

JULY 2020 | ISSUE NO. 1

# PROVINCE OF ROSALIE RENDU



## NEWSLETTER



Incorporated  
works



The Daughters of Charity  
of St Vincent de Paul Services

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# GREETINGS

## Sister Ellen Flynn

A very warm welcome to the first edition of this quarterly Newsletter, celebrating the joint projects, works and services of the Province of Rosalie Rendu.

Many thanks indeed to all our contributors and to those who have designed and compiled this exciting new venture.

Congratulations to all the staff and volunteers who work tirelessly for those they serve and who have shown such creative vision during this time of pandemic. Some of these ways are reflected in the pages which follow.

In this first edition we reach out eagerly to each other across the globe with admiration and anticipation of the possibilities our new Province identity affords us. Let us each learn from the discovery of our common experience. Let us be stimulated by the contents of this Newsletter to energetically pursue deeper understanding of our works and projects, hungrily opening up a world of opportunity to share, to exchange ideas, to be in contact and to collaborate. Let us seriously consider how closer bonding and mutual learning may come to pass.

Let our awareness and empathy flourish across the world and within our worlds. At this time of hardship, and in our concern to



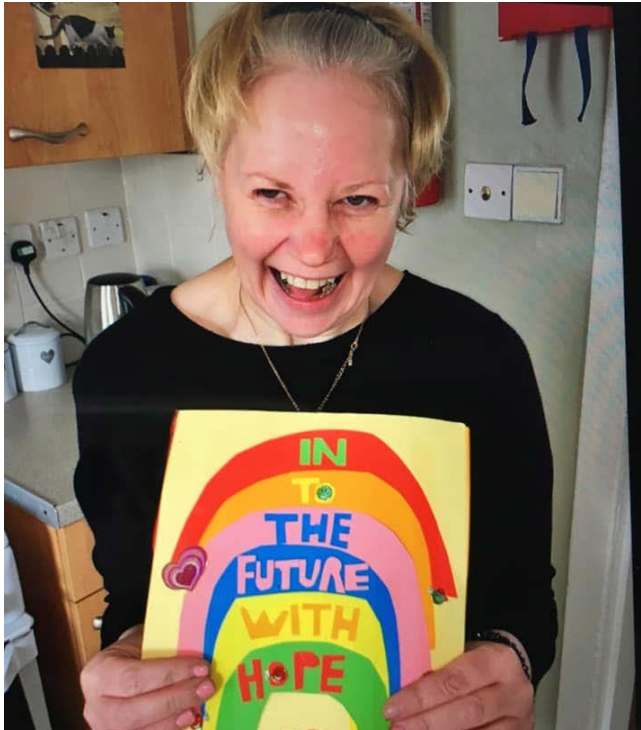
keep everyone safe, let us commit first of all to thinking of one another. I am reminded of all those images of hands reaching across the world in relationship and connectedness. In small ways we can do this figuratively as we delve into our web sites in search of deeper understanding of mission and purpose.

What we know we hold in common above all else is our commitment to serving in the spirit of St Vincent de Paul and St Louise de Marillac. As we pay tribute in these pages to all those with whom we work and collaborate, we especially honour those who allow us to accompany them in times of need.

Those of us who witness the creativity and development of the organisations in this Newsletter are filled with joyful appreciation of your commitment and dedication. Thank you and may God Bless you.

*'May you be forever a beautiful tree of life bringing forth fruits of Love'*

- St Vincent de Paul. CCD Vol. 1, p 46



## ST JOSEPH'S SERVICES

St Joseph's Services has continued to provide exceptional support to its clients throughout the pandemic. The project has been operating at fast pace, recruiting new support workers to ensure all clients receive the care they need and deserve during the pandemic with meticulous hygiene precautions in place.

However, St Joseph's Services has had its share of challenges, sickness and bereavements. Our deepest sympathies,

thoughts and prayers are with the families and staff at this hard time.

