as with a phone call, FaceTime, Skype video call, WhatsApp, WeChat, or ZOOM meeting.
- Information and resources about staying connected and active while

at home will be emailed to you or sent by post, if you do not have internet.

- **Community Assist Lawn Mowing Service**

- To follow social distancing rules of 1.5 metres contractors will knock on your door so you know they have arrived, and then they will move away from the door, acknowledge you are home and start work.
- If you pay the contractor by cash, you must have the correct amount placed into an envelope. On the envelope please print your name with a signature and leave it out the front for the contractor to pick up so there is no person to person handling.
- The contractors are washing their hands and sanitising in between each customer and wearing gloves to pick up the envelopes.

Over 55s Leisure and Learning

- Group activities are suspended until further notice based on Government direction
- Information about exercising at home and staying connected will be provided
- Newington Choir is operating online and other tutors are looking at how they can connect

Volunteers

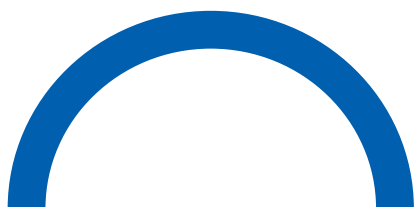
- Volunteers over 70 years of age who deliver meals have been asked to stay at home based on the Prime Ministers advice
- Updating our volunteer team on current information as received from the Department of Health
- Six updates were sent via emails or SMS and an online module with reminders for hands hygiene, washing of hands before, during and after their volunteer role.
- Social distancing practices in place in the volunteer area and gloves provided.

Library goes online

The Library subscribes to a number of online databases that provide access to information to help you discover our digital library, and we encourage you to continue to visit us online to access thousands of free ebooks, newspapers, journals and other resources from home using your Library card.

If you can operate an email account, you can find an e-book online. The library has a range of online resources to help you continue your love of reading.

www.cityofparramatta.nsw.gov.au/living-communitylibrary/discover-free-online-resources



Mental Health and psychosocial considerations during the COVID-19 outbreak

- excerpt from World Health Organisation 18 March 2020



In March, 2020 the World Health Organisation (WHO) declared the new coronavirus disease, COVID-19 as a global pandemic.

The following information was provided to help us all to understand and support each other better during these times.

1. COVID-19 has and is likely to affect people from many countries. Be empathetic to all. People affected have done nothing wrong and deserve our support and kindness.
2. Do not refer to people with the disease as "COVID-19 cases", "victims", "COVID-19 families", or

"the diseased". They are simply, people who have COVID-19 or who are being treated for COVID-19, and after they recover their life will go on. It is important to separate a person from having an identity defined by COVID-19 in order to reduce stigma.

3. To reduce anxiety minimize watching, reading and listening to news about COVID-19 and only seek information from trusted sources.
4. Assisting others in a time of need can benefit both the person receiving support and the helper. Call a friend, neighbour or offer your support to community groups offering phone check-ins.
5. Find opportunities to amplify positive and hopeful stories and positive images.
6. Honour carers and healthcare workers supporting people affected with COVID-19 in your community.
7. Older adults, especially in isolation and those with cognitive decline/dementia may become anxious, angry, stressed, agitated and withdrawn during the outbreak or while in quarantine. Provide practical and emotional support through informal networks and health professionals.
8. Share simple facts about what is going on. Give clear information on how to reduce risk. Repeat the information whenever necessary. Visual pictures may help.

9. If you have an underlying condition, make sure you have medications on hand; have two weeks' worth on hand. Activate your social contacts to provide you with assistance if needed.
10. Be prepared and know in advance where and how to get help, like calling a taxi, having food delivered and requesting medical care.
11. Learn simple daily exercises to perform at home and keep to a routine where possible.
12. Whilst in isolation stay connected via social media platforms, video calls and email.
13. During times of stress, pay attention to your own needs and feelings. Engage in healthy activities that you enjoy and find relaxing. Exercise regularly and keep regular sleep routines; eat healthy food.

