

MY CARE *Community*

EDITION 8
SPRING 2024



MORE THAN JUST A SHINY ROCK

Vivienne's love for gemstones and minerals, and why there's more to it than meets the eye.

my
care
solution

A LIFETIME OF FIGHTING FIRES

David delves into his long history with the Metropolitan Fire Service.



Welcome to My Care Community



Welcome to the eighth edition of our My Care Community Magazine.

As always, thank you for choosing 'My Care Solution' as your preferred provider of home care services.

Since you last opened the pages of My Care Community we've been busy working in the background to better improve our systems and the quality service we provide to you with the assistance of Healthcare Australia. If you have any concerns about changes you are seeing, we encourage you to talk to your Client Care Coordinator.

We also celebrated arguably the most important day within My Care Solution that being 'Aged Care Employee Day'. With aged care being an industry that is incredibly rewarding but not without its challenges, we use this day to ensure our aged care employees get the recognition they deserve. Please make sure you take the time to thank all of our staff from Caregivers, to finance, to marketing, and administration, when you find yourself grateful for the work they're doing.

Within this issue you can expect to learn about two of our clients, David, who shares the ins and out of a long 36 years in the Metropolitan Fire Service. He worked his way from junior firefighter to commander and loved every minute of it. You'll also hear from

Vivienne who has a love for gemstones and minerals, their complexity, and the story they can hold.

We'll also introduce you to Julie who works at My Care Solution as a Caregiver and has a long history playing softball and other sports, and even continues to do so today at age 74.

You'll be presented with book recommendations from us that we hope you'll love, and provide you with 4 chair exercises designed to assist with strength, balance, and flexibility.

We're also excited to announce a new 'Client Referral Program' which allows you our clients to encourage your friends to join the My Care Solution community. By referring a friend, you will receive a \$200 Eftpos card to spend on whatever you like. More information can be found within this issue.

We remain committed to ensuring you receive quality care from our Caregivers and office staff by working to our strong family ethos, and core values of compassion, responsiveness, humility, and humour.

Thank you for trusting us with your care needs, we will never take it for granted.

Kindest regards,

Moti Naral,

Chief Executive Officer

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First Aid & CPR Training

Our Caregivers have been busy updating their First Aid and CPR skills to ensure they are equipped to deal with unexpected situations when they're on a service with a client.

With over 100 staff members participating, it has been a huge task that our staff have taken on to make sure you feel more safe in your own home.



Please bear with us

My Care Solution is currently undergoing some internal improvements, including moving to a new software to ensure your information is properly recorded and your required services properly filled.

This has required a lot of work for our office staff in preparation for the change, so we appreciate your patience during this time as we officially make the switch to the new platform in November.



Aged Care Employee Day

Since our Winter issue we celebrated a very important day within My Care Solution, Aged Care Employee Day.

Celebrated on August 7th, the day allowed us to take a moment to stop and appreciate one another and the work that we do for our clients.

To celebrate and show appreciation for one another we held afternoon tea at our offices, allowing Caregivers and office staff to mingle and thank one another.

We are all so proud to be working within such an amazing industry that is incredibly rewarding to be a part of.



Books to Get Swept Away In

Our recommendations for books you won't be able to put down

As the sun starts peeping through the clouds more and more as we approach summer, there's nothing like lounging outside in the sun and reading a good book. But what should you read?

Here are 5 books we recommend.

Before the Coffee Gets Cold

By Toshikazu Kawaguchi

What is it about?

A mystical chair in a small cafe in Tokyo. Customers take turns to sit in it and be transported back in time to revisit moments from their past - but there's a catch: they must return before their coffee gets cold.

The novel explores the emotional impact that time-travelling encounters have on the characters as they grapple with unresolved regrets, lost loves, and unspoken words.

Why should I read it?

It tells a great lesson on the importance of seizing the moment and cherishing our connections with one another.



The Little Paris Bookshop

By Nina George

What is it about?