Despite these incredibly challenging circumstances, staff have worked tirelessly to keep spirits high during lockdown. Clients have enjoyed endless fun activities including danceathons, artwork, discos, parties and lots more.

Their dedication and hard work was featured in a delightful TV segment on STVnews in May, and they continue to share clients' smiling faces on their social media channels.





## THE LOUISE PROJECT

In a momentous response to the COVID-19 pandemic, staff at The Louise Project adapted their services to reach even more vulnerable people Glasgow-wide. The project launched some crucial new services, including a crisis support service that involves the delivery of food parcels, utility vouchers and children's activity packs to families in need or experiencing financial hardship.

Additionally, the project has set up a pastoral care line after recognising the need for increased support during this challenging time. The service is run by the Daughters of Charity and they offer support and advice to the local community.

Other new services include an online information service and a digital media channel to enhance learning and well-being. The new services gained media coverage and the project was featured in The Glasgow South and Eastwood Extra and Charity Today.



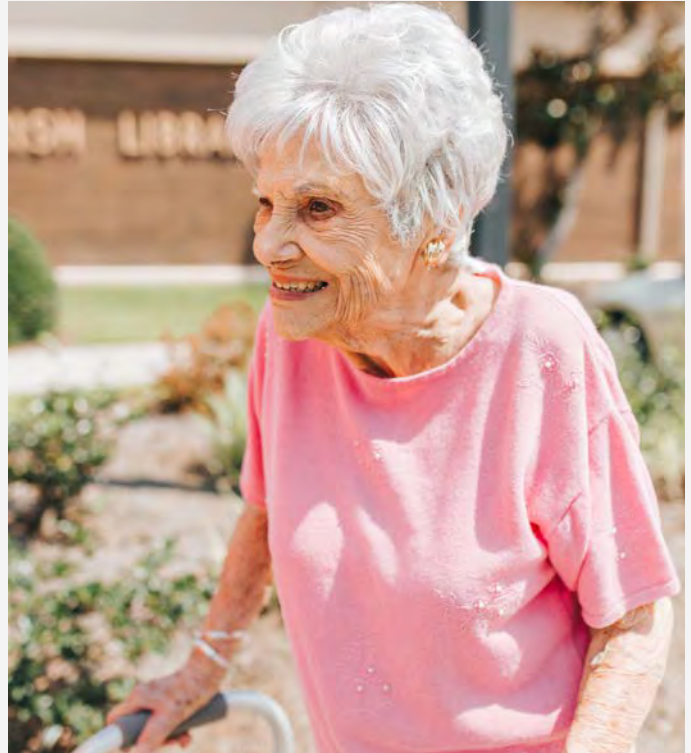
## OUT THERE

The past few months have been uncertain and stressful for many, particularly for those with an incarcerated loved one. Staff from Out There have continued to work from home to support families of prisoners across Greater Manchester through this extremely difficult period via phone and online services.

Out There have distributed well-being packages and mental health resources to their clients, as well as fresh food hampers and flowers to their most vulnerable clients.

Additionally, the project has hosted a variety of Zoom sessions to entertain and educate children at home. Sessions have included online cookery classes, family yoga and a live interactive story-time festival.





## VINCENTIAN CARE PLUS

Vincientian Care Plus continues to provide support to older residents across Westminster. They have been working closely with the council and other providers to ensure that appropriate care is in place for all those in need, including those discharged from hospital.

Care staff have shown their commitment, resilience and flexibility in finding ways to keep the organisation running in such challenging times. Thankfully, no carers have tested positive to the virus and only a very

small number of clients have reported symptoms.

The project is now preparing for the launch of a new service - The Befriending Project. This service will provide people in the greatest need with additional hours of companionship and care to prevent isolation and loneliness. Their most vulnerable older clients will receive vital supplies and equally vital company and conversation where they can share their worries or simply just chat. This new service will also enable carers to recognise and alert other essential services faster if they find clients are not coping with health conditions, financial and benefit issues or housing.



