

### **Age Concern**

### Palmerston North & Districts

### Volunteer Recognition Awards 2023

Volunteer Central holds its annual Volunteer Recognition Awards in conjunction with Volunteer Awareness Week 18-24 June. This year we have nominated Peter Alve as our Age Concern volunteer. Peter has been volunteering in our Visiting Service for 8 years. Durning this time he has visited 3 older people. His regular visits are greatly appreciated and we have great pleasure in nominating him.

It is hard to nominate one volunteer for recognition as we value and appreciate all our volunteers. We have a team working as visitors in our Visiting Service, peer leaders in our Steady as You Go groups, as administrators carrying out data entry, and facilitating groups for us, including In Knit Together and our Men's Afternoon Tea. Age Concern couldn't run the Visiting Service and these activities without the input of volunteers. We thank our volunteers for all they contribute to the lives of older people and to supporting Age Concern.



We also nominated The River Church in Ashhurst for an organisation award. When we were looking for a venue to start a new Steady as You Go group, they offered us a room for free. We used this room until recently when the size of the group increased, and we needed larger premises. Thank you to The River Church in Ashhurst for being community minded and enabling Age Concern to start a group in Feilding.

### **Contact Information**

Age Concern

Palmerston North & Districts

Phone: (06) 355 2832

**Email:** info@ageconcernpn.org.nz

Address: 4/251 Broadway Ave. (entrance on

Vivian St), Palmerston North 4414

**Office Hours:** 

8.30am – 4pm Monday to Friday

### Staff

Manager: Marian Dean

Community Support & Elder Abuse Response Service social workers:

Amey Jenkins, Klara Salisbury and

Nanze Ngirazi

**Social Connection Coordinator:** 

Fern Brooking

**Administrator and Accounts:** 

Morgan Robinson

### **Board Members**

Christina Brenton (Chair)
Jeff Rayner (Finance)
Paul Rieger, Ron Rowe,
Margaret Ryniker, Monica Huisman.

### THE LITTLE BLACK BOOK of SCAMS

This is a great *FREE* booklet full of information about scams and how to avoid being scammed. It is published by the Commission for Financial Capability. It includes information about Romance Scams; Door to Door Scams; Purchase of Merchandise Scams; Health and Medical Scams; Investment Scams; Identity Theft; Tax Scams; Business Email Compromise Scams; Phishing and Smishing Scams; and Subscription Scams. "Forewarned is forearmed".

We have copies available for collection from our offices 4/251, Broadway Ave., Palmerston North

### Joan Chettleburgh

It was with great sadness that we learned of the passing of our Board Member Joan Chettleburgh in April. Joan stepped up to be a foundation board member when Age Concern Palmerston North and Districts was set up in 2019.

Joan had a wealth of experience in managing and governing not-for-profit organisations. She was the first married woman to be employed as a nurse at Palmerston North Hospital and rose through the ranks to be a senior District Health Board manager.

She then went on to set up the MASH Trust which she was CEO of and then Chair of the Board. We will miss her wisdom and experience











TG Macarthy: TR Moore Trust: Public Trust









Trustees Executors St Joans Trust

## Message from the manager

Welcome to the winter edition of our magazine. I hope you manage to enjoy a few sunny days before the weather gets colder, as it is forecast to do. I am pleased that the Winter Energy Payments started on 1 May 2023 and will be paid until 1 October 2023.

It is good idea to plan for how to keep warm in winter. Many of us rely on electricity for heating our homes and it is good to think about how to stay warm without turning the heater up. We also need a plan in case there is a power cut. In this issue we have included some tips for staying warm in winter.

It can be an effort to go out when it is raining or cold, but we feel better if we continue to attend our usual activities, including exercise classes and walking. I know from personal experience how hard it is to exercise at times, but my feeling of wellbeing improves after I have made the effort to go for a walk or attend an exercise class. Our Steady as You Go and Rhythm and Move classes are ongoing and we have started two new groups in Manawatu District one in Feilding and one in Halcombe. If you have not yet tried one, go along and see if it is for you.

When winter sets in, it is good to have something to look forward to in the spring. Age Concern will be hosting our annual afternoon tea dance on Tuesday 3rd October. Further information is contained in this issue.

Look after yourselves and if Age Concern can assist you phone the office on 06 355 2832.

Best wishes Marian Dean, Manager

### Disclaimer

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### **World Elder Abuse Awareness** Day 15 June

This day as promoted around the world as a day for recognising that, sadly, older people can be subject to elder abuse. It is known that elder abuse occurs in every society, culture, and socioeconomic group. Often the abusers are people in positions of trust and often family members.

