



1333 Eruera Street ROTORUA
Phone 07 3471539
admin@acrotorua.nz
www.ageconcernrotorua.org.nz

May 2020

What will Level 2 look like?

At time of putting the newsletter together Level 2 is on the horizon. What a challenging time we have come through! New Zealanders can stand tall and be proud of the way we have worked together over the past few weeks and can now look forward to the country slowly re-opening. Although face-to-face contact hasn't been possible for Age Concern, our wonderful volunteers have continued to keep in touch with telephone chats and we have reached out in various ways.

So what will Level 2 look like? Gyms, churches and community gathering places along with public venues such as museums and libraries will be able to operate as long as they can practice safe hygiene and social distancing. Both indoor and outdoor gatherings should be restricted to a maximum of 100, people while restaurants must should abide by the three 'S's: Seated, Separated, Single server.

We will be able to extend our bubbles (cuddling the grandkids!) but gatherings at home should be kept small. Giving those we know a hug is back on the cards, but it's wise to keep strangers at the recommended distance. Many of us will be pleased to get back to the hairdresser or barber again, although staff will need to wear personal protective equipment and ensure physical distancing. Domestic travel means we can visit friends and family in New Zealand, but our international border will remain closed except for returning Kiwis. Thorough handwashing and other recommended hygiene practices will continue to be vitally important at Level 2.

We're awaiting guidance around resuming our volunteer visiting service and will let you know as soon as possible. Catching up with the Age Concern whanau is something we can't wait to do; fingers crossed it won't be too long before we can organise a get-together to celebrate friendship, community and this new journey we have travelled together ■

For all the details on Level 2 visit <https://covid19.govt.nz/>



This bottlebrush was bright with autumn colour and buzzing with bees.

Manager

Rory O'Rourke

manager@acrotorua.nz

Accredited Visiting Services (AVS) Coordinator

Sue White

sue@acrotorua.nz

Shopping Service Coordinator

Jody Langdon

shop@acrotorua.nz

Administration

Lyn Rasmussen

admin@acrotorua.nz

Office Hours

Tuesday to Thursday from 9.00am to 2.00pm

Age Concern Rotorua

1333 Eruera St

Rotorua

Ph: 07 347 1539

E: admin@acrotorua.nz

www.ageconcernrotorua.org.nz/

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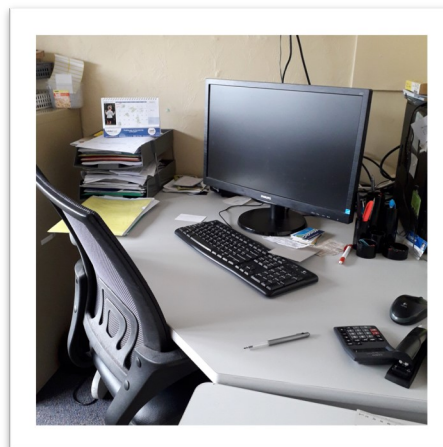
A Word from the Manager



Different people than before Level 4 Lock-down

As I predicted we are completely different to the people who went into Level 4 lockdown over a month ago. During that time we have grown hugely as a nation and become, in my

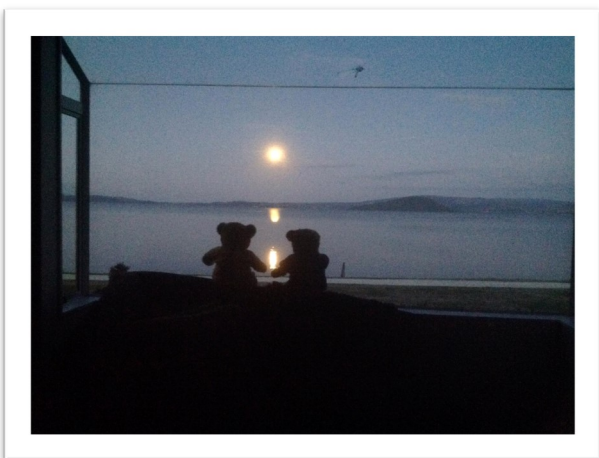
view, a more kind and caring community. The team at Age Concern have spent a lot of time phoning members and volunteers to check up on them and make sure they have everything they need to ensure that the lockdown is a good experience for them. The overwhelming response has been very positive and it has been gratifying to hear that whanau and neighbours have stepped up to help our most vulnerable and at risk.



