

A moment with our CEO

Hello everyone,

There has been lots of positive chatter around Crowley recently about our planned redevelopment program for the site. I have to say, it's very exciting.

At a recent information session with our IL residents we shared details of our redevelopment plans. We now invite our Residential Care residents and their families to a separate meeting about the redevelopment plans. The meeting will take place on 25th June at 3.30pm to 5.00pm in the Entertainment Room. We hope you can make it to hear about our plans.

We are creating some purpose designed spaces for our residents and staff to live and work in, including new buildings that capitalise on our site's natural beauty, aspect and water views.

It starts with a larger multi-purpose entertainment area in our existing Residential Care Facility that includes a deck facing the water. This will be followed by some unique new buildings featuring a two-story education centre, administration centre, chapel and, ultimately, an additional two-story residential care facility – see *details elsewhere in this edition of Chatterbox*.

The benefits of this redevelopment for all are considerable.

In addition to information sessions on the redevelopment there is a brochure available and updates, as we progress, will be posted on our website and in future editions of Chatterbox. Of course if you have any questions please do ask Kelli or myself.

Happy staff, happy place

I was really thrilled to hear our latest staff satisfaction results continue to exceed the industry average in a national survey of 130 facilities.

In fact over the last four years Crowley's staff satisfaction has risen consistently and is now at 85.1% which is 2.5% above the industry average.

This positive trend, I believe is no coincidence and reflects the ongoing work and commitment we have made over recent years to improving our organisational and staff culture.

Of course if our staff are happy working at Crowley this only benefits our residents and clients, who each and every day interact with our staff on so many levels.

Let's keep it going.



Michael Penhey
CEO

Manager Parish
Aged Care Services



Michael Penhey
CEO

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What happened last month at Crowley

Out and About

BY THE LEISURE AND LIFESTYLE TEAM

In May we ventured out to the West Tower Tavern and Canal Road Bowling Club. Our bus drives, as always are popular and we enjoyed some short excursions to Possum Creek, Suffolk Park and Lismore.



On one outing we drove along North Teven up to Phoenix Estate and on Forest Way where we spotted a horse close to the road. Resident Mary Morrison was keen to stop and pat the horse, so we pulled over and took a lovely photo.

Upcoming events and outings

This month we will be attending Morning Tea and Carpet Bowls at RSL Life Care, Teddy Bears Picnic in the Garden and House With No Steps in Alstonville. And we are expecting a visit from the Sunshine Beach High School and our new Humour Therapy Program will roll out across the facility - stay tuned for further information.

Intergenerational visits



The School holidays are over and it was lovely to welcome back students from Xavier Catholic College, Holy Family and St Francis Xavier School during May.



Residents have enjoyed many conversations with students, poetry recitals, singing and musical entertainment.

We look forward to their return visits in June.

Cooking

Residents enjoyed making homemade Apple Pie and Pumpkin Date scones this month. During the month of May, we made Golden Syrup Dumplings which were a real hit, along with Lamingtons that no one could resist. Residents are looking forward to winter cooking, making all those yummy treats such as jams, pickles and bread.



A brave young soldier remembered

The very last of Crowley's poppies were laid to rest on 9 May at the new Fromelles Cemetery. One of the many poppies posted at Gallipoli, was for a young Edward Wilfred Cannons aged 23. Edward left Sydney, on HMS Ursula in June 1915, with a re enforcement of the 7th Light Horse. He was a station hand from Inverell and was killed on 27



November 1915 and buried at Shell Green Cemetery. After searching to locate relatives of Edward and after numerous phone calls we were fortunate to locate a descendant of Edward and informed them of our placement of a poppy on his headstone on behalf of his family.



What happened last month at Crowley

Out and About

BY THE LEISURE AND LIFESTYLE TEAM

Technology in Aged Care



A number of residents in Residential Care experience difficulty with everyday living activities. We were recently fortunate enough to access the support of Mr Graeme Eggins (IL

Resident) and his wife Bev who assisted another resident with Parkinson's disease to use specially adapted systems for the iPad. Thanks to this help the resident and others are now enjoying engaging and using iPads.