### What is elder abuse and neglect?

Elder Abuse and Neglect is a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or distress to an older person.

This internationally agreed definition is used in New Zealand too. It recognises that elder abuse is a violation of Human Rights. Yet it usually occurs behind closed doors and is seldom noticed in public, so raising community awareness is crucial.

### What to do when you suspect elder abuse? Break the Silence!

Older people are valuable members of our society and should be treated with dignity and respect. Yet last year, Age Concerns throughout New Zealand worked with more than 2750 older New Zealanders about elder abuse. It's our collective responsibility as a community to ensure that older people are included and safe. We are all obliged to: Break the Silence!

World Elder Abuse Awareness Day spurs voices across the world, and in this country, to speak up about the harmful effects of abuse and neglect on older people.



#### Elder abuse is harmful

Older people are hurt through physical abuse in about one in five of the cases that Age Concerns work with. Around two out of five Age Concern cases involve financial abuse. Almost always, elder abuse impacts the psychological, social, cultural, or spiritual health of older people. Being threatened, manipulated, groomed, coerced, or forced, is the horrific experience of abused older people. Even when the abuse stops, the devastation can affect their physical health, financial independence, and emotional wellbeing.

### **Elder abuse affects our society**

Elder abuse and neglect are intergenerational issues in our society. More than three quarters of the cases that Age Concerns see involve relatives abusing older family members. While elder abuse is often hidden behind closed doors, in more than nine out of ten of the cases that Age Concerns work with, the older people are living in community settings - not institutions. They live in our

streets, in our towns, and in our families. Anyone can encounter the greed and selfinterest of those who manipulate older people and override the dignity and respect that New Zealanders of any age deserve.

### Include older people in decision-making

Everyone should feel safe and be free from harm and coercion from those they trust. Sadly, New Zealanders of any age can find themselves experiencing abuse in one or more of its many forms. For older people abuse is usually from those they know well, such as relatives or friends who may also provide support, advice, care, or companionship. Even when this has been formalized through setting up 'enduring powers of attorney' or loan agreements, it can be a trusted relative who excludes older people from decisions about their own welfare or property. Older people can be victims of family disputes, stopping them seeing grandchildren or having visits from someone they love.

### **Elder Abuse in Palmerston North and Manawatu Districts**

Age Concern Palmerston North and Districts operates a free, confidential, and specialist Elder Abuse Response Service. The service is staffed by a team of experienced social workers. We work with older people and their family and whānau to stop abuse, reduce the damage caused, and increase understanding to keep all family members safe.

In the ten months from 1st July 2022 to 30th April 2023 staff responded to 420 enquiries concerning elder abuse, accepted 200+ referrals to the service and supported 160 older people who had experienced abuse, working with them to become safe. Of these

### Protect the rights of older people

We are all ageing, yet ageism is a common form of prejudice and discrimination. Ageist attitudes undermine the voices of older people being heard. Older people become invisible, are ignored, their views get written off and their choices are overruled. Elder abuse and neglect are predicated by ageist attitudes when older people's needs are disregarded, their rights are not upheld, and they are exploited.

### **Prevent elder abuse and neglect**

Age Concerns around the country see the harm elder abuse causes in eleven new cases each working day, so we are committed to raise awareness to prevent elder abuse and neglect. World Elder Abuse Awareness Day is a great opportunity to learn more about this global concern that affects New Zealanders too. We encourage anyone to contact Age Concern with a question, query, concern, hunch, or inkling about an older person/ kaumātua being harmed. Break the silence!



160 people, 58% were women and 42% men. 62% were aged 75+. Of the types of abuse experienced 8% of clients experienced physical abuse, 63% of clients experienced psychological abuse 12.5% of clients financial abuse, 8.3% experienced neglect and 8.3% institutional abuse.

### Tips for keeping warm in winter

Extremely cold weather can have a negative impact on our health. People with respiratory problems such as asthma, or heart conditions are at particular risk during the winter months.

Our bodies need to be kept at a core body temperature of 37C to stay healthy, which means rooms should be heated to a minimum of 18C. But with the cost of living still soaring, people may be concerned about turning a heater up.

Here are some tips on how to keep warm this winter.

### 1. Keep yourself warm

There are many things you can do to maintain your core body temperature.