The boss has been working from home throughout the Lockdown. We miss him.

New and different ways of working

As we have worked from home we have discovered new ways of doing things and technology has become the driving force behind the new way of working and achieving our goal.



On a personal note I have loved watching the huge number of people, families, dogs and cyclist pass my house on the Ngongotaha Reserve each day as they get their daily exercise and escape from the bubble at home. As I reported earlier it is also great to see how many dads are now spending quality time with their children.

We have dodged a bullet

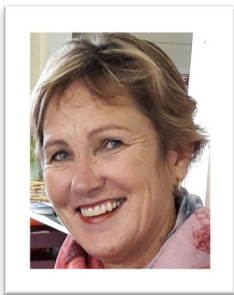
Now, as we consider the move into Level 2 it is doubly important that we stick to the rules so as not to regress as some overseas countries have because they

allowed social freedom too early. I get the feeling we have dodged a bullet due to strong leadership and all of us working together as a team. One of the issues we did discover was that some people, although they had contact with friends and whanau over the phone and visually via Skype or similar they were still feeling lonely and would have loved some human contact. Age Concern staff have been in and out under level 3 as an essential service so if you have any concerns or worries where we can help please phone the office or contact us through the website..



Sue White—AVS Co-Ordinator

A slow 'reintegration' back to 'normal' life



At the start of lockdown I remember saying that we would need to have a slow "re-integration" back to "normal" life after lockdown and the truth of that is becoming very evident to me. There is a level of joy in that we have joined the "bubble" of our daughter and her family so that I can assist them as they are both back working but the flip side of that is that I am finding it

unusually tiring as a result of all the extra chatter and stimulation. The result is that I am very happy to return to the calm and quiet of our own "bubble".

Be gentle with yourselves

So I guess my message is be gentle with yourselves as we move from one level to the next and don't be alarmed if you feel anxious or overwhelmed by the increased stimulation and activity. Most of all remember to "breathe" and take small steps.

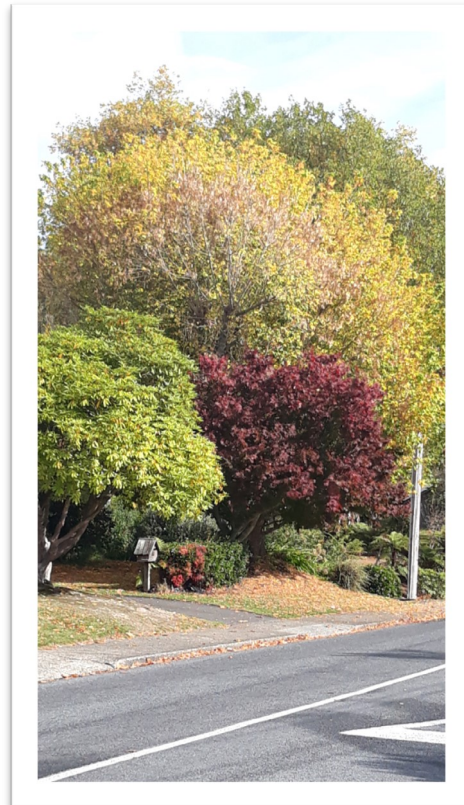
I loved the slower pace of life and the opportunity to indulge in my creative passions. We have enjoyed lots of comfort cooking and treats but have also managed regular good exercise. If you are having a bit of a down day and are able to just walk down to your mailbox you will be rewarded I am sure with people still out and about walking and calling out friendly greetings.