Monthly craft sale

Crowley residents will be having a monthly craft sale in the Entertainment Room on 2 June from 11:00am to 2:00pm. There will be a variety of knitted items and a number of other crafts for sale. Come and have a look or have a chat with the ladies if you have any craft items you may like to contribute to our sales.

Bernie's melodies

Bernie Conlan, a Crowley staff member entertained residents with some Karaoke and old time favourites on Wednesday 13 May in the Entertainment Room. We look forward to singing with Bernie next time around.



Garden Club

Thanks to our Crowley Men's Shed, our Residential Care residents now have two lovely big timber planters sitting outside Rosebank and Fernleigh. We will certainly find some terrific use for these lovely planter boxes. Our gardening group is growing and the weather has been kind allowing us to get outdoors and plant.

National Volunteer's Week heartfelt thanks

BY GAIL NORTON, STAKEHOLDER LIASON COORDINATOR

This year's theme for National Volunteer's Week which ran from 11 – 17 May was 'Give Happy Live Happy'.

Our volunteers freely give their time and energy to assist residents in many ways. This greatly contributes to the happiness of our residents and by extension their families and staff.

"Volunteers do not necessarily have the time, they just have the heart" is a quote I like as it underlines the spirit of volunteering.

Last month we officially thanked our volunteers for their contribution to Crowley this past year with an Afternoon Tea.

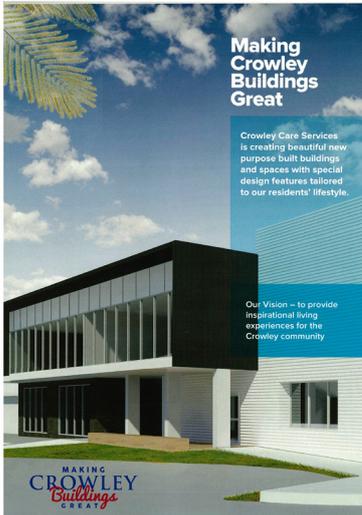
Our Leadership Group were in attendance to congratulate and thank all our fantastic volunteers.



'Making Crowley Buildings Great'

BY KELLI POTTS, EXECUTIVE MANAGER OPERATIONS & FINANCE

Recently we held an information session for our Independent Living Residents to present and discuss our redevelopment plans for "Making Crowley Buildings Great".



It was wonderful to have almost 60 residents attend the session and the redevelopment certainly generated plenty of innovative suggestions and ideas from residents.

The session was facilitated by our CEO, Michael Penhey and we were joined by Bruce Forrester and James Baker from Bickerton Masters Architects, to

talk to the redevelopment stages.

Everyone who attended the meeting received a "Making Crowley Buildings Great" flyer to take home with them. Those that were unable to attend received their copy attached to my last Village Update memo.

The flyer detailed the 5 key components of Stage 1 of the redevelopment as follows:

Stage 1A:

- Residential Care **Entertainment Area** extension

Stage 1B:

- New **Education Centre & Library**

Stage 1C:

- New **Entrance & Administration**

- Residential Care Facility addition
- New **Chapel**

Additionally, we spoke about other aspects of these projects such as:

- The new Cafe
- Redevelopment of the cul-de-sac area including parking and traffic management
- Building of staff car park to free up parking for residents, families and visitors
- Plans for temporary relocation of the library in the Activity Centre during construction of Stage 1B.
- Plan for temporary relocation of the Chapel in the new Education Centre during construction of Stage 1C.

Most importantly we have an ongoing plan for communication with residents, families, staff and other stakeholders over the course of the redevelopment.

Michael's piece on the front page of this edition mentions a special information session for our Residential Care residents, families and friends about the redevelopment.

We hope as many of our Residential Care residents and their families can come to this important information session on June 25th at 3.30pm to be held in the Entertainment Room.

We have also commenced Staff User Group meetings which draw on the experience and knowledge of staff in the functionality of the buildings.

I anticipate that this article will be the first of many written over the next few years about this exciting project. In the meantime if you have any questions you think I may be able to help you with please do not hesitate to contact me.

Unmarked clothing from the laundry

Please be advised all unmarked and unclaimed resident clothing will be on display in the Entertainment Room from Friday 5 June at 4.30 pm.

The clothing will remain in the Entertainment Room over the weekend of 6-7 June.