A man who owns a floating bookstore in a barge on the Seine prescribes novels for the hardships of life.

He uses his intuitive feel for the exact book a reader needs, mending broken hearts and souls.

The only person he can't seem to heal through literature is himself, he's still haunted by heartbreak after his great love disappeared, leaving behind only a letter which he has never opened.

He's finally tempted to read the letter, so decides to depart on a mission across the south of France hoping to make peace with his loss.

Why should I read it?

It's filled with warmth and adventure, a novel for people who believe that stories such as these can shape people's lives.

Where the Crawdads Sing

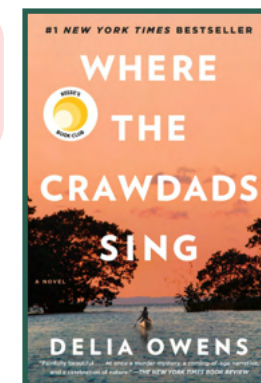
By Delia Owens

What is it about?

Set throughout the mid 1900s, the novel tells the story about a young girl named Kya who learns to navigate life in the North Carolina marshlands after being abandoned by her family. When suddenly a local boy is found dead, Kya becomes the prime suspect.

Why should I read it?

Now turned into a movie, the book covers such a wide range of topics: resilience, survival, love, hope, loss, prejudice, strength, and loneliness.



Tomorrow and tomorrow and tomorrow

By Gabrielle Zevin

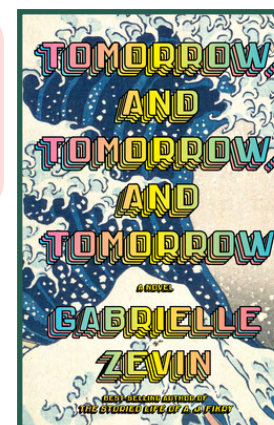
What is it about?

Two friends coming together as creative partners in the world of video game design, where success brings them fame, joy, tragedy, duplicity, and ultimately a kind of immortality. A story told over 30 years and all over the globe, the novel shines light on the topics of identity, disability, failure, and our need to connect.

A love story, but at the same time not one.

Why should I read it?

Guaranteed to get you thinking about the bigger picture.



Me Before You

By Jojo Moyes

What is it about?

A romantic yet heartbreaking novel that asks the question 'what do you do when making the person you love happy also means

breaking your own heart?'

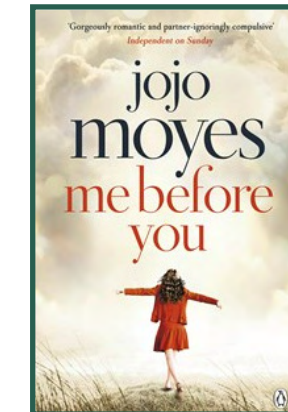
The story follows Louisa who lives an ordinary life and badly meets a job. She takes a job caring for Will, who is wheelchair bound after an accident but was once living a life of adventure. A tale of two people who couldn't have less in common but find a way to connect.

Why should I read it?

If you're looking for love story with laughter and tragedy, this one's for you. It's also been brought to life and turned into a movie.

Remember, there's all kinds of ways you can find and read books besides buying a hardcopy. You could: see if any friends or family have a copy, borrow the book from your local public library, if you prefer audio books you could read the book that way instead.

Reading, especially fictional books, is an excellent way to keep our creativity and mind active as we age, all whilst having a bit of fun exploring the fictional worlds being brought to life from a piece of paper.



Refer a friend to MCS today & be rewarded

We love client referrals so much that we'll give you a

\$200 cashcard

to say thank you!*



< Scan to learn more

📞 1300 271 791

*visit mycaresolution.com.au/home-care-refer for full Terms & Conditions



A Life and a Love of Softball



MCS Caregiver Julie Wardle shares her long history of playing all kinds of sports, in particular Softball, with us.

Born in Broken Hill, I was the third youngest of 9 children. Thank god I was the only one to play sport, as there couldn't have been enough money to go around.