**Layers:** Wearing lots of layers rather than one thick piece of clothing will help to trap your body heat and keep you warmer. Thermal underwear and clothing, and hot water bottles are an inexpensive way to stay warmer for longer. You can also keep your feet warm with thick socks and slippers and put a rug or blanket over your lap.

**FREE** Knitted blankets: Age Concern has some had knitted and crocheted blankets made by Peggy Purl to give away. If you would like one phone the office on 06 355 2832 and we will get one dropped off to you.

Food and drink: Make sure you eat healthily and drink plenty of hot drinks throughout the day. Avoid alcohol - it prevents your blood vessels from constricting, and you'll begin to lose body heat.



Move around: It's also important to avoid sitting still for long periods of time - move around and keep as active as possible. This will help boost your circulation and keep you warm.

### 2. Keep your house warm

There are several ways to warm a room without increasing the heating.

Curtains: Open your curtains during the day - the sun still provides warmth, even in the winter months. Make sure you close them as soon as the sun sets to keep the warm air in. Investing in thicker curtains, or thermal curtain liners, will help keep the cold air out and prevent heat loss.

FREE warm curtains: Age Concern can refer people with a Community Service Card to The Red Cross Curtain Bank to get FREE warm curtains, which will keep more heat in and may cut down on the drafts. If you would like to be referred phone us on 06 355 2832.

Use a draught excluder: We tend to lose a lot of heat through gaps around windows and doors. Exclude draughts by lining your windows with rubber seals and use a homemade draught excluder by doors.

Move furniture away from external walls: Sitting with your back against an internal wall will instantly feel a lot warmer.

**Crying Windows:** Avoid condensation: With the windows closed, condensation can quickly build and can eventually turn to mould. This can be harmful to your lungs. Make sure you turn your extractor fans on in the bathroom and kitchen and wipe down your windows at regular intervals. Opening windows for a short time during the day to air your rooms is a good idea too.

### 3. Staying warm at night

Temperatures drop at night, so it's important to keep your bedroom as warm as possible. As with any room, exclude any draughts and close the windows when it's cold.

**Bedding:** Use extra blankets or buy flannelette sheets if you can. Using thicker quilts will also keep you warmer.

Electric blankets: An electric blanket is a lot cheaper to run than a heater. Do not leave it on all night, nor if you are out of the house. Get your blanket tested by an electrician if you have concerns about how safe it is.

Electric Blanket Testing: B&M Electrical will test electric blankets. They charge \$20 for the first one, and \$7 for each additional one. Phone 06 356 4912.

Toasty pyjamas: Wearing flannelette pyjamas will go a long way to keeping you warm as they trap the heat. Bed socks will also help you sleep.

Hot water bottle: Cost effective and long lasting, a hot water bottle will provide a safe source of warmth throughout the night. If you have not used yours recently, make sure that it has not been punctured and that the stopper still turns tightly. You don't want it to leak and wet you or your bed!

### **Website for Age Concern Palmerston North and Districts**

Age Concern Palmerston North and Districts is growing rapidly, and we need to be able to get our information out to the public.

We have had a Facebook page for a number of years https://www.facebook.com/ ageconcernpalmerstonnorth/ and we will be launching our own website on the 15 June, World Elder Abuse Awareness Day.

Our website address will be: https://www.ageconcernpn.org.nz

follow us facebook.

**Age Concern Palmerston North and Districts** 

### **Overseas Lottery Postal Scam**

NZ Post have informed us that some people are receiving a lottery scam letter in their mail boxes. In one common type of scam, people receive a letter in the mail from an



overseas lottery or sweepstakes company advising that they have won a large sum of money. Typically, they will be asked to transfer money to a bank account in order to claim their prize.

There are no lotteries that give out winnings to people who do not buy tickets and people should not have to pay a sum of money in order to claim a prize. Tip: If people do not know about the lottery or did not purchase a ticket, do not make contact.

If you think that a letter you have received is a scam then you can contact the Department of Internal Affairs to report it.

Freephone: 0800 25 7887 Email: info@dia.govt.nz

# Tangi Utikere

### MP for Palmerston North

### Get in touch with my office:

53 Queen Street, Palmerston North 06 356 5958





### **Afternoon Tea Dance Tuesday 3rd** October 1.30 - 4pm

With winter upon us, it is nice to have something to look forward to. We will be celebrating International Day of Older Persons 2023, with another Afternoon Tea Dance.

Once again this will be held at the Senior Citizens Hall. We have managed to book the popular musician lan Farmer. There is not charge to attend and we can provide



We have started up a social group on Mondays at the Halcombe Hall from 10 am to 1 pm. This is an opportunity for people to get together of kai and a cuppa.