## ST VINCENT'S FAMILY PROJECT

St. Vincent's Family Project have been supporting young families in Westminster online during the pandemic. While four employees were put on the furlough scheme, those who were able to keep working have been in close contact with their clients and continued to support them from home via social media, WhatsApp, email and phone.

The project gained media coverage in the Independent Catholic News for developing family-friendly, online therapeutic resources

during the pandemic. Their lead therapist, created a number of educational and entertaining tutorials, including meditation, creating characters from everyday materials and making salt dough as an alternative to modelling plasticine. The videos were distributed on their social media channels for families to take part in during the lockdown.

The project is now developing new services, including an online family therapy service to provide therapeutic relief to families experiencing mental health challenges, as well as art and drama therapy sessions in partnership with schools in Westminster.





## SETON VILLA

Over the past three months Seton Villa has focused on keeping our 28 residents across seven houses well and safe from the coronavirus pandemic. A Clinical Nurse Consultant was engaged on a short-term contract to prepare a COVID-19 Prevention and Control Plan that detailed contingency planning for any resident testing positive, along with stringent cleaning and hygiene practices for all staff and residents. Thankfully everyone has remained well to this point.

Apart from a small number of younger residents who maintained their supported employment through this period, we have engaged staff on shift during the day to care for residents in their homes at the request of families.

Residents have recently enjoyed some gardening activity and birthday celebrations at home whilst looking forward to resuming their regular community participation programmes.

In response to the pandemic, the National Disability Insurance Agency (NDIA) made funds available for every NDIS participant to purchase low cost assistive technology to help keep people connected with family and health professionals whilst social gathering restrictions are in place. In consultation with families, Seton Villa purchased Galaxy tablets for all residents who did not already own one and installed video applications to facilitate Zoom meetings. Residents are gradually increasing their capacity to make good use of this technology.



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## SETON VILLA CONTINUED ...

Fortunately, the coronavirus has not inhibited the construction industry from engaging in building activity and we are delighted to have commenced our Asset Redevelopment Program at Seton Villa whereby we will knock down and rebuild seven new Specialist Disability Accommodation (SDA) houses for our residents over a three-year period. Following permission from Rome, the Trustees of the Daughters of Charity are in the process of transferring the current properties across to Seton Villa for this purpose. The first two new houses are scheduled to be completed by December 2020.

In addition to our Asset Redevelopment Program, Seton Villa has also partnered with Deloitte Touche Tohmatsu (Deloitte) to deliver a future-state digital technology ecosystem for the organisation.

The fourteen-week project will incorporate business process redesign, vendor selection and implementation of a new cloud and subscription-based, scalable technology solution replacing the current manual, paper-based system. Staff are eagerly participating in online workshops and vendor demonstrations via Zoom meetings to maintain momentum during this season of social gathering restrictions. We hope to be operating on the new technology platform by mid-September 2020.





Hutt St Centre worker with client out front of hotel as part of the CEARS program



## HUTT ST CENTRE

On the 15th of March 2020, South Australia declared a health emergency in response to the Corona Virus (COVID-19) pandemic. On the 16th of March Hutt St Centre made several changes to our service delivery to ensure essential wellbeing services (such as intake and assessment, meals, and access to health and hygiene services) were able to be delivered to those in need, while observing physical distancing requirements and health protocols. Some of these changes included: establishing organisational response protocols for COVID-19; temperature testing clients and maintaining a visitor log of people visiting the Wellbeing Centre for contact tracing purposes; providing takeaway meals instead of dine-in meals; limiting essential services and visiting services to people sleeping rough; increased disinfectant/cleaning regime in shared spaces; and transitioning to telephone support to enable staff to continue to work with clients who were previously engaged in outreach services.

In conjunction with these organisational measures, on the 23rd of March the SA State Government also implemented a COVID-19 Emergency Accommodation for Rough Sleepers (CEARS) program with the aim of providing motel accommodation for people experiencing homelessness to safely self-isolate. At the height of the COVID-19 pandemic there were over 300 rough sleepers in emergency motel accommodation. People in CEARS accommodation were managed across several non-government agencies in the homelessness sector with each agency being responsible for both a case load of individuals and also overseeing several motel sites as a whole. These pandemic measures required services to be responsive to a consistently changing kaleidoscope of external requests, while also maintaining their regular specialist homelessness services delivery requirements.