If you or your family member is missing clothing please make sure you take a look through the hanging trolleys during this time to reclaim any items you may be missing and arrange for them to be labelled.

Any unclaimed clothing will then be collected on Monday morning 8 June and returned to the laundry.

Thank you.

Residential Aged Care Facility (RACE) Wound Education Project

BY CHRISTINE LAWTON, RESIDENTIAL CARE SERVICES MANAGER (DON)

Early in February Medicare Local posted an expression of interest to local Aged Care facilities about the Residential Aged Care Facility (RACE) Wound Education Project.

The project aim to resource the Champions of Skin Integrity program by selecting a project of their own to complete. Crowley was lucky enough to be offered a project place as a Northern Rivers site.

Medicare Local partnered with the Queensland University of Technology (QUT) School of Nursing for this project and Crowley had a previous partnership with QUT in 2010.

Three of our staff attended a four-hour workshop facilitated by a wound expert, Ann Fowler RN, CNC from Coffs Harbour. Following the workshop we received two four-hour sessions with Ann Fowler at Crowley.

We chose compression bandaging as our project, which involves the correct selection of bandages, correct bandaging technique and other forms of compression therapy.

Three of our staff have now attended education sessions on compression bandaging. After our accreditation we will be skilling-up our Team Leaders and Registered Nurses (RNs) on correct compression bandaging techniques.

Compression therapy is widely used for venous leg ulcers, the most common type of leg ulcer. As we age our risk of developing ulcers increases. A simple skin tear can quickly develop into an ulcer if left untreated and this can lead to a prolonged healing time.

You see a lot of people wearing compression stockings and this is usually because they have a history of venous leg ulcers or are at a greater risk. So we often suggest they wear the stockings preventatively.

If you would like to receive information about leg ulcers, please let us know.

We are excited to be involved in this project and know that with increased staff knowledge our residents will benefit.



Sunshine Beach State High School Music Tour

Date: Wednesday 24 June
Time: 2.30 pm to 4.30 pm
Venue: Crowley Activity Centre

World Elder Abuse Awareness Day Monday 15 June

World Elder Abuse Awareness Day attempts to shine a light on the problem of physical, emotional, and financial abuse of elders

Thank you.



Preparation, training and vigilance

BY WHENUA ONER, RESIDENTIAL CARE SERVICES MANAGER (DON)

Whilst we prefer to focus on positive inspirational living, we are mindful of incidents that have occurred in the community that we can all learn from.

I and several members of the Leadership Group have reviewed the findings of the Coronial Inquest into the Quakers Hill residential care facility fires of 2011.

It feels untenable such a thing could happen at Crowley, yet it would be foolhardy not to learn all we can from this tragic event.

I would like to reassure you that Crowley monitors these possible situations and we prepare for 'worst case' scenarios.

Our Emergency Planning Committee regularly meets on matters pertaining to our response in case of emergency situations. This includes severe weather events involving clients and community from Residential Care, ILU and Home Care clients.

The coronial inquest from the 2011 Quakers Hill fires offered some learning's for us all. My first observation is that if sprinklers had been installed, the fire most likely would have been significantly less severe. In response, sprinklers have now been made mandatory for all facilities.

Crowley already had sprinklers throughout our facility. We are fully certified and regularly audited for fire safety, including fire doors and compartmentalised buildings.

Training saves lives

A critical component of responding well to an incident relates to training.



Fires are thankfully infrequent and it can be hard to recall exactly what to do. Fire Training is provided annually for all staff at Mandatory Training and we also have mock evacuations each year. The value of the practical mock evacuation exercise has been identified in the report as valuable in ensuring staff are prepared.

We appreciate these exercises can be tiring for our residents however, they serve an invaluable purpose and we are committed to continuing to use them as part of our preparedness plan.

One of tragedies of the Quakers Hill fire was a specific underlying situation with a staff member. The inquest also brought to light the importance of thorough background checks on all employees and the need for people to speak up where they feel someone may be acting oddly.

Crowley has a rigorous approach to Recruitment and Human Resource Management. Should you have any questions or concerns, please feel free to speak with either myself or Kelli Potts.