A joy to live in a community that cares

I had the privilege of delivering food parcels for the Multi-cultural Society and it was a joy to be able to reassure people that they live in a community that cares. I have LOVED the phone chats with many of our members over the last few weeks and been delighted at how neighbours and friends have rallied around. I really believe that many of those connections would not have happened had we not needed them. People do love to help so please don't hold back when you are offered assistance!

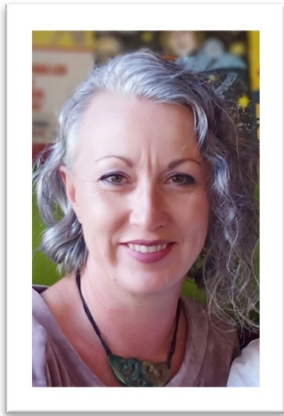
The Team at Parksyde offered a fabulous service of dropping books and jigsaw puzzles to people and I was able to refer a few people to this service. Such a great idea!

It will be sometime before we will be able to enjoy social events, but in the meantime please remember we are only a phone call away even if you just want a chat. Enjoy the glorious Autumn weather and the magnificent Autumn Colours. ■



Glorious Autumn colours and beautiful weather was a feature of the first few weeks in Lockdown.

Catching up with Jody Langdon



Even the trees welcomed me back

For the first time in four weeks I got up and prepared myself to go in the office. I put on my makeup for the first time in a while and it did not seem to go on as easily. My clothes were also affected by the clothes shrinking virus that seems to be inflicting many. The roads were not as busy and there were lots of leaves in the gutters. I was a little miffed that I had missed the dramatic change of colour of the trees that line the Ranolf street side of Kuirau Park. I always look forward to that. Then, right at the time I passed through, a gust of wind blew and loosened some of the remaining leaves. I was showered in brilliantly coloured leaves; it was like a ticker tape parade and even the trees were happy to welcome me back to my second home.

How lucky we are to live in the age of technology

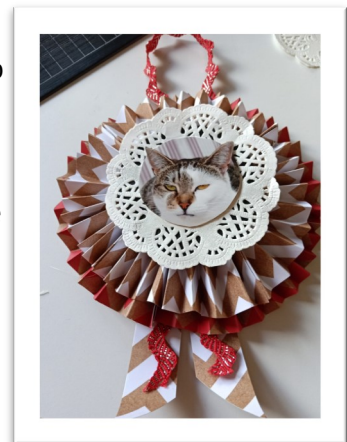
I love our little office, although we are still not officially back to being at work, it felt good to be here for a couple of hours. I have not seen all my team's faces in the flesh as we are being in our bubbles but marvel at how we have kept in contact through the wonders of Facebook messenger. How lucky are we to live in an age with such technology? I cannot believe how many people have thrown their resistance to technology out the window and grabbed on to this tool and stayed in contact with those who matter. *Need help with Technology?* Give us a call at the office and we will do our best to make it happen.

Some unusual feelings came up with being housebound—how about you?

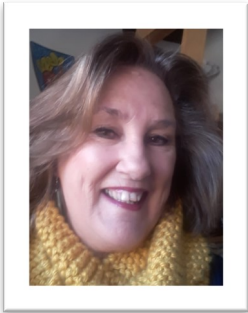
I must admit to feeling a little out of sorts during our bubble time. I felt this pressure to make the most of everything and not waste a moment. Then when I did relax, I felt lazy. I was grumpier and more anxious and at one point my poor husband could not even stand right (we laugh now). I really felt the need to keep what was mine safe and felt the tremendous distance of loved ones being far away. It was hardly a hardship and I think that is where the problem lay. We have a lovely warm home, TV to watch, books to read, every art and craft at our fingertips and plenty of really good food in the cupboards. We are so very lucky and many are not. It has made me appreciate the simplicity of having a regular schedule I have always thought that it was something that stifled everyday life, but I now embrace it.