Find the latest information from WHO on where COVID-10 is spreading:

- www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/

Advice and guidance from WHO on COVID-19

- www.who.int/emergencies/novel-coronavirus-2019
- www.epi-win.com/

Keeping you in the loop – update for carers

The Carers Support service is moving to Your Side from May and due to Coronavirus, we are unable to hold a last carers group. It has been a pleasure to partner with carers to create a better life, or just get through the week. You have taught us a lot, and we thank you. Please be in touch if you are interested in other services or have questions about the transition to Your Side.

Note: Council has also transitioned the Flexible Respite service to Wendy's Home Care from April. Wendy's was already providing the service, with Council overseeing the contract.

Carers can now access new online services and supports through the Carer Gateway at www.carergateway.gov.au or on **1800 422 737** Monday to Friday, 8am to 6pm local time. This is part of the Australian Government's rollout of a range of new services for Australia's carers through the Carer Gateway including:

National Phone and Online Services

Includes free telephone counselling, online self-guided Carer Coaching modules, an online peer support Community Forum, Carer Skills Courses, and information for carers about topics such as planning for an

emergency, carer payments, and legal matters, as referral to new local face to face services.

New Local Services

In April 2020, carers all across Australia will be able to access expanded supports from local Carer Gateway service providers. Your Side, in partnership with The Benevolent Society, will deliver this service in Sydney. It includes:

- Carer needs assessment and planning;
- In-person and phone-based coaching, counselling and peer support (carers groups);
- Targeted financial support packages with a focus on supporting participation in employment and education;
- Information and advice;
- Access to emergency crisis support; and
- Assistance with navigating relevant, local services available to carers through federal, state and local government and non-government providers, including the National Disability Insurance Scheme, My Aged Care and palliative care.



Resource links:

- Carers NSW for carer information, support and counselling, phone "Carer Line" – free call **1800 242 636** between 9am and 5pm Monday to Friday
- For carers wanting emergency respite call **1800 052 222**
- After hours service call Lifeline **13 11 14**

Companion Card

The NSW Companion Card allows a person's carer free entry into participating venues and events. The card is for people with significant and permanent disability that need a carer with them at all the times to participate in community-based activities and venues.

The companion Card program aims to promote the rights of people with disability to fair ticketing. With carer free entry to more than 1,100 participating businesses and events in NSW, the card makes community access and participation more affordable. Companion Card affiliated businesses are all over NSW and encompass vast array of activities, from leisure and fitness, to cinemas, museums, music festivals and sporting events.

To apply for free NSW Companion Card, visit **www.companioncard.nsw.gov.au** or call **1800 893 044**

(Carers NSW - Newsletter of Carers NSW Feb/Mar 2020).

Falls Prevention - home exercises

The following balance and strength exercises are easy to do at home. Make sure you have a chair, bench top or wall nearby for support when you try them.

Once you become more confident, you can hold for longer, or increase the number of repetitions. Use smooth movements when performing these exercises and take your time.

1. Heel-to-toe standing/walking:

Helps keep balance when you have to walk through a narrow space

- With fingertips on something solid to help balance, stand heel-to-toe, bend your knees slightly and keep still for ten seconds
- Vary the exercise by walking slowly, placing your heel to touch the toe of the other foot.

2. Knee raises:

Helps with climbing stairs and getting in and out of cars and buses

- With fingertips on something solid to help balance, lift a knee to hip level and hold it for five seconds
- Repeat with the other leg
- Then repeat 8 times.

3. Side leg raise/sideways walking:

Improves stability when you have to take weight on one leg and helps you step sideways to avoid tripping

- With fingertips on something solid to help balance, stand on one leg and raise the other sideways, holding it for five seconds
- Repeat eight times
- Repeat with the other leg
- Extend to walking sideways, with slow steps alongside a bench or table.



4. Heel raise:

Helps with walking and climbing stairs

With fingertips on something solid to help balance, lift both heels off the floor and stand on your toes for three seconds, then slowly lower your heels to the floor

Repeat five times.



5. Stepping up a step:

Improves stability on steps, paths and uneven surfaces

- Holding onto a rail, go up and down a single step
- Repeat five times.