## ST MARY'S HOUSE OF WELCOME

Welcome Relief is St Mary's House of Welcome's response to the Covid-19 crisis. We started this initiative to ensure people experiencing chronic homelessness are provided with food during these challenging times. Each week we are delivering over 4,000 'Welcome Relief' meal packs to people experiencing homelessness, people in crisis accommodation, and to small, community grassroots organisations across Melbourne.

With introduction of COVID 19 we had to suspend our social programs, organised activities and outings. We also had to ask our amazing team of volunteers to take a well-earned break. This meant we had to change the entire way we operate. Our team needed to adapt fast, be resilient and figure out a new way of working. Our incredible, dedicated staff has worked hard to ensure we can continue to provide emergency food packs, relief hampers, toiletries, clean underwear and showers to the men and women living on the streets who rely on us for help. We are providing outreach supports to people via telephone and email when possible. As always, the health and welfare of everyone in our community is our very highest priority.

We see the impact every day on the faces of the people that come through our doors,



and the people we deliver 'Welcome Relief' meal packs to. But it is not just the meals, it is the personal contact, a chat and some comfort that means the world. We have been able to distribute more meals every week and help support more people experiencing chronic homelessness. Not only is this initiative supporting those most vulnerable, our partnership with the participating hospitality businesses is ensuring their staff can continue to work during these challenging times.

We have looked for opportunities rather than seeing obstacles. Together we stand stronger, and for us this meant collaborating with other organisations and businesses to achieve our goals and being able to continue our mission of helping the most vulnerable in our community. Our mission is strong and our values shine every day in our work.

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## ST MARY'S HOUSE OF WELCOME CONTINUED ...

### **NDIS**

Our NDIS program is providing real opportunities for our clients to transition to NDIS packages, providing goals, supported dedicated specialist workers for 1-on-1 support group activities and service coordination. We are seeing clients who have been attending St. Mary's House of Welcome for over 30 years gain lifelong packages and impacting their lives in rich ways. This includes cleaning support, new furniture, mobile phones, support with banking and activities of daily living. We now have 44 active clients with more client transitioning, thanks to a supportive 12-month grant.

Several of our homeless program staff have taken up new roles as community support workers for our NDIS psychosocial program, offering new development pathways, job satisfaction and continuity of care for our service users.

Our 60th birthday did not go unnoticed, even though COVID stopped many plans. Sr Debra came and shared some of our wonderful history with staff and clients, cut a birthday cake and reflected on our work. We plan to host a week of Welcome as we emerge from social restrictions currently in place.







St Catherine's  
Aged Care Services

## ST CATHERINE'S AGED CARE SERVICES



My name is Sylvia. I was born on the 14th August 1938 in Wigan, Lancashire County. I am the youngest of three children.

I grew up in Blackrod, Lancashire County. I completed a BA Hons Majoring in English Language. I worked as a teacher, taught English, History and Religious Studies to senior students.

I am married to Joseph who worked as a Professor of Physics, Material Science in England. Joseph passed away in February this year and he is enormously missed.

I believe I am a good decision maker and logical.

My Name is Shirley Love. I have been at St Catherine's for more than 12 months. I was born in the Eastern Suburbs of Sydney in 1930 where I lived with my family until 1956. I love my family and I enjoy their visits. At one stage in my life I wanted to become a Nun, but God had different plans for me.

I did voluntary work delivering Meals on Wheels and as a 'Flower Lady' at the Mater Hospital North Sydney. Mass and Church are very important for me and the presence of the Sisters enhances my spiritual needs here at St. Catherine's. Staff are very caring and very sensitive to our needs and they are always Kind and gentle and trying their hardest to please us all.