I started playing softball when I was 8 years old with Railway Town Primary School in Broken Hill. At 8 years old I also became a marching girl.

As a marching girl I travelled all over Australia and we were billeted out in 1964. I was then in the senior section of marching and we were Champions of Australia. It was great as you could imagine. Back in those days mum and dad never came to watch. Mum came to one competition in Adelaide and I tried so hard that I passed out! So mum said 'I'm not coming anymore!'

I have 108 medals for marching - I wanted 110 so I sewed my immediate star and bronze medallion for life serving on my sash.

Back to the softball. I went to high school when I was 11 years old and I joined a softball team 'The High School Stars'.

I was playing in B grade at 12 years old. My friend Lyn played third base and I played short stop. But we wanted to be pitcher and catcher, so every day after school we practiced with me as catcher and Lyn pitcher.

One day we got to practice early to practice pitcher and catcher, the coach came over and said how long have you two been doing this – we told him about six months.

So grand final day came, no body wanted to play because the team we were playing were 24 year olds and we were 12. So we were getting beaten 8 – 4 in the 4th dig. The coach called time and put Lyn as pitcher and me as



catcher, we had never properly played these spots ever. Lyn pitched 9-K2 (strike 3) and we batted in 6 runs. All the parents told our coach he was an idiot, until we won!...and so a pitcher and catcher was born.

In my day there were no junior competitions interstate, so we just played where we could. I played B grade until I was 16 years old, then went to A grade. I travelled on many tips representing Broken Hill and got into the country team of the year a few times. But my family couldn't afford to send me to Adelaide for training.

I played with a lot of different teams and grades growing up, then in 1971 I came to Adelaide to live for a year. I joined a team called West Torrens where I played B grade and got the runner up Best and Fairest against an A grade pitcher that dropped down a level to play each week. I was very proud of myself.

In 1972 I went to Darwin for a year when I played softball, hockey, and squash. I played softball with an all aboriginal team. Wow, what an honour. They asked me to be captain because I was the only white person and I said 'no, it's an honour to play with your team!'

As a catcher I asked the pitcher, Gina, if she had any hand signals for the pitches. She said "you just catch the ball!"

I was very happy we went on to be very good friends, we smashed the grand final.

In the years to come I would go on to play netball, squash, volleyball, and indoor cricket.

I had the opportunity to travel to places like Port Pirie, Whyalla, and Mildura to play these sports.

When I was a number 3 in Division 2 for squash. A guy used to come and watch me when I played, one night he approached me

and asked if he could coach me. I thought I was okay in my eyes. He told me my approach to the game was all brawn and no brains. After 4 weeks I moved to no. 3 in Division 1. I then retired.

In 1997 Aaron my son was born. He had a big seizure when he was 5.5 weeks old from which he obtained an intellectual disability. For 14 years we had attended he Adelaide SCOSA (now known as NOVITA) every 3 months for 2 weeks, so that rocked everything. I dropped out of all sport to concentrate on Aaron for a few years.

One day, there was a knock at the door, it was the Tigers coach and they said 'I have a job for you. I have an under 19 SA state player that pitches 119ks per hour', I said 'lucky you', he said 'nobody in the club can catch to her and we thought that you could do the job. So I said if I could work around Aaron I would give it a go.

As I'd been out of the game for a few years when she pitched to me I ended up laying flat on my backside she was so fast. I said I'm not going to let that beat me so I put all my catchers gear on so I would feel safe! That's how I brain washed myself. And back I went to softball after arranging a few babysitters for Aaron.

My mental health was great, when Aaron started school I started doing aerobics to work on my flexibility. After 6 months the instructor asked me to become an instructor for her business. Boy I never knew I was so dumb learning the routines! After 3 years I bought the aerobics business and had 5 teachers to train, so life became busy again! With the help of my son Jeremy and a few hired babysitters we managed. I plugged along with the Tigers until I was fifty.