6. Sit to stand:

Helps with getting up and down from a chair or toilet and in and out of the car

- Stand up slowly from a chair, keeping your knees slightly apart. To make it harder, cross your arms in front of your chest or hold them out in front of you at shoulder height
- Then lower yourself back down into the chair
- Repeat 5 times
- If this is too strong for your knees, start by using a chair with armrests.



Acknowledgement to:

Staying Active and on Your Feet booklet 2010 www.activeandhealthy.nsw.gov.au

For further information:

Email: falls@cec.health.nsw.gov.au Web: www.cec.health.nsw.gov.au



COVID-19 – Frequently asked questions

What is a coronavirus and COVID-19?

Coronaviruses are a large family of viruses known to cause respiratory infections. These can range from the common cold to more serious diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS).

This new coronavirus originated in Hubei Province, China and the disease caused by the virus is named COVID-19.

How is this coronavirus spread?

COVID-19 is most likely to spread from person-to-person through:

- close contact with a person while they are infectious or in the 24 hours before their symptoms appeared
- close contact with a person with a confirmed infection who coughs or sneezes
- touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection, and then touching your mouth or face.

Can I leave home?

All Australians are required to stay home unless it is absolutely necessary to go outside.

Australians are permitted to leave home for the essentials, such as:

- shopping for food
- exercising outdoors, avoiding contact with other people
- going out for medical needs
- providing care or support to another individual in a place other than your home
- going to work if you cannot work from home.

Attending barbers and hairdressers is allowed, but the four square metre rule per person must be strictly observed and personal contact during the patron's visit should be minimised where possible.

All international travel is banned. Domestic travel is to be avoided.

When out of your home it is even more important to practise good hand and cough/sneeze hygiene and social distancing.

You should:

- wash your hands frequently with soap and water for 20 seconds, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues and wash your hands
- avoid contact with others (stay more than 1.5 metres from people)
- exercise personal responsibility for social distancing measures.

What are the symptoms of COVID-19?

The symptoms of COVID-19 are similar to other colds and flus and include:

- fever
- sore throat
- cough
- tiredness
- difficulty breathing

While coronavirus is of concern, it is important to remember that most people displaying these symptoms are likely suffering with a cold or other respiratory illness – not coronavirus.

What do I do if I develop symptoms?

If you believe you have been exposed to, or have COVID-19, you should phone the **National Coronavirus Helpline (1800 020 080)** for advice.



How can we help prevent the spread of coronavirus?

Practising good hand and sneeze/cough hygiene and keeping your 1.5 to 2 metres distance from others (Social Distancing) at all times plus when you are sick.

You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet for a minimum of 20 seconds – create a foam with the soap.
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- if unwell, avoid contact with others (stay more than 1.5 metres from people)
- exercise personal responsibility for social distancing measures.

Should I be tested for COVID-19?

Your doctor will tell you if you should be tested. They will arrange for the test.

You will only be tested if your doctor decides you meet the criteria:

- You have returned from overseas in the past 14 days and you develop respiratory illness with or without fever.
- You have been in close contact with a confirmed COVID-19 case in the past 14 days and you develop respiratory illness with or without fever.
- You have severe community-acquired pneumonia and there is no clear cause.
- You are a healthcare worker who works directly with patients and you have a respiratory illness and a fever

Someone I live with is getting tested for COVID-19. Should I self-isolate and get tested as well?

If a household member is a suspected case, you may need to be isolated. This will be determined by your public health unit on a case-by-case basis. Your public health unit will contact you if you need to isolate.