From time to time, we will invite guest speakers to come and talk to the group. We are also running a Steady as You Go exercise group during the morning, for those who are interested.

If you are interested in joining, call the office on 06 355 2832.



Kaumatua gathered for a Matariki Paramanawa (high tea) at The Hub on Thursday, July 30.



transport for those who would not otherwise be able to come.

To book your place phone us on 06 355 2832.



### **NEW Men's Afternoon Tea**

The first Men's Afternoon Tea was held on 30th May at the Age Concern offices. We are grateful to Bruce for stepping up to facilitate this for us.

If you would like to join this group phone 06 355 2832









### **Volunteer in our Visiting Service?**

Do you enjoy meeting people and have empathy for older people? We have older people who would like to meet you. You only need one hour a week to make a difference in the life of an older person. All we ask is that you visit them for one hour a week. Some of our clients like to go for a walk with a volunteer (Companion Walking) and others enjoy being taken for a drive or shopping, but you do not have to do this. You just need to visit once a week. We give you training and provide you with ongoing support. We aim to match you with an older person who lives near to you and has similar interests to you.

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#### What our volunteers say about us:

I love meeting people and have always connected well with the elderly. When I found myself with some time to do some volunteer work Age Concern was my first consideration as I had become aware over recent years of just how isolated and vulnerable some of our elderly are. I really enjoy the visiting I do, and get far more from the relationships that develop than I ever give. The stories, and shared experiences we have create memories that will last a lifetime.

The visitor volunteer training that Age Concern provides is practical and very useful.



It's great for helping to ensure appropriate boundaries and practices are maintained | 1 have always found the visitor coordinator to be very helpful when dealing with any issues or concerns that may arise through my visiting.

The Volunteer Coordinator Fern is always ready to help and answer any questions I have.

If you are interested phone Fern on 06 355 2832.



### NEW Steady as You Go groups in Manawatu District

We have begun two new Steady as You Go exercise groups in Manawatu District. One is on Monday mornings at 10am at Halcolmbe Hall and the other is on Friday mornings at 10am in the Caledonian Hall, 55, Weld St., Feilding. There is a waiting list for the Steady as You Go group held on Tuesdays at St Johns, Bowen St. Feilding.

Steady as You Go is a good falls prevention programme, because it is a great for developing leg strength and balance. It is a mixture of sitting and walking exercises with the option of strapping on leg weights. It includes neck and eye exercises to enable us to maintain our ability to turn our heads and move our eyes, which is very important when driving.

If you are interested to join one of a new or existing group please phone us on 06 355 2832.



Age Concern Otago



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### **Services Directory**

### **Community Connection and Support**

- Information, advice, resources. If we don't have the answer, we will find out for you.
- Community social work.

We can advocate and provide you with support and assistance. If you are concerned for yourself or someone you know, contact us.



#### **Education**

- Staying Safe refresher driving workshops. Enables participants to upskill in the road code and maintain their driving confidence. (Workshop developed by Waka Kota, NZTA and Age Concern New Zealand).
- Life without a Car Workshops. How to stay socially connected if you no longer drive. We can deliver a workshop to your group.

### **Elder Abuse Response Service**

Are you concerned about your safety or that of someone you know?

Is someone you know being subjected to financial, psychological, physical, or sexual

abuse or neglect or is self-neglecting? Our trained social workers support the older person to become safe. All referrals to us are in confidence.

#### **Exercise Classes**

- Steady as You Go. Group exercise classes focussed on leg strength and balance. Recognised by ACC as helping participants to build their strength and balance and be at less risk of falling. Nine classes held weekly.
- Rhythm & Move. Exercises with a dance focus which also improve strength and balance. Two classes weekly.



#### **Social Activities**

- Visiting Service. We have trained volunteers who enjoy meeting people and talking with them. If you or someone you know is feeling socially isolated or lonely, we can find someone to visit.
- Companion Walking Service. We recruit volunteers as companions to walk with older people who may feel nervous about walking alone and would like someone to go with them.

 AgeConnect Manawatu. We have a directory of activities in Palmerston North and Feilding.