I moved to Adelaide in 2000. Thought I would have a year off work but that only

lasted 2 months. after working at the West Beach caravan park for a while I went back to teaching aerobics classes at The Body Workshop where I taught until I was 61 years, only stopping because they went into receivership.

I didn't know anyone who played Softball in Adelaide, so I put my name out there and found the the Weribee Tigers (now the All Stars). I travel around with them until this day. I also now play for the Mighty Ducks, Broken Hill Jesters, and Ocean Road. They are all Masters teams and we have a ball!

When I turned 62 I decided to go back and play competition again in Adelaide. I had an interview over the phone with West Torrens and shared that I was too old, I can't run and that I play the catcher position. Once I spoke to the coach she said that they were short players so she put me on 3rd base and see how I go. I had never played 3rd base before but I played well and hit 4 safe hits so I was told I could stay.

Since starting with that team I have on six trophies and I have started to coach the under 11's, I was then the player coach for our team.

For my 70th birthday, it was a Saturday so I got to play softball on my birthday. I was trying for a home run but got a K2 instead!!

This year I will be 74 years old, I am going to Alice Springs with the Mighty Ducks and playing another season with West Torrens – we have a new coach so I hope she doesn't retire me!

Thank you Julie for sharing your story and love of softball with us.

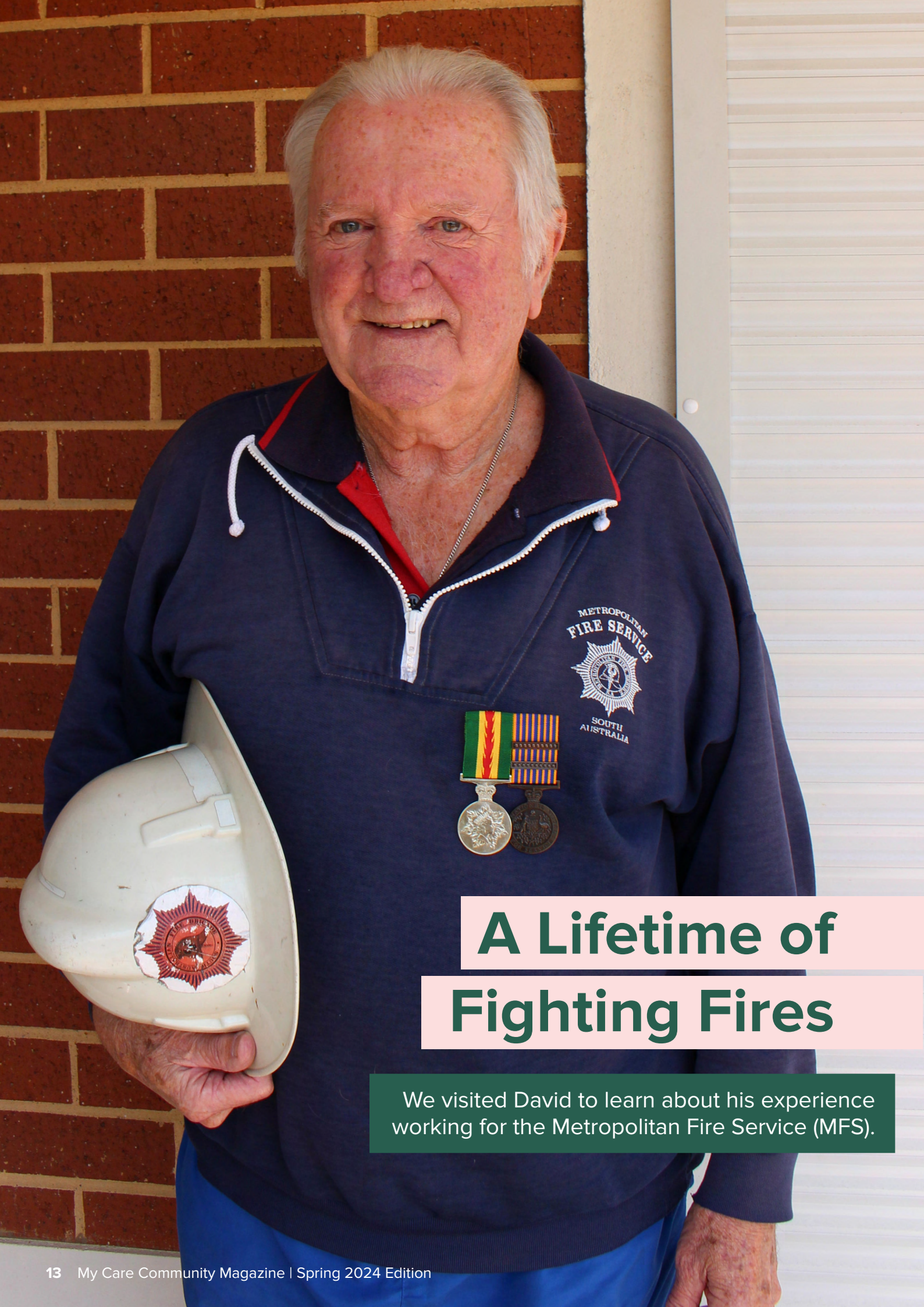


Get the Most From Your Home Care Package

Our Client Care Coordinators are experts in knowing what services and products can and can't be purchased through your government funded Home Care Package.

No question is too big or too small, if you feel as though there is something that can better your care in your home, have a chat to your Client Care Coordinator to learn if we can get you what you need.

Talk to us, it's what we're here for



A Lifetime of Fighting Fires

We visited David to learn about his experience working for the Metropolitan Fire Service (MFS).

“The plumber fixes the water, the electrician fixes the wires, but the man who comes in the fire truck he does everything, he will make it work.”

How did you get started in the MFS?

David was initially working for Brownbuilt as an estimator, they make steel office furniture. One of the ladies working there had told him to ‘go out there and get a better job’, and that really stuck with him. One day he learnt his neighbour had joined the fire service and told him about his experience, and that was the moment he decided that’s what he wanted to do.