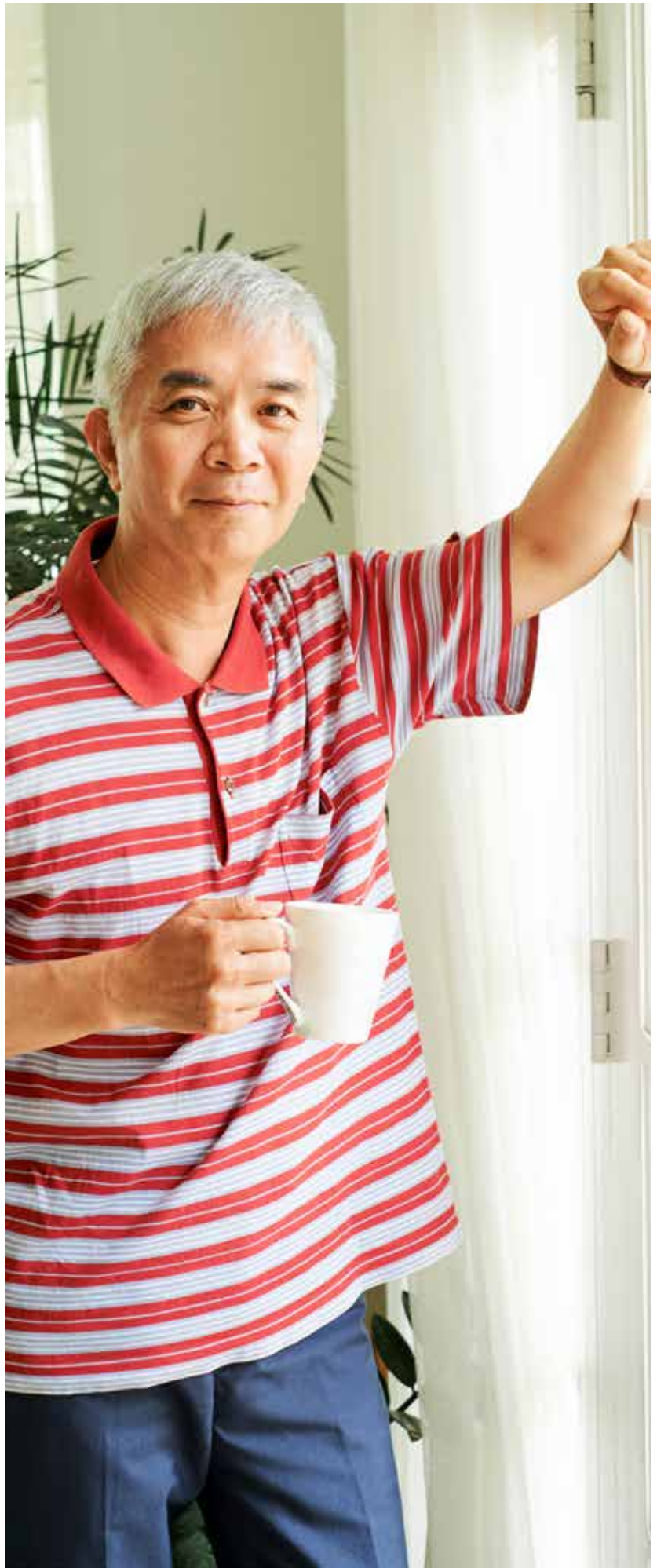
What does isolate in your home mean?

If you have been diagnosed with COVID-19, you must stay at home to prevent it spreading to other people. You might also be asked to stay at home if you may have been exposed to the virus.

Staying at home means you:

- do not go to public places such as work, school, shopping centres, childcare or university
- ask someone to get food and other necessities for you and leave them at your front door
- do not let visitors in — only people who usually live with you should be in your home

You do not need to wear a mask in your home. If you need to go out to seek medical attention, wear a





surgical mask (if you have one) to protect others.

You should stay in touch by phone and on-line with your family and friends.

How is the virus treated?

There is no specific treatment for coronaviruses. Antibiotics are not effective against viruses. Most of the symptoms can be treated with supportive medical care.

What about public transport like planes, buses, trains, ride shares and taxis?

Non-essential travel is to be avoided.

If possible, sit in the back seat of taxis and ride share vehicles.

Group transport of at-risk people, including older people should be avoided where possible.

Should I wear a face mask?

You do not need to wear a mask if you are healthy.

More information

For the latest advice, information and resources, go to **www.health.gov.au**

Call the National Coronavirus Help Line on **1800 020 080**. It operates 24 hours a day, seven days a week. If you require translating or interpreting services, call 131 450.

The phone number of your state or territory public health agency is available at **www.health.gov.au/state-territory-contacts**

If you have concerns about your health, speak to your doctor.

Helping the most vulnerable in our communities

Woolworths Basics Box \$80 inc. delivery.