World Continence Week June 22-28

Tell someone who cares

Phone **1800 33 00 66**

National Continence Helpline | continence.org.au

Continenence Foundation of Australia



JOKE OF THE DAY

Tom, Dick and Harry went to a party. After the party they returned to the hotel. The hotel was 600 stories high.

Unfortunately for them, the elevator was not working. They made a plan for the first 200 stories, Tom will crack jokes.

The second 200 stories Dick will tell a happy story and lastly Harry will tell a sad story.

They then started up the steps

After 2 hours it was Harry's turn. He turned to the other two and said "Ok guys, here's my sad story. I forgot the keys downstairs.

QUOTE OF THE DAY *Another day, another blessing!*



June Birth Flower:

The June Birth Flower is the Rose.

Meaning of the June Birth Flower:

The meaning of the June Birth Flower, the Rose is passion, love and beauty.

June Birthstone: The Pearl

Sign of the Zodiac: Gemini

Dates: 21 May to 21 June

Characteristics of Gemini:

Inquisitive, Clever, Adaptable, Lively and Communicative.



movie arvo

Movie: Under The Tuscan Sun

When: Thursday, 18 June

Where: Crowley Education Centre, Room 2

Time: 1.00pm to 3.00pm, followed by afternoon tea.

Cost: Gold Coin donation

RSVP: Monday 15 June

A writer impulsively buys a villa in Tuscany in order to change her life.

Director: Audrey Wells

Important changes to Home Care Consumer Directed Care

BY DEBBIE WILSON, HOME CARE SERVICES COORDINATOR

Consumer Directed Care (CDC) has been progressively introduced into Home Care packages since August last year and from 1 July will apply to all home care packages.

With Consumer Directed Care, your home care service provider holds on to your care budget on your behalf and works with you and your carer to coordinate the service you want.

You can make choices about the types of care and services you want, including how care is delivered, who delivers it to you, and when. Services include, but are not limited to, nursing, social support and domestic assistance. These can be provided as part of your package to help you stay independent in your own home for longer.



You can also see how much funding is available for services and how the money is being spent.

Planning ahead ensures help and support will be there when you need it.

While they can be difficult conversations, the sooner you get to know what your options are, and can talk about them and begin planning, the better the outcomes will be.

What Consumer Directed Care means:

- you get more say in the care and services you access, how it is delivered and who delivers it to you
- you will have conversations with your provider about your needs and goals
- you will work in partnership with your service provider to develop your care plan

- you agree to the level of involvement you will have in managing your care package



- you will have a greater understanding about how your package is funded and how those funds are spent through your individualised budget and fortnightly income and expense statement
- your service provider will monitor and provide you with ongoing formal reviews to ensure that your package still meets your needs.

CDC allows you and your carer more power to influence the design and delivery of the services you receive. It also allows you to exercise a greater degree of choice in what services are delivered and where and when they are delivered.

Remember if your needs change you can have a reassessment to see if you need to change your package.

How Will Consumer Directed Care Affect My Home Care Package

During the next review of your care plan, your service provider will need to discuss what CDC means for you.

This should include:

- how much you want to be involved in managing your package
- the Home Care Package budget available to provide your care and services
- the costs under your current care plan.

If your needs cannot be met using your Home Care Package budget, then you may need to look at other options, including:

- being reassessed to see if you are eligible for a higher level of package
- using your own money to top up the service.

This process must be directed by you, in partnership with your service provider.

Reference: News for Seniors and www.myagedcare.gov.au

Home Care client profile – Peter Jackson

BY JENNA TOLSON, CLIENT SERVICE OFFICER

“It doesn’t suit everyone, but it suited me”, said Peter Jackson as he recalled his life in the Air Force. In 1952 times were tough and after a couple of disastrous attempts at employment, Peter decided to go into Service.

At just 18 Peter entered the Air Force as an Air Craft Engineer and after 21 years service, climbed the ranks of Warrant Officer.

Peter enjoyed working on Tiger Moths, Wing Eagles, Canberra Bombers, Lincolns, F4E Phantoms and F1-11’s during his time in the Air Force. Peter says the F4E Phantoms were the best aeroplanes he ever worked on, and were ahead of their time. The Phantom was a stand in until the arrival of the F1-11 in Australia.