What was the process of joining?

He rang all the recruitment people he could every week for about a year. It was a tricky thing to get into you even then with limited positions available. But after calling and calling, eventually there was a call coming to him. They asked if he would start the coming January, so of course he said yes.

The training process was 3 months of rigorous physical drills and many exams, learning everything they could to prepare, until finally, he was a firefighter.

How many years were you in the MFS and what positions did you hold?

David spend 36 years in the MFS, which although may be surprising to some was not so much to David who says that when you become a fire fighter you either drop out quite early on, or it’s your career for a lifetime.

Climbing the career ladder, David found himself moving from a firefighter, to senior firefighter, to an officer, and eventually a Commander of Communications. He was very grateful that throughout the course of his career he had some good senior officers looking after him, helping him learn, and guiding him throughout his career progression.

Just 2 years away from retiring David suffered a stroke which unfortunately meant he was unable to continue with the MFS.

David's first hat as a junior firefighter



David's collection of firefighter hats over his career

What does the average day in the MFS look like?

David chuckles 'there really isn't one, you can prepare to do all this stuff but then you can get called to a fire.' But in general he shares that the aim of the average day is to look over the trucks, get everything ready for the day, maybe run some drills or do some exercising, but really you never know what could happen.

Given that the role is shift work, they would often try to have a Sunday meal together, but if that didn't happen, then that's just how it is.

Are there any memorable fires that will stick with you? How did you remain brave in these moments?

There was a huge ship fire in Port Adelaide when David was an officer in the 90s. They thought they had lost all of their men after they saw a big explosion. Always with their humour, one of their colleagues Brian, known as 'green apple', was re-named 'burnt apple' because of the damage caused from that fire.

David admits he never had any technique he used to be courageous in these moments, sharing 'It's just how it is. The fireman are built to go into the fire, do the hard job, go home, talk about the good and the bad and how you would do it next time.' These are the times where you can unpack the emotions of the day.

What was your favourite part of job?