Dedicated Shopping Hours for seniors and people with disability - 7am to 8am – check hours and days with your local supermarket*

Woolworths Basics Box, helps provide essential products to customers who are currently unable to visit stores - the elderly, people with a disability, those with compromised immunity and people in mandatory isolation. To make sure all Boxes make their way to people who need them most, you'll need to be able to show that you fall into one of these groups to order one.

What is the Woolworths Basics Box?

Meals, snacks and a few essential items. It doesn't include everything and is likely to be different to what you'd normally buy. You're also not able to choose, switch or select the products you'll receive - by removing choice we're able to get more boxes to more vulnerable customers faster.

What is included?

Flour, Sugar, Toilet paper, Soap (or other hygiene products), Breakfast, Long-life milk (or a dairy substitute), Fruit juice, Weetbix, oats (or breakfast cereal), Crackers (or similar), Spread (jam, vegemite, honey or peanut butter), Lunch & Dinner, Pasta (or rice, lentils, noodles, quinoa, couscous), Pasta sauce (or similar), Canned tuna (or other canned meat), Canned items - soup, vegetables & fruit, Baked beans (or



similar), Tortilla bread (or similar), Snacks, Tea, Biscuits (or chocolate wafers, sweet snacks), Muesli bars (or dried fruits).

Some products will vary due to stock availability and unfortunately, we are currently unable to cater for specific dietary requirements.

How to order

The Woolworths Basics Box is only available for delivery and a limit of 2 boxes per customer, per fortnight applies.

To order online:

New customers: Register for Woolworths online with an eligible concession card.

Existing customers: Log in and register for Priority Assistance online, once approved you'll be able to order the Basics Box within 3 hours.

Add the Basics Box to your cart.

Complete payment and place your order.

Alternatively, you can call our Customer Care team on **1800 904 698** for assistance.

Delivery

Australia Post will deliver your Woolworths Basic Box within 2-5 business days.

How to keep healthy and active at home during the Covid-19 crisis



In response to the current circumstances presented by Coronavirus (COVID-19), Council has decided to temporarily close facilities and activities.

The Community Care Team are currently working with the Recreation Team on an 8-week exercise program that can be done in the comfort of your own home which we will share once completed.

In the meantime, please find some useful information and links that can

help you stay active and healthy at home.

Walking

The Government advice says that you can go for walks outside – as long as you stay 1.5 metres away from others (no more than 2 people if not in your household).

Choir

Our Newington Choir group are meeting via ZOOM and had a fantastic first session with 21 participants! The feedback was great.

"I'm so glad we did this this morning because for the last week I've been lying in bed reading and doing nothing because you think you have all the time in the world and nothing gets done. I deliberately got up this morning and showered did my hair makeup and got dressed as I would to go to choir. I have artwork to do for an online exhibit our group is doing but I hadn't done anything towards it with no motivation, but as soon as I got off line from Choir, I went to my supplies without thinking and started. Thank you!" - Shirley

Line dancers

Put on some music and practice the moves/routines you have learnt at home.

Exercise classes

Find some space at home and work on the movements you have learnt in class.

Video online option - YouTube

YouTube is a video sharing service where users can watch, share, comment and upload their own videos.

To access YouTube:

Type in 'youtube' in your web browser or search or type 'youtube.com' and from, here you can do a search for a particular type of exercise you want to do. Examples: Seniors yoga, pilates, gentle exercises, dance.

Other recommendations for Gentle Exercises for Over 55s that are free include 'Go4Life' which are 60 minute videos and 'HASfit' which are 15-20 minute videos.

IMPORTANT NOTE:

Please note that these videos are not accredited and participating in these online activities will be at your own risk. Please ensure that the video you select and participate in caters for your physical level of ability to prevent any injuries.

Monica, one of our tutors has also created some fantastic online classes, which we have included in this magazine.

