

## Programs Delivered By Harold Hawthorne Community Centre During COVID-19

### Home Support Services

The Centre continued to provide in home support to over 800 clients by providing domestic assistance, personal care, home and garden maintenance, social support, respite, transport and delivered meals. The service delivery procedures were modified in line with social distancing, appropriate Personal Protective Equipment and guidelines from the Department of Health. Additional services and tasks were provided to clients in addition to their usual support plan e.g. shopping by list to ensure the client had groceries, meals, medications collected and bill payment during this time.

### Delivered Meals

Meal delivery to over 100 community members using social distancing delivery techniques. Community members accessing delivered meals from the Centre significantly increased during COVID with many seniors opting for fresh delivered meals to reduce the need for unnecessary outings to shopping centres.

During March and April 2020 delivered meals were supplied to 31 new community members in addition to the increase in meals delivered to the existing 72 clients that we were already providing delivered meals to pre COVID-19.

The Centre remained open for pick-up of 3 course meals from Harry's Diner to community members with strict social distancing measures in place.

### Partnership with Meals on Wheels and Woolworths

In March 2020 The Centre in partnership with MOW and Woolworths delivered a free 4 pack of toilet paper donated by Woolworths to 80 MOW clients during the meal delivery service by our team of volunteers.

### Communication and Staying Connected

The Centre delivered a number of programs and activities with the purpose of reaching out to community members with information about COVID19, how to effectively social distance and remain connected and safe.

**Newsletter** - A 15 page informative newsletter was developed and delivered or posted to over 800 community members, content included

- The importance social distancing and hygiene with information on how to practice this
- Information on informative websites and resources and how to access these
- Which services can still be accessed or how services/programs will be modified to continue

- How to access assistance and support from the Centre in setting up video calls and chats in order to stay connected
- How the Centre can assist community members who are having difficulty accessing groceries and essential items and services
- Information on free flu vaccinations.

### **Social Activities Programs**

With the closure of the social activities and group outings program, the Centre amended the programs to deliver social support to those community members on a one on one basis. Activities Officers provided one on one social support with socially isolated individuals, for example:

- Small Activity Packs were made up of activities the person enjoyed doing at the Centre and were delivered to the persons home and done together with their regular Activities Officer
- Activities Officer visited socially isolated clients at home (one on one with social distancing) and spent time either going for a walk to the park, picking up a takeaway meal or coffee and spending some time chatting with them and providing a welfare check, getting some groceries for them etc
- Activities Officers showing clients how to use technology to facetime or record a message for their family and friends, some video messages were delivered from one client to another via the Activities Officers

### **Welfare Checks**

Vulnerable clients (clients who have been identified as having one or more than one risk factor including, living alone, no contacts, falls risk, cognitive impairment, those with services on hold, chronic health conditions such as pulmonary disease, emphysema, shortness of breath, heart disease etc) were contacted by Coordinators who undertook a welfare check and additional support was arranged where needs were identified. This activity has been ongoing and will continue for the duration of COVID-19, with 115 clients having received a welfare check to date.

45 community members were also visited and given chocolates and Activity Sheets which were donated to the Centre from The Hawaiian Park Centre. A welfare check was completed at the same time.

### **Referrals Program**

Referrals program – welfare check programs and activities have resulted in a number of referrals for support and services being facilitated by the Centre during COVID-19 with 31 referrals being made on the behalf of community members to be assessed and to access supports needed. In some instances we have commenced a service pending assessment and approval where there has been an urgent need identified.

### **Training Programs**

To support the delivery of programs The Centre provided COVID-19 and infection control training to all Centre employees and Volunteers via our online learning platform.

### **Volunteering Programs**

During COVID-19 a number of community members approached the Centre wishing to volunteer, The Centre was able to offer these community members opportunities to volunteer in delivering meals, transport and administrative tasks such as collating newsletters, information flyers and so on.

### **Sensory Garden**

During COVID-19 a sensory garden program was commenced with the Centre engaging community members and those with specialist interest in dementia to plan the design and have input into a sensory garden to be in place for when the social activities centre reopens to the community.