Looking back we have an exhausting list of projects accomplished. We painted, drew, felted, crafted, cooked, baked, made furniture, sewed, went teddy counting, decorated our street, nailed our daughter Poppy to the fence for Anzac day and ate well every night. I am not sure who said it, but this says it all. *"Yesterday is history, tomorrow is a mystery but today is a gift and that is why it is called the present"*
Love to you and yours.. ■



Thoughts from the front desk



I was one who took it lightly

Although there had been information about Covid-19 from late December 2019, I don't think many of us were expecting an outcome that has resulted in such an adjustment to our daily lives. I must admit to being one who took it lightly until in early March, I listened to a senior health professional speak (quite informally in a friendly group meeting unrelated to work) about the ramifications of Covid19. As she spoke about the risks of our hospitals becoming overwhelmed, with medical staff perhaps needing to

make choices between who should receive treatment and who should not and her struggle with this from an ethical point of view, I began to take it very seriously indeed. Even so, our living room fell deadly silent and I had tears in my eyes when the Prime Minister announced Lockdown measures.

Will 'normal' always be different?

For some of us, the changes in our day-to-day routines are probably not as radical as they would have been when we were younger; going out to work every day, socialising in our away-from-work time or shepherding children to school or day care (although many grandparents are at the front-line supporting their families in this regard). Many of us have already made the adjustment to life on a quieter plane. I'm afraid I haven't taken up a new hobby or been exceptionally productive over the past few weeks. I've become adept at using Netflix and Acorn, and now understand the term 'binging' as applied to watching far too many movies and TV series. Strangely, for someone who has always loved reading, I've found it difficult to concentrate on reading anything at length. I'm not generally a political animal, but I became fixated with one of the more contentious breakfast presenters, disagreeing with everything he said, and becoming so upset in the process I decided it wasn't good for my health and switched off 😊

I'm more of a stay-at-home person than a social butterfly, but even I've discovered an occasional longing to bolt! On the other hand, coming back to work induced a strange anxiety, as did putting petrol in my car for the first time in weeks. Everything seemed so different at the garage I usually go to. How long will it take us to get back to 'normal'? Or will 'normal' always be different after this upheaval.

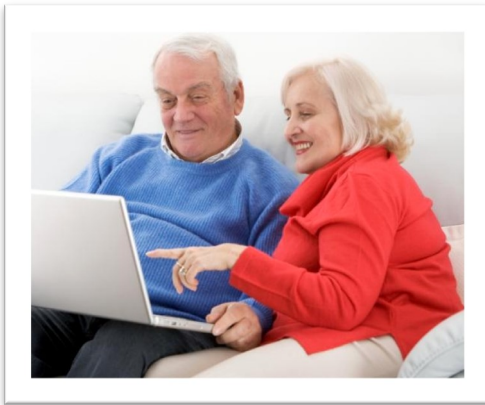
How has this journey been for you?

There has been a lot of emphasis on 'vulnerable' over 70s. Have you felt vulnerable or have you felt labelled unfairly? Do you think the government should have done more or less? If you've had a telephone consult with your GP or specialist, how did that work for you? What have you missed most—catching up with friends and family, group outings, exercise classes, going to the movies or the library? Whose support have you most appreciated? Was online shopping a novelty for you or have you extended your IT skills? If there was one thing you could change about the government's Lockdown measures, what would it be? We'd love to hear from you
admin@acrotoia.nz ■



Plenty of parking outside Age Concern today.

Open up your world—get connected



The Covid 19 crisis has really brought home the advantages of having an online connection and being able to use it. From keeping in touch with friends and family, to national and international news updates, banking and paying bills, shopping and ordering meals, the benefits are huge. If you are not yet connected, please give some thought to learning how the technology works. Once we have moved out of Level 3, there are several options available to you, including SeniorNet and free lessons at the library, and we are also working hard to find volunteers who can help. Perhaps you've mastered the

new technology over the last few weeks and would like to help someone else!

Call on friends, family, neighbours and volunteers for help with IT

If you truly feel using the technology is not for you, cast around amongst friends, family and neighbours who might be able to give you the opportunity to have a chat with a family member, order a meal or some other item, or even print out our newsletter. It may seem like an overwhelming task, but if you can, give it a go. You will be amazed at how it opens up your world. Grey Power has partnered with Pulse Energy to offer economical Broadband connections for seniors. Give them a call for more information 346 1739 or email greypower.rotorua@gmail.com ■

Winter is on the way: it's time to check fire safety

With winter on the way, it's timely to check your fire alarms, or to have some installed if you haven't done so yet.