Online Websites

- www.nursenextdoor.com/blog/6-easy-and-safe-exercises-for-seniors/
- www.everydayhealth.com/senior-health-photos/exercise-ideas-for-seniors.aspx
- eldergym.com/elderly-flexibility/
- www.healthline.com/health/everyday-fitness/senior-workouts#stretches
- www.cec.health.nsw.gov.au/keep-patients-safe/Falls-prevention/for-patients-carers-and-families
- ses.library.usyd.edu.au/bitstream/handle/2123/14283/English_ExerciseManual_2016.pdf?sequence=26&isAllowed=yIn
- communitycarereview.com.au/2020/03/31/exercise-resources-for-self-isolation/



Staying Connected with Family and Friends

Social Media

In the current COVID-19 situation, it is very important to stay connected with family and friends. This can be done by using various means of social media and communication platforms.

Facebook

Facebook is a free social networking site that makes it easy for you to connect and share with family and

friends online where users can post comments, share photographs and post links to news or other interesting content on the web, chat live and watch short-form video.

Facebook can be accessed from any web browser at the official Facebook site **www.facebook.com** or through the Facebook app, available on smartphone and tablet computers.

To create a Facebook account:

1. Go to **www.facebook.com** or download app from the App Store (iPhone) or Google Play Store (Android)
2. Enter your name, email or mobile phone number, password, date of birth and gender.
3. Click Sign Up.
4. To finish creating your account, you need to confirm your email or mobile phone number.

tap Log in with Facebook to sign up with your Facebook account.

4. If you register with your email or phone number, create a username and password, fill out your profile info and then tap Next. If you register with Facebook, you'll be prompted to log into your Facebook account if you're currently logged out.

To create an Instagram account from a computer:

1. Go to [instagram.com](https://www.instagram.com).
2. Click Sign up, enter your email address, create a username and password or click Log in with Facebook to sign up with your Facebook account.
3. If you register with an email, click Sign up. If you register with Facebook, you'll be prompted to log into your Facebook account if you're currently logged out.

What is Instagram?

Instagram is a free photo and video sharing app available on Apple iOS, Android and Windows Phone. People can upload photos or videos to the service and share them with their followers or with a select group of friends. They can also view, comment and like posts shared by their friends on Instagram. Anyone 13 and older can create an account by registering an email address and selecting a username.

1. Download the Instagram app from the App Store (iPhone) or Google Play Store (Android).
2. Once the app is installed, tap to open it.
3. Tap Sign Up with Email or Phone Number (Android) or Create New Account (iPhone), then enter your email address or phone number (which will require a confirmation code) and tap Next. You can also



Video Calls

Skype is a convenient, easy-to-use program that lets you connect with your loved ones using the camera on your computer, tablet or smartphone.

Skype is especially useful for talking to family members and friends from long distances. It's a more intimate - and more fun - way to connect and stay in touch.

Here's our step-by-step guide on how to download, use and navigate the application:

Step 1: Download the software

Depending on which device you plan to use, you'll download a specific version of Skype. To download for your computer, click one of the following links:

- Skype for Windows - www.skype.com/en/get-skype/
- Skype for Mac - www.skype.com/en/get-skype/
- If you plan on using Skype on your smartphone, go to www.skype.com/en/get-skype/to get the app for your specific device.
- For tablets, go to www.skype.com/en/get-skype/

Step 2: Create your username

Come up with a username and password you can easily remember. Then, share your name with your family and friends so they're ready to receive your calls and reach out to you on their own.

Step 3: Set up your contact list

Once you've given out your Skype username, ask your loved ones for their usernames. You can easily add them after logging on by clicking the Contacts tab on the left hand side, then the "Add Contact" button in the top right-hand corner.

Step 4: Select your call type

After creating your contact list, you'll be ready to make your first Skype call. Select a family member or friend to call by clicking on his or her picture. You'll then see a series of buttons and you'll decide which kind of call you'd like to make. You can choose between:

- Video calls - Click the video button if you want to communicate face-to-face.





- Phone calls - Click the phone button if you want to make a call without using the webcam.

You'll notice a "+" button as well, which allows you to add other loved ones to the conversation. This is especially convenient when you're trying to get the whole family together on the call!

Step 5: Make sure you're connected

If you've made the call and you can't see or hear the other person, there might be an issue with the connection. Click the call quality icon to make sure you and your loved one have strong enough internet connection to interact

Step 6: Talk for as long as you want!