Peter was lucky to enjoy six months in the U.S where he was trained on the new F1-11 aeroplane. Peter’s passion of the job and his love of aeroplanes were evident in the results of his training course, excelling with Distinctions and Credits.



Peter was involved in plenty of Air shows including Tullamarine and Amberley.

He spent several years at Malaya, above Singapore, and then returned to Amberley in Queensland. Being a home-grown Queenslander, the Air Force tried to give Peter plenty of home postings.

When asked his fondest memory of his time of the Air force, Peter’s reply is simple “Every minute of it”.



Maintenance News

BY ALBIE VIEL, ASSETS AND MAINTENANCE SERVICES MANAGER

May has been busy with seven Independent Living units refurbished and IT office renovations and repairs at the Residential Care building.

The detail that goes into refurbishments vary from total strip-out of internal walls of a unit to a repaint and carpet clean.

With two of the more detailed refurbishments we are using different colour schemes for the kitchen and bathroom. The units we have yet to renovate have existing air conditioning units, awning enclosures, and awnings that appear to be functional.

In May the former Hostel Apartments laundry/storeroom was transformed into an office for our IT team. New shelves and desktops have been made and the room now has ample storage required for IT equipment and wiring.



New IT office



Refurbishment of units

Good air

Recently we commenced repairing air conditioning units in the Residential Care building. The units have rusted and the bases and frame need replacing. When installing air conditioning units it is always good practice to install units with clearance of 100mm from the ground as this allows moisture underneath to dry out and prevents a build up of leaves and other matter around the unit.

Sean Bermingham

Sean Bermingham from Hotel Service now works with the Grounds Team one day a week. With a nursery background, and like his former workmates, John and Declan, Sean brings a new perspective and skills to the team.



News from the Men's Shed

BY IAN GREGOR

Plenty of activity this past month from the Men's Shed with Fred and Graham constructing two large planter boxes made from oiled hardwood. You can find them in Rosebank and Fernleigh and they will soon be filled with plants chosen by the Crowley Resident's Garden Club.

Fred's been really busy also constructing five low profile planter boxes, now taking pride of place in front of the Men's Shed.

The boxes have been planted with a variety of succulents and other species enhancing the outdoor area and providing useful protection to

the adjacent sail posts.

The shed gardeners have already satisfied a number of residents with herb selections.

There are a number of herbs in pots on a stand outside the shed with a green honesty box in proximity to help with producing further seed selections for the herb garden.



Independent Emergency Call System SMART-CALLER PHONE

How the Smart-Caller Phone works

As there is some confusion about the Blue or White emergency phones, we thought it useful to clarify their use.

The Smart-Caller phone is installed in all Independent Living Units/Apartments for assistance in emergencies. A pendant is also supplied.

When the pendant or the assist/help is activated it transmits a call via the Smart-Caller phone. The call is logged and received on a pager carried by the on-duty Coordinators, **Monday to Friday from 8.30am to 4.00pm and on weekends and Public Holidays from 8.00am to 12.00pm.** During these hours the Coordinator will respond directly to you by telephone or to your unit to determine the nature of the problem.

Outside these hours, the Residential Care staff will monitor the system. Once they receive a call, they will phone the resident to ascertain the reason and urgency for the call. If the call warrants or, if there is no response from you, staff will contact the Ambulance service to attend. Some residents are apprehensive about pressing their pendant or assist/help button because they don't want to go to hospital.

Please note that **not** all responses will mean a trip to hospital. You have a choice to go or not and if you choose not to go, you will be required to sign a waiver.

The emergency system phone and pendant are tested every three months or when a resident has been in hospital or by request.

Please note the following units will be tested in June:

4, 5, 6, 7, 8, 9 Redford Place

1, 2 and 3 Crowley Drive

All St Marks Close and all St John's Close

Most asked questions

How do I know that my call has been received?

- An activated voice will respond by saying "your alarm call is in progress" twice followed by "your call has been received". However, if you do not get a response please dial 000.

Why is the red button glowing?

- The assist/help button on the top right hand side has a red light which is on at all times indicating power and helping with easy access and identification at night.

What happens in a blackout?

- The phone has an eight hour back up battery. The phone will still work so please don't turn the power off.

What happens if I accidentally press the assist/help button or pendant?

