

vhc community news

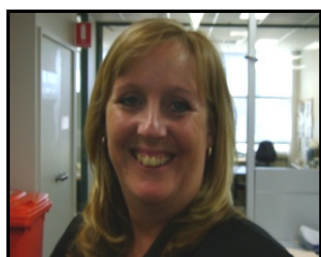


SUMMER 2009

New Staff at Blue Cross Community Care

Over the last couple of months we have been making some changes at Blue Cross Community Care, all designed to help us continue to grow our services and ensure they are of the highest possible quality. Firstly, Julie Maya has taken on the new role of Business Development, to work with other organisations and grow the number of clients we support in the community. This will help us further develop our staff and service systems.

Michelle Plane has joined Blue Cross as General Manager Community Care Operations. This role aims to continue the development of the direct care and care coordination services – again, we aim to continue to do what we do as well as possible, to help you and your family. We have also re-organised our care coordination staff into 2 teams with team leaders. Sherryn McMeeken heads the Bayside/Outer South team and Jo Hunter heads up the Northern and Eastern team. Our care coordinators work tirelessly to match direct care staff to your needs.



Sherryn McMeeken



Jo Hunter

Christmas Message

The months fly past and once again we are nearly at Christmas. This can be a time of year when we look back at the year that is nearly over – lets all make sure that we focus on the good times and the good things we have seen or experienced during the year; the people and things that make us happy.

All of us at Blue Cross are delighted to be a part of your life, and we wish you and those close to you, all the very best for a happy and safe Christmas and holiday period. Enjoy!!!



Happy Holidays!

Safety Over Summer

As summer approaches, it is important that consideration be given to health and safety during the hot weather, and where necessary, to bush fire risk. The most important thing is to be aware of the risks especially in regard to hot weather, and be ready to deal with the heat of those days. The best thing to do is prepare and act appropriately during hot weather. This can include the following:

- Keep an eye on the forecast, and do not plan outside activity during the hot (days over 30 degrees) or humid weather
- Talk to your doctor about your medications, as some medications may need to be adjusted in the very hot weather.
- Reduce caffeine (tea and coffee, cola drinks) and alcohol
- Look at the colour of your urine; if it is dark then you need to drink more fluids
- Stay cool – sponge yourself with water and sit in front of a fan or cooling duct
- Plan ahead – arrange with family or friends for them to be ready to help you, visit you or take you to a cooler place

Hot weather can cause discomfort, and for some people it can make them feel quite unwell. Signs of heat related illness can include hot and dry skin; paleness; rapid heart rate; muscle cramps, nausea and vomiting; feeling disorientated or confused. If you experience these symptoms you should seek medical help immediately, and notify friends or family that you need assistance.

If you live in a bushfire risk area, you should also plan ahead with your family or friends, to be sure that they can assist you if there is a need for evacuation. Remember to always follow the instructions given by emergency services people, for example police or fire brigade. If you would like any further information on bushfires or managing in the heat, there are lists of information on the CFA and DHS websites. Your case manager may also provide further information.

If for any reason you need to leave home (for example to go to a family member's house where there is better cooling) over summer, please make sure that your case manager is notified. We may be able to continue your care during that period. We need to know when you are moving, and of course when you get back.

Take care and make sure you plan ahead for those hot days.

Changes to your service

Please help us provide a good service by letting us know as far in advance as possible, if you need to change the time or day of your service for example if you go away or need to go to an appointment.

We require at **least 24 hours** so that we can re-organise your service for you and ensure our staff do not lose paid work.

Please call our care coordination team on 1300 786 857 to discuss any changes to your service times.

Holiday Leave

Blue Cross has mailed holiday leave/change of service requests to all of our Veteran clients. Many of these requests were returned with NO NAME attached.

If you feel you returned a change of service request for the holiday period without your name, please complete the enclosed form and re-send to us. Be sure to put your name on the form.

WOULD YOU LIKE A WEEKEND BREAK?

Blue Cross Highgrove, a Supported Residential Service in Kew is now offering weekend stays. If you would like the opportunity to experience one of Blue Cross' residences then this could be for you. Enjoy a weekend without having to cook or clean this holiday period, it might be just what you need!

Contact Joan Riley – Community Liaison Manager on T: 9828 1254 for details.