Once the connection is strong you'll have a full screen of his or her picture and a small square of your own in the bottom right corner. Now you can talk the day away! Skype makes connecting with your loved ones a simple task, regardless of the distance.





Step 7: End the call

Once you've finished the call, simply press the red handset icon to end the conversation and close out of the program.

Make a FaceTime call

You can use FaceTime over Wi-Fi or over cellular on supported iOS or iPadOS devices

To make a FaceTime call, you need the person's phone number or registered email address. There are a few ways to make a FaceTime call:

- In the FaceTime app, tap the plus button **+** and type the person's phone number or email address. Tap the number or address, then tap Audio  or Video .
- If you have the person's phone number or email address saved in your Contacts, you can start typing their name and tap the name when it appears. Then tap Audio  or Video .
- You can also start a FaceTime video call from you iPhone during a phone call. Tap the Face Time icon on the Phone app to switch to FaceTime.

Making a Face Time call with multiple people

It is possible to have a FaceTime call with multiple people, as long as all of those people have an Apple device.

1. Open the FaceTime app.
2. Tap the + button (it's in the upper-right corner on an iPhone/iPad).
3. Enter the name or number of a person you want to add to the call.
4. Enter up to 30 additional contacts.

5. Tap Video or Audio to place your FaceTime call (green buttons).

Safety

We are providing this information as a way to reduce isolation. Council does not support or endorse any of these products. It is important to make your own enquiries to protect your safety. A general rule of thumb is not to accept any invitations from people you have not met in person. You can elect to share content with closed groups of friends only, or friends of friends, or general public. Think about this before making a selection.

Never give away personal details over social media such your daily schedule of activities that places you away from home for set times. Holiday pics are best sent after you have returned. Using the check-in feature on





Facebook for example tells others that your home is unattended.

Other social media guidelines include being mindful about expressing or endorsing negative, racial or otherwise cruel content. Not everyone will share your views and you won't always agree with others – it is just best to ignore that content and keep things social. You can choose to 'un friend' or 'block' people if their content is not something you like seeing – this is an acceptable way of handling controversy rather than getting into an online argument over freedom of speech.

When publishing photos of others, please make sure they are okay with that before you post. This is especially

true of minors in photos.

Respect people's wishes for privacy please. You don't know what is happening across their whole life. Domestic violence does exist, and an unauthorised image hitting the internet could endanger them.

Being able to speak face to face and add others to the conversation is a great way to feel connected during these times of isolation. You can still share a cup of coffee with your friends, just via a virtual link. Sharing content that makes you smile and providing someone with a laugh is also important. Just educate yourself on safety and then have some fun.

Let's Dine Out – An Update

OPEN

Sicilian have confirmed they are open for Takeaway for those that want to use their vouchers. The takeaway menu is all they have. If you need the meal delivered it is a \$5 charge and you must live within 10-minute radius of Sicilian Parramatta on Church Street. They will be open from 12pm-8pm.

Volcanos are also still open for Takeaway and can use Let's Dine out Vouchers. We believe they still have the same lunch special menu.

We have confirmed with these 2 partners that they are happy to accept vouchers that were due to expire during this time. We will continue to communicate with customers.

CLOSED

Hogs Breath are closed. We have been unable to confirm with Dragon 88 and Ginger Restaurants but we will update our website once we know.

Social Inclusion Team being social!



This was our Mystery Social Inclusion outing in December 2019. We all enjoy spending time with each other twice a month visiting different locations; like a new adventure each month!



Some of our participants need some support to go out in to the community; we are happy to help! This was last year Christmas party at Wenty Leagues Club in Wentworthville.

Live virtual - fitness 2 wellbeing classes



Fitness 2 Wellbeing

Contact
1300 TRI FIT
1300 874 348

Important:

- *Pre-Exercise screening Form required and verbal screening to ensure we can provide the best service to you.
- *ZOOM Cloud MeetingApp connection.