- Press the green cancel button on the top left hand side after the phone has finished responding via voice activation.

Can I use as a normal phone?

- Yes the phone is for everyday use as well.

How do they know where I live?

- Your address and telephone is programmed into our pager to enable us to respond to your unit.

Will it work outside my unit?

- The radius is 50 metres however, your immediate address is programmed.

Do I need to have power?

- Yes the phone has to be connected to the power supply at all times to work.

Is the phone compulsory?

- No you can sign a form called the "Independent Living Resident Declaration - Emergency Call System" to waiver.

Should I wear the pendant?

- Yes or have it at least accessible to you.

Why do I need a landline?

- The phone needs the landline to operate/work

What happens when the phone is not working?

- Please report the problem to Reception and they will pass the details onto the Independent Living staff.

I do hope this has clarified and answered questions or queries you may have had. If you have any further questions, please contact the Independent Living staff through Reception on 6686 5090.

Portions and who's counting?

BY TONY BALDWIN, HOTEL SERVICES MANAGER

It's not easy to know what counts as a portion of fruit and veggies when we should be eating seven portions daily.

A simple guide

Fruit such as apples and bananas are easy, one piece equals one portion.

For other fruits, you actually need to eat two mandarins, plums or kiwi fruits to make a portion.

For vegetables and pulses, tablespoons and small handfuls are good measuring guides. Three tablespoons of cooked vegetables or beans is an approximate measure of what you require.

Mushrooms are great because they can be used in such a variety of dishes but you might not be eating the correct amount you need.

You actually have to eat 14 button mushrooms, or three handfuls of sliced mushrooms for them to count as one portion.

The general rule for getting one portion of vegetables is to measure out three heaped tablespoons. This is just a rough guideline but for

sliced carrots, it is spot on which makes things nice and easy.

Brussels sprouts are also great, easy-to-cook vegetable but you do need to eat eight of them to count as one portion. And don't we all love brussels sprouts!!

If you're cooking with spinach, because of how much it wilts when heated, you only need two heaped tablespoons to make up one portion. Peas are another family favourite because they're so quick to cook. For these, it's back to the three heaped tablespoon rule.

Cucumbers are great in salads and sandwiches and you only need half a cucumber a day to get the benefit.

Blueberries are a 'superfood' and really good for you. Four heaped tablespoons, or three handfuls if you can't balance them on a spoon, is enough to make up one portion.

Pomegranates are also a 'superfood' and worthwhile addition to your diet.

For it to count as one portion, you need to eat a cupful or a generous handful - something that should be quite easy as they're so moorish!

Pineapple can be confusing when it comes to portion size. The whole fruit rule that applies to bananas and apples thankfully isn't the same here because munching your way through a whole pineapple would take quite some time. The good news is that you can get a portion of fruit in just one slice of pineapple so a whole fruit will go a long way.

Portions made easy

I've listed below some more common fruit and vegetable portion sizes.

- 1 x apple, banana, pear, orange, nectarine
- 2 x plums, mandarins, kiwi fruit
- 3 x apricots
- 7 x strawberries
- 14 x cherries
- 5cm slice melon, pineapple
- 4 x heaped tbsp cooked kale, spring greens, and green beans
- 3 x sticks celery
- 1 x medium tomato
- 7 x cherry tomatoes

Try and eat as many of these fruit and vegetables raw or slightly cooked to retain their essential vitamins.

Recipe of the month

BY JUDY ROBSON, HOTEL SERVICES

Baked mushroom, bacon and spinach risotto

INGREDIENTS

- 1 tablespoon olive oil
- 1 clove garlic, crushed
- 150g button mushrooms, roughly chopped
- 2 rashers bacon, rind removed, roughly chopped
- ¾ cup (150g) arborio rice
- 2 ¼ cups (560ml) chicken stock
- 30g baby spinach leaves
- ½ cup (40g) finely grated parmesan
- 20g butter
- Sea salt and cracked black pepper

METHOD

- Preheat oven to 180°C (355°F).
- Heat the oil in a large non-stick frying pan over medium heat.
- Add garlic, mushrooms and bacon and cook for 5 minutes or until browned.
- Place in a 5 cup-capacity (1.25L) ovenproof dish with the rice and stock and stir to combine.
- Cover tightly with aluminium foil and bake for 40 minutes or until most of the stock is absorbed and the rice is al dente.
- Stir through the spinach, parmesan, butter, salt and pepper.

