

the chatter box.

NEWS FROM CROWLEY CARE SERVICES

A moment with our CEO

Hello everyone,

Governance Review

Our Parish Aged Care Board is made up of local community leaders, professional people with diverse backgrounds and a broad set of skills.

The Board is integral in making sure Crowley maintains a leadership position in aged care services, balancing our business and service objectives, whilst contributing to the care needs of our community.

To help make sure the Board continues to operate at a high level we periodically conduct an independent review of its activities.

We do this because as an advisory group to the Parish Priest, we are committed to finding ways to improve Crowley's governance and leadership, to make sure the organisation has a strong future.

The review is being conducted by Patrick Herd from Community Business Australia. Patrick will shortly present his report to the Board for discussion and action.

This review of the Board is timely as it precedes the development of Crowley's new three year 2016 – 2019 Strategic Plan which will come into action from July next year.

Connecting with our Diocese

You may not be aware that Crowley acts as the Secretariat for 10 Diocesan aged-care facilities in our region. Stretching from Port Macquarie in the South to Tweed Heads in the North, collectively

these Catholic aged care services have an annual turnover exceeding \$60 million.

As Secretariat, since 2006, Crowley has been entrusted with important coordinating duties, making sure all the Diocesan aged-care facilities and services comply with key legislative requirements and reporting.

We are proud to conduct this service.

In addition, three times a year, we get together with these other Diocesan aged-care providers to share best practice. It includes benchmarking our financial and clinical services to make sure we continue to improve.

I believe it is important to continually review our performance in everything that we do.



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

The Tour Team

Some lucky Crowley residents did some touring in November. Colin Cuskelly joined Juanita in a drive to watch croquet at the Bowling club. We picked up smashing bargains at Bunning's and purchased a "few" plants for the Garden Club which turned into a whole box!

Eltham Pub run

Thirteen residents went on a scenic bus trip to Eltham with the pub's steak and kidney pies getting the thumbs up.



Gerta Peham & Ted Van De Mortel with one of the performers from children's Dream Dance and Performance Academy

Dream Dance and Performance Academy

Dream Dance and Performance Academy from Mullumbimby surprised our residents with a wonderful line up of incredibly talented children. A young girl stole everyone's hearts when she sang "I am a promise, I am a possibility".

China comes to us

Residents gathered in the Entertainment Room to experience China. The kitchen prepared delicious Chinese food to sample as we learnt interesting facts and enjoyed a DVD on China.



Mary Morrison

The Happy Hour Singers

Our monthly favourite the Happy Hour Singers now has an instrumental accompaniment – our residents! Crowley's box of musical instruments has doubled and as the ladies sing, residents join in with their voices, tambourines, maracas, drums and triangles.

Facebook fun

Facebook isn't just for teenagers. Ballina High School student Sam kindly demystified the online social phenomenon for our residents.

She came prepared with a manual and iPad and spent time with Cynthia Cuff and Norm Stirton teaching them Facebook fundamentals. Time to start posting without the letters!

Below: Norm Stirton



Below: L-R Eddie Dziemczyk, Colin Rogers, Merv Rowling



Simple pleasures

Prospect Residents had fun celebrating a birthday this month with a dress up theme and bubbles – and of course a beautifully decorated birthday cake.



Monica Wells Birthday Celebration

What happened last month at Crowley



Intergenerational connections

Our intergenerational visits bring a lot of joy. A recent visit to the Holy Family School to see a performance at the Eisteddfod and followed by a delicious morning tea was fabulous. St Francis Xavier School Year 5 also visited for a chat and some games, including some new ones.

Wood, glorious wood

Riverview residents now have a men's workshop group. With the help of Graham and Frank assisting in the plywood-cutting department, the team copied templates to timber. Robert Bruce then cut them to shape with his nifty scroll cutter



Robert Bruce making Christmas decorations.

for other residents to sand. It was lovely to see the men putting their skills to work and I'm sure the Christmas decorations will be great pieces of art. Everyone is welcome to attend these workshops.

Ten Pin

Rosebank and Riverview residents were out and about last month with Ten Pin bowling in Ballina, a library trip and the monthly picnic with the added pleasure of friends from Crowley.

Another successful Crowley Show Day

The Crowley Show Day for 2015 was a success. Cake and Craft stalls were run mainly by residents and we thank them. Market stall holders from the Evans Head corner store displayed their talents alongside the Men's Shed and Richard with his wonderful collection of fine leather products. Feedback from family and residents was positive with everyone loving the food, music, animals, seating inside and out and the buzzy atmosphere.



UPCOMING EVENTS

Melbourne Cup is almost upon us! If any residents would like to go into a sweep, see our Leisure and Lifestyle staff who will be selling \$5, \$2 and \$1 sweeps from Wednesday 21 October. Sweeps will close at 12 noon on Monday, 2 November and will be drawn at 1.30pm in the Entertainment Room. Dust off your fancy hats and don your race wear for a day of fun, food, frocks and fillies.

New Monitor for Residential Care

BY MERRIC PARKER RN, RESIDENTIAL CARE

Recently, through the kindness of the Crowley Auxiliary, we purchased a Welch Allyn Observation Monitor – a piece of equipment I used for years as an Emergency Nurse in hospitals.

This lightweight and portable monitor allows staff to accurately measure blood pressure, heart rate and oximetry (the amount of oxygen circulating in blood).

With the push of a button an accurate visual recording of a resident's results appears. The monitor comes with different sized blood pressure cuffs to suit the individual, which can be wiped down to minimise cross infection.

Staff love the monitor, which is proving to be a vital piece of equipment. So much so, that a few more units would be highly prized and used.



Left to right: Von Hodgkinson, Faye Clements, Merric Parker, Tess Colenso and Anne McIntosh

On behalf of the staff, I thank and acknowledge the wonderful work of the Crowley Auxiliary for their fundraising efforts providing equipment that enhance our residents' well being.

Crowley Memorial Service 2015

BY ALYSE RICHARDSON,
INDEPENDENT LIVING
SALES COORDINATOR

The Crowley Memorial Service annual event will be held on Tuesday, 10 November at 10.00am in the Chapel followed by Morning Tea in the Activity Centre.

Invitations have been sent and we look forward to coming together in an atmosphere of quiet reflection and remembrance of loved ones lost this year.

Please RSVP by 6 November to Crowley Reception if you are attending.

Memorial Service



You are invited to attend our Memorial Service to join residents, families and staff in an atmosphere of quiet reflection and remembrance of residents and clients we have lost this year.

Tuesday 10 November 2015

at 10.00am

in the Crowley Chapel

Followed by Morning Tea in the Activity Centre

If you are able to attend please contact Crowley Reception on 6686 5090 by Friday 6 November

Roster changes to bring many benefits

BY WHENUA ONER, RESIDENTIAL CARE