LIVE Virtual Class Fees:

\$10.00 p/class
\$30.00 Unlimited
classes p/week



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
6:00 am YOGA		6:00 am YOGA		6:00 am YOGA	8:00 am PILATES
9:00 am CHAIR YOGA	9:00 am FUN DANCE LATINO	9:00 am FUN DANCE LATINO	9:00 am CHAIR YOGA	9:00 am GENERAL EXERCISE	9:00 am FUN DANCE LATINO
11:00 am FALLS PREVENTION		11:00 am FALLS PREVENTION		11:00 am STRENGTH & BALANCE	11:00 am FUN DANCE LATINO
				2:30 pm YOGA-PILATES	
	6:00 pm PILATES		6:00 pm BOOTCAMP-CIRCUIT		
7:00 pm (20-30 min) Relaxing Meditation	7:30 pm BOOTCAMP-CIRCUIT	7:00 pm (20-30 min) Relaxing Meditation	7:30 pm PILATES	7:00 pm (20-30 min) Relaxing Meditation	7:00 pm (20-30 min) Relaxing Meditation
			7:30 pm YOGA		
(60 min)	OVER 55s FITNESS & WELLBEING ACTIVITIES				
(60 min)	HIGH INTENSITY, FULL BODY & CORE, FITNESS & WELLNESS ACTIVITIES				
(20-30 min)	Calm, Relax and Unwind MEDITATION for Better Sleep - FOR ALL				

For further details message and contact us on: info@fitness2wellbeing.com.au

Meet the team!

*It is all about what you need.
You speak – we listen.*



Julie Williams
Manager

I enjoy skydiving, reading and spending time with family. My new pursuit is gardening.



Beth Collins
Team Leader

I love the outdoors and enjoy flyball with my dogs. It is a great sport which I share with my daughter.



Georgette
Finance Officer

I enjoy reading, walking and cooking for my grandchildren.



Agnes

I am a mum of two little boys. I love swimming, baking and mushroom picking.



Cathy

I enjoy reading books and going to the gym.



Evanessa

I am the proud mum of two children and a fur baby (pet) who enjoys shopping, fitness kickboxing and dancing



Gabby

I love family time, home-cooked meals, laughter and creating both little and big new memories every day.



Gary

I enjoy sharing time with my family, mountain biking and snow skiing.



Gladys

I love walking, exploring new places and spoiling my beautiful grandchild.



Hong

I love bushwalking and I enjoy reading and play music with my family.



Julia

I will eat chili with absolutely everything and I collect books about ancient history, science and spirituality and love to travel!



Maree

I love music, movies, reading and writing. I am the proud mother of two teenagers who are just amazing.



Mei

I love meeting new people, cooking simple meals and listening to audible while doing chores.



Michael

I am an avid cricket fan. I enjoy binge watching Netflix and I love spending time with my family.



Renea

I love spending time with family and friends and travelling.



Rosemay

Family times are a priority for me and I get a buzz seeing animals in their natural habitat.



Sanoji

I love chilli! I love company – my passion is entertaining my family and friends.



Samantha

I love spending time with my friends, and enjoying an active lifestyle filled with adventure.



Steve

I enjoy playing guitar, cricket and science fiction. I have a real passion for helping people in our community.



Susan

My passion is to travel the world, meet new people and learn about their unique culture, language and way of life.



Yasmine

I enjoy travelling, watching K-dramas and catching up with family and friends. My two kids constantly keep me on my toes!

CONTACT US

Community Care Office Hours

8:30am – 4:30pm, Monday to Friday
Phone: 9806 5121 Fax: 9806 5925
Web: cityofparramatta.nsw.gov.au

City of Parramatta

126 Church Street, Parramatta
Parramatta Food Services Office
10 Hunter Street, Parramatta
Phone: 9806 5005

Postal Address

City of Parramatta Council
PO Box 32
Parramatta NSW 2124



If you have a hearing or speech impairment you can contact us through the National Relay Service. You will need to provide our phone number 9806 5121. For more information visit relayservice.gov.au or 133 677 for TTY/voice calls, for Speak and Listen 1300 555 727 and for SMS Relay 0423 677 767.



If you need an interpreter you can contact us through the Translating and Interpreting Service on 131 450. You will need to provide our phone number 9806 5121.