SERVES 2



Independent Living Corner

For some years now we have been watching humble little angels (pictured) being made with love and care by our Independent Living residents.

Our original angel came not from the heavens but from the Ballina Haberdashery Shop in River Street in 2005 as a purchased gift.

Our angels have evolved from its original size and is being created in a number of different colours. You may have seen the pink version at our local Baker's Delight as they help to raise funds and awareness of Breast Cancer.

It is the second year we have received a donation of 350 angels. Residents have been honoured with an angel as a symbol of friendship, birthday and get well wishes, in

memory of a loved one, or at the birth of a baby. And you can also find them hanging from Christmas trees.

The lady behind the humble little angel is our own resident, Ruth Dollisson. I would like to send out a very special thank you to Ruth for her time and generosity of so many special gifts she has given out. To date we have had a total of one thousand angels.



Ladies Bus trip

Date : Wednesday 10 June
Time: Departing at 10.45am
Venue: Bangalow Heritage House Tea Rooms
RSVP: Monday 8 June
Meet: Crowley Reception



Mens Bus trip

Date : Thursday 2 July
Time: Departing at 9.30am
Venue: Woodenbong via Kyogle
RSVP: Monday 30 June
Meet: Crowley Reception

Book Club with Judy Riley

Nothing like a good mystery

We all enjoyed our last Book Club meeting themed around a good mystery.

Life is a Mystery by Kerrie Armstrong was enjoyed by everyone. The author allied life and living to a series of circles, seven in all, and each representing people in our lives.

Number 1 contained the people we can trust and value, while number 7 holds the people that are further out in our lives. A must read book.

Lynda La Plante, who is a very reputable mystery author, wrote *A Silent Scream* set in Edinburgh. I must say that the story took a long time to evolve as there were so many characters and some even had false names. It was a bit tedious to read.

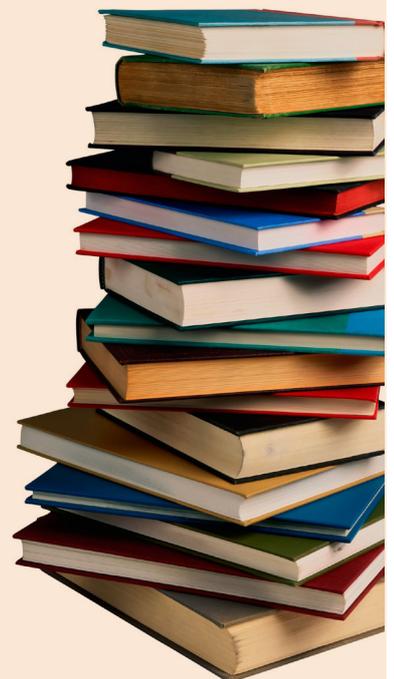
Many notable authors contributed to *Spies and Mysteries*. This collection had it all with a mixture of true and false stories. The stories involved spies, double agents, MI5 and even the Bermuda Triangle and included

Agatha Christie and RL Stevenson as one of the few very well known contributors. There were certainly lots of interesting events and stories in this book.

We meet again on 29 May and will be discussing works by Alexander McCaul Smith. Our library has several of his entertaining novels. There is also a series on TV called the Number One Detective Agency.

Everyone is welcome to join us for our monthly meetings.

Happy reading!



Spotlight on Policies

Charter of Resident's Rights and Responsibilities

Every person has the right to freedom and respect and the right to be treated fairly by others. A person's rights do not diminish when he or she moves into a residential care facility, regardless of his or her physical or mental frailty or ability to exercise or fully appreciate his or her rights.

A positive, supportive and caring attitude by family, friend, residential care facility proprietors, staff, carers and the community will help people who live in residential care facilities to continue as integral, respected and valued members of society.