The kids – David shared before I even finished the question. Headquarters would host a big party each year for the underprivileged children. There would be lollies, icecream, and slides. He loved having the children in and sharing his world with them and seeing how excited they would get.

What was the most difficult part of the job?

To no surprise, David shared the most difficult part is always the death that you see. For some time David's role was to determine how fires were started, if they were accidental, so this meant unfortunately working with a lot of dead bodies.

In what ways has firefighting changed over the course of your career?

There has been a lot of new education for sure. Throughout his career they were constantly learning. The equipment upgrades seen over the years were also a big bonus to the efficiency and effectiveness of firefighting. Even the amount of people heading out to fires is different initially with just 2 people per firetruck, most now have 4.

Fun fact! To his knowledge there are only 3 firefighter poles left in Adelaide; in headquarters, North Adelaide and St Marys, all of the others have been removed.

David shares his fire safety tips:

Every house should have at least 1 smoke detector, but ideally there should be one wherever you sleep or where something like a radio or computer could go faulty and start a fire. David shares that if he could have it his way there would be a smoke detector in every room!

He emphasizes to be careful of gas BBQ fires as there has been a lot more recently, and that if you intend to light a candle, don't walk away from it and go into another room.

Recognition

Although very humble about it, David has received the Australian Fire Service Medal as part of the Queen's Birthday Honour for his work with the MFS. He even scored himself a spot in the paper. David is pictured wearing both the Queens honour medal and medal for one year of service in the MFS.

Congratulations on an incredible career David.



Everyday Chair Fitness

Exercises you can incorporate into your morning routine.

We all know that exercising regularly is a key ingredient to healthy ageing, but we can also all agree that as we get older it's harder to incorporate exercise into our lives. But it doesn't have to be as difficult as you think.

We've got 4 exercises that aim to assist with aerobics, strength training, balance, and flexibility.

You can modify the following exercises based on your fitness level and ability.

As you attempt the exercises please remember to use a sturdy chair and to stop the exercise if you are feeling significant discomfort or pain.

Flip to learn more.



1. Seated marches



How to do it:

- Sit up straight with your feet flat on the floor
- Lift one knee towards your chest as high as comfortable, then lower it.
- Alternate legs in a marching motion, doing 10-15 marches on each leg.

Benefits:

Improves general circulation, strengthens leg muscles, enhances hip flexibility.

2. Seated Arm Raises



How to do it:

- Sit up straight with your feet flat on the floor.
- Raise both arms in front of you to shoulder height, then slowly lower them. You can also raise your arms overhead for more of a stretch.
- Repeat 10-12 times.

Benefits:

Strengthens the shoulder muscles and improves range of motion.

3. Ankle Circles



How to do it:

- Sit up straight with your feet flat on the floor.
- Lift one foot off the floor and slowly rotate the ankle in a circular motion, first clockwise, then counterclockwise.
- Repeat with the other foot. Do 5-10 circles in each direction for each ankle.

Benefits:

Enhances ankle mobility and improves blood flow to the lower legs.

4. Seated Torso Twist



How to do it:

- Sit up straight in a chair with feet flat on the floor.
- Cross your arms over your chest.
- Slowly twist your torso to one side, keeping your hips facing forward. Hold for a second, then twist to the other side.
- Repeat for 5-8 twists on each side.

Benefits:

Increases flexibility in the spine and improves core strength.



More Than Just a Shiny Rock

We caught up with MCS client Vivienne to learn about her interest in gemstones and minerals.

You've got to love how by sharing the things we enjoy doing with others they too can find a life-long joy from it.

Well for Vivienne this was certainly the case. It all happened somewhere around the early 1970s when her husband's colleague shared that she enjoyed identifying different stones and would bring pieces into work. Vivienne thought to herself 'I wouldn't mind having a go at that' so off she went, pursuing craft classes to get herself into the world of gemstones and minerals.