If you, or someone you know, is elderly, disabled or has a Community Services Card, you may qualify for a free home fire safety check.

Just call **0800 693 473** to see if you're eligible for a visit from Fire and Emergency New Zealand and a free fire safety inspection of your home. You may qualify to have a free long-life, photoelectric alarm installed.

The Fire Service recommends that if you have a faulty electric blanket or any other small electrical appliance, it's safer to replace with a new one rather than attempt a repair.

Free Pizzas—Domino’s offer till 14 May

There is still time to order a free pizza. Although there were a few hiccups to start with, Rory ordered one and all went well— Here are the details:

- The Meals for Seniors initiative allows those over the age of 70 to order one meal per week, per household
- Those who are eligible and want to order should call the dedicated ordering line (0800 292 000) and leave their name and phone number



A team member will then call back to ask for their address and schedule a delivery. A notice period of 24 hours is required, but no payment needed so no credit card or bank account details are required.

Support local business

Congratulations to so many of our local cafes and restaurants who have quickly changed the way they work to adapt to this new environment. Most offer deliveries as well as click and collect options and are likely to be open for dining in at Level 2. Dining out is something many of us see as too expensive and unnecessary, especially if we are fairly competent in the kitchen. But small business really need our support during this recovery period so look on it as an adventure and a way to support the community. Many cafes and restaurants have contributed to community activities over many years—now it’s our turn to help them.



There are loads of options from steak and chips to Thai and Chinese cuisine, Mexican, Indian, Vietnamese and all those other ethnic delicacies we’ve come to love. Most local takeaways are probably open for phone-in orders. Even purchasing a coffee voucher for a friend or someone who’s helped you over the last few weeks would be a lovely gesture. If you’re not online, you can give them a call. A few are listed below, but there are many others open for business now, albeit in a different way than ‘normal’.

Abracadabra 348 3883

Artisan 027 733 8706

Capers 34 8818

Fat Dog 3477 586

Mexican 07-215 9918

Pantry D’Or Bakery 347 0231

Picnic Café 343 9239

The Thai Restaurant 348 6677

Vetro 346 0081

Atticus Finch 07-460 0400

Café Baraco 349 2000

Chimney Indian Restaurant 349 1130

Guido’s Bakery 022 649 8655

Our House 07-215 9916

Vetro 346 0081

Our House 07-215 9916

Zippy Central 348 8288

Regent Boutique Hotel 348 4079 are offering takeaway meals and vouchers for special accommodation deals

Visiting Volunteers Please!

As we move into Level 2 we will be looking for more volunteers to visit lonely and socially isolated seniors in our community. If you have an hour or so a week to spare, please consider volunteering for Age Concern. We are always looking for people to:

- Visit an older person
- Assist an older person with their grocery shopping

If you'd like to join our Volunteer Team, please call us on 347 1539 or email admin@acrotorua.nz

Join our SuperGold Card Skills Team

Are you a handyman/retired builder, plumber, electrician, bricklayer, gardener or similar who is able to undertake minor home repairs, gardening, lawnmowing etc in return for a modest fee?

Volunteers and people on our SuperGold Skills teams must be police vetted.

If you'd like to join this service. Please give us a call on 347 1539 or email admin@acrotorua.nz



KEY TELEPHONE NUMBERS

- COVID-19 Healthline 0800 358 5453
- For general health issues, phone your doctor
- For emergencies dial 111.
- If you are feeling anxious or just need someone to talk to call or text 1737
- Elder Abuse Helpline 0800 32 668 65
- Money Talks free and confidential budgeting advice 0800 345 123
- MSD Senior Services: 0800 552 002
- Free Government Helpline 0800 779 997 (8am to 1am, 7 days per week)
- BOP Civil Defence Emergency Management 0800 884 222 Help with essentials if needed
- Anxiety Helpline: 0800 269 4389 24/7* (* Please note midnight to 8am is for callers experiencing severe anxiety only)

CORONAVIRUS REWARD STICKERS





Driving Miss Daisy Rotorua

Driving Miss Daisy is a friendly and reliable companion driving service. We can help with:

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- Grocery or other shopping trips
- Companionship outings / Scenic drives
- Family / Social occasions

ACC registered vendor.