### We also run group activities with a social

- Tea and Talks Come and hear a guest speaker and then chat with others over a cup of tea. (Second and fourth Tuesday of month) at Age Concern
- Art and Craft Participate in a range of art and crafts or bring your own project. (Second and fourth Tuesday of month) at Age Concern
- In Knit Together Knitting group (first and third Wednesday of month) at Age Concern
- NEW Men's Afternoon Tea
- NEW Korero and Kai, Halcombe

### Talks to groups

We can provide a speaker to your group to talk on topics including Ageing Well; Age Concern Services; How to Prevent Falls; Elder Abuse etc. Contact us for more information.



### **Total Mobility Scheme TMS - 50% taxi** discount:

We can support people to apply to get the TMS card that gives a 50% discount off the cost of taxi fares. We can complete the application form and assessment for you.

Charge is \$20 with a year's free membership to Age Concern Palmerston North and Districts.

### Volunteering

Join our team of volunteers and make a difference in the lives of older people. We have a variety of positions in our offices and Visiting and Companion Walking services.

For information about any of our services phone our office on 06 355 2832 or email info@ageconcernpn.org.nz

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The Community Services Card can help you with the costs of health care. This means you could pay less on some health services including GP visits and prescriptions. Always carry your card with you to make it easy to get the benefits.

You are eligible if you are a New Zealand Citizen, permanent resident, have or have applied for refugee or protection status AND normally live in New Zealand and intend to stay here.

Getting one is also dependent on how much income you and your partner get. By income, we mean any money, goods, and services you or your partner get from any source, such as:

NZ Superannuation

private pensions (if you get NZ Super and a private pension, only half of your private pension is counted as income)

overseas pensions

interest or dividends from investments

ACC payments

income from rents

wages or salary

For more information contact MSD Work and Income, Community Services Card department:

Phone: 0800 999 999

Email: csc\_enquiries@msd.govt.nz



### **Age Concern Palmerston North & Districts**

(Registered charity no. CC57368) **Application for Membership** 

Mr/	Mrs/	Miss /	Ms
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Address:	
Phone:	
Mobile:	
Email:	
Annual Members	nip Fee for 12 months:
\$20 individual	
\$30 per couple	
\$100 Corporate: _	
Donation given:	
Payment method:	
Date paid:	

How to pay: Internet Banking - You can pay membership directly into our bank account. **Account number:** 03 1522 0158520 000 (Age Concern Palmerston North & Districts. Please add your name as a reference and post or email this form to the address below.

Donations of \$5.00 and over are eligible for a tax credit under terms of Section LD1 of the Income Tax Act 2007.

For more information, please phone Age Concern Palmerston North and Districts on (06) 355 2832 or email admin@ageconcernpn.org.nz

**Post application to Age Concern** Palmerston North and Districts PO Box 5063, Palmerston North, 4441

### **Activities Programme**

#### **Activities at Age Concern Office**

There is no charge to attend activities at the office.

- **Art and Craft: Wednesdays** 14th and 28th June | 12th and 26th July Age Concern office, Vivian St, 1-3pm
- In Knit Together: Wednesdays (knitting group)

7th and 21st June | 5th and 19th July Age Concern office, Vivian St, 1-3pm

- Men's Afternoon Tea: Tuesdays 6th and 20th June | 4th and 18th July Age Concern office, Vivian St, 1-3pm
- Tea and Talks: Tuesdays 13th and 27th June 11th and 26th July Age Concern office, Vivian St, 1-3pm

Art and Craft will take a break in August. We will let you know what we have planned for the rest of the year.

The Tea and Talks group will meet at a café on Tuesday 11th July. Contact office for details



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#### **Activities in Manawatu District**

#### **Korero and Kai**

11am - 1pm Halcombe Hall, 75, Willoughby St, Halcombe

#### **Rhythm and Move exercise classes Palmerston North**

Donation of \$2 applies per class June and July

Mondays 1.30pm

(not First Monday of July)

Wednesdays 9.15

Rangiora Community Centre, Rangiora Ave. Palmerston North

#### **Steady as You Go Palmerston North**

Donation of \$2 or \$3 applies per class June and July

Tuesday 11am - Square Edge Level1, **Evelvn Rawlins Room** 

Wednesday 10.30am

Rangiora Community Centre, 102 Rangiora Ave

Thursday 9.30am

Awapuni Community Centre, 22 New bury St

Thursday 10.00am

Baptist Church 190 Church St

**Thursday** 

131, Cambridge St, Ashhurst

#### **Steady as You Go Manawatu District NEW GROUPS**

Donation of \$2 or \$3 applies per class June and July

Monday 10am - Halcombe Hall, 75, Willoughby St., Halcombe

Friday 10am - Caledonian Hall, 55, Weld St, Feilding