As time went on Vivienne discovered, enrolled in, and completed a certificate in silver jewelry making. In the late 1980s, she joined the Adelaide Gem and Mineral Club to learn more and is still a member today.

Over this time she also signed up for a 2 year diploma course which involved learning about ornamentals and the crystal system, followed by learning how to identify the stones. She also undertook a diamond technology course, and enjoyed being given the opportunity to assist with teaching and did so up until 1996. 'I loved it, it was really good fun', she shares.

Vivienne has plenty of stories to share, a core memory being when she was using a microscope to look at a tiny 2-3mm sized emerald, when it pinged off her tweezers. The whole room was searching for it, taking off their shoes, un-cuffing their pants, it wasn't until a long time after that the cleaner found it clinging to the curtains!

Some of her favourite memories over the years come from being on the Gem and Mineral Club and on the council of the Gemological Association, she's had the opportunity to go on a handful of fossicking exhibitions and attend gem shows.



What do you love most about it all?

Vivienne loves that it feels like being a detective! You need to look at the shape, what crystal it belongs to, what colour it is, if it's a cut stone is it a ruby or an emerald etc. You need to know how and what to test in order to find out what something is.

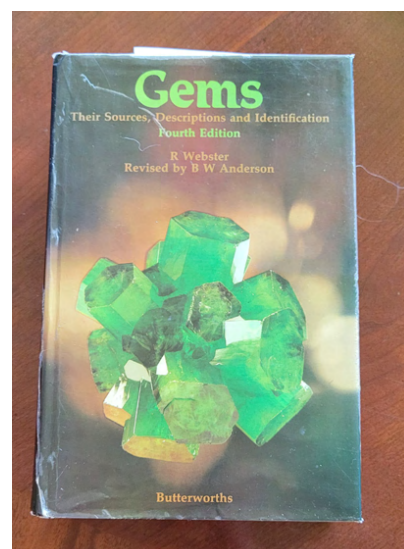
Her favourite thing in the lab though is looking through the microscope, she'll doesn't think she'll ever get sick of that!

Which gemstone or mineral is your favourite?

It took Vivienne a long time to answer, as there are so many to choose from.

Eventually she stated that tourmaline is the one she finds most fascinating, it comes in so many colours, one side of it could be a completely different colour than the other end.

This is all because of the changes in chemical composition as the crystals are forming.



Vivienne continues to read gem journals, and has huge stacks of books from over the years, she's even kept her first ever gem journal textbook, or as she calls it her 'bible'. It's one that is still relevant today, so she keeps coming back to it.

She has also been lucky enough to have held some pretty expensive pieces. One was a roughly 3cm wide, perfectly round, Paspaley pearl that had been on display at the Smithsonian and was valued at \$6 million. Not only was she able to hold it, but they encouraged her to roll it along the bench to showcase how perfectly round it was!





What are your tips for people who may be interested in learning more?

Join a gem and mineral club to surround yourself with like-minded people. If you're even more enthusiastic about it, do the introductory course with the Gemological Association of Australia.

If you ever go fossicking, the first thing you need to do when you get out of the car is look at the ground, you may find what you're looking for straight away. Vivienne shared she's seen this happen on more than one occasion.

There are so many different areas you need to be prepared to learn about. There is a lot of science and history. Things like specific gravity, the anatomy of a pearl, refractive index test, and so much more.

The study of gems and minerals really is never ending. People are continuing to discover new ways to identify stones, and new stones are being formed. Different geographic locations affect so much, so there will always be more to study and more to discover.

Vivienne has a modest collection of gemstones and minerals, achieved through gifts from friends and neighbours, her own discoveries, and even just by buying a \$3 kids bag at gem shows. She shares that most of them aren't of much or any value, but they are pretty to look at.

A great community of people, if you like to learn and want to be a detective, it sure is a great interest to have!

If you have a fascinating hobby, an intriguing career, or an interesting story to tell, let us know!

We'd love to share it with the My Care Solution community.

Talk to your Client Care Coordinator about sharing your story.

mycaresolution.com.au

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