Each resident of a residential care service has the right:

- to full and effective use of his or her personal, civil, legal and consumer rights;
- to quality care which is appropriate to his or her needs;
- to full information about his or her own state of health and about available treatments;
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- to personal privacy;
- to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- to continue his or her cultural and religious practices and to retain the language of his or her choice, without discrimination;
- to select and maintain social and personal relationships with any other person without fear, criticism or restriction;
- to freedom of speech;
- to maintain his or her personal independence, which includes a recognition of personal responsibility for his or her own actions and choices, even though some actions may involve an element of risk which the resident has the right to accept, and that should then not be used to prevent or restrict those actions;
- to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- to have access to services and activities which are available generally in the community;
- to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- to have access to information about his or her rights, care, accommodation, and any other information which relates to him or her personally;
- to complain and to take action to resolve disputes;
- to have access to advocates and other avenues of redress; and
- to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

Each resident of a residential care service has the responsibility:

- to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole;
- to respect the rights of staff and the proprietor to work in an environment which is free from harassment;
- to care for his or her own health and well-being, as far as he or she is capable; and
- to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and his or her current state of health.

FOR SALE

**ELECTRIC SCOOTER
(only 6 months old)
PAID \$800 WILL SELL
FOR \$450 (negotiable)**

If you are interested, please call 6686 1333

Making Feedback Flow - Have your say

BY MICHELLE GOLDING, QUALITY COORDINATOR

Do you know what to do with feedback?

Crowley recognises an effective compliment and complaint management system is fundamental to obtaining feedback.

We welcome feedback, compliments, complaints and suggestions and recognise the value of this feedback for continual quality improvement.

Crowley's annual Resident and Relative Satisfaction Surveys are a part of our commitment to quality. There are also a number of additional surveys conducted on a range of areas throughout the year. This is a wonderful opportunity for our residents and families or representatives to have their say on how we can improve our systems, care and customer service.

A suggestion box is at Reception to place your forms in or alternatively they can be given to a staff member.

If you have any concerns or grievances we encourage you at any time to talk with staff or Management. Crowley endeavours to ensure

all feedback is handled satisfactorily and in a prompt manner with professionalism, fairness and equity in accordance with Crowley's Policies and Procedures. Confidentiality is assured.

If you wish to raise a formal complaint you can do so at anytime on Crowley's Feedback Card or in writing. After receiving a complaint the Service Area Manager / Coordinator or Executive Manager Operations & Finance and / or Chief Executive Officer will follow Crowley's Compliment & Complaint Management process which involves a discussion with you or your representative and an investigation of the matter. Recommendations will then be made to resolve the complaint.



Men's Health Week 15 - 21 June

MOMENTS IN TIME
MAKING TIME FOR HEALTHIER MEN, BOYS AND FAMILIES THIS JUNE ...

Men's Health Week
MEN'S HEALTH WEEK 2015
www.menshealthweek.org.au
University of Western Sydney

New face at Crowley



Administration and Finance
Judy Russell

Your Crowley Contacts

Crowley Administration
6686 5090

Crowley Business Fax
6686 6082

Crowley Home Care Ballina
6686 2287

Crowley Home Care Lismore
6621 8956

Crowley Residential Care AH
6686 5055

Crowley Meal Service
6686 5090

Crowley Hair & Beauty Salon
6620 5664

Crowley Independent Living
6686 5090

St Francis Xavier Parish
6681 1048

Your local emergency contacts

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

Commonwealth Carelink Centre
Free Call 1800 052 022

We wish to acknowledge the contributions of staff, residents, clients and others to our newsletter. Unfortunately we cannot always include all material we receive for various reasons. Enquiries should be directed to the Crowley Administration.



Crowley People: JUDY RUSSELL - ADMINISTRATION/FINANCE



- 1. What made you want to work/volunteer at Crowley?**
I wanted to help others and I enjoy doing it
- 2. What do you think you bring to Crowley?**
Laughter and friendship
- 3. What was your first job?**
Shop Assistant in a corner store
- 4. What keeps you up at night?**
Coffee after 5.00pm
- 5. What is the best piece of advice you have ever received?**
"Do the best you can"
- 6. Name someone you admire?**
My Mum
- 7. What skills or qualities do you wish you had?**
I would have liked to attain a degree, possibly teaching or accounting
- 8. Hobbies or interests, maybe a favourite movie?**
Gardening and cooking as well as taking care of my grandchildren occasionally
- 9. Can you tell us one thing many people would not know about you?**
I don't like public speaking