Bookings are essential. Call Rosie today.

Ph: (07) 347 4001 Mob: 021 503 605

Email: rotorua@drivingmissdaisy.co.nz



Driving Miss Daisy®



Next time you're in town pop in for great coffee and a delicious foodie treat!

Artisan Café
1149 Tutanekai St, Rotorua
348 0057

Keen on Board Games or Cribbage?



At Level 2 you'll be able to enjoy these activities again. Join Denis and a small group of enthusiasts for a cuppa, companionship and some gentle competition!

If you don't know how to play cribbage, don't worry, Denis is happy to teach you.

Give Denis a call: 0272403222

Middlemore Wool Programme

Life goes on and babies continue to be born even in the midst of crisis.



The Middlemore Foundation Wool Programme currently has over 2,000 dedicated knitters nation-wide donating knitted booties, hats, mittens, vests and blankets to keep premature babies and newborns warm. With winter fast approaching these wee babies will be in need of warm winter woollies.

Wool packs given to new mums and babies in need consist of 6 hats, 6 pairs of booties, 3 rugs of different sizes, 2 cotton singlets/1 knitted singlet, 6 vests, 1 bigger jumper, 3 fish'n'chip tops, 2 pairs of PJs, and 2 gorgeous knitted toys.

The Wool Programme is always looking for more volunteers for knitting, wool, or donations so please do get in touch.

<https://www.middlemorefoundation.org.nz/info@middlemorefoundation.org.nz>
09 270-8808

Thank you so much to our sponsors!

Age Concern Rotorua Council

Meet 5.30pm every 2nd Tuesday of the month at the Age Concern office, 1333 Eruera Street. These meetings are open to the public.

Council Members:

Glenys Searancke
Chairperson

Miranda Bell (Treasurer)

Gail Edwards (Councillor)

Jo-Anne La Grouw (Councillor)

Annette McLeod (Councillor)

Margaret Ridgway (Councillor)

Yvonne Healey (Councillor)

ACNZ

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Community Post

Eric Hattaway Trust

Four Winds Foundation

Geyser Community Foundation

Grassroots Trust

Tindall Foundation

Infinity Foundation

Lakes DHB

Lakeland Disability Support Trust

Lion Foundation

Lotteries Commission

Mercury Energy

NZ Community Trust

Pub Charities

Rotorua Lakes Council

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Rotorua Rotary

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Southern Trust

St Joan's Trust

Tindall Foundation

Working Together More Fund

Ray White Real Estate

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- Personal Alarm with torch—don't get caught out in the dark.
- Life Tube—Having a Life Tube on hand could save your life.

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Join **NOW** for your telephone and Broadband and receive **\$50 off your first month's bill and 5% of your regular payments will be donated to Age Concern** in Rotorua.



Your Membership will help us provide valuable services to older people in our community

Membership \$15 single \$20 Couple I would like to donate \$.....

Name Ph..... Date of birth

Address Email.....

Please note: we are unable to accept cheques or Eftpos payments. We can accept cash payments at our office, 1333 Eruera St. To pay online: 38-9012-0590627-00. NB: If you pay online, we will still need your contact details. Please call us or post this form to Age Concern, PO Box 1605, email admin@acrotorua.nz You can also join online at <https://www.ageconcernrotorua.org.nz/>

Receipts are issued for every payment. Donations over \$5.00 are tax deductible. Our Charities Commission Number is CC2693. Age Concern: PO Box 1605 Rotorua 3040, 1333 Eruera Street, Rotorua, 07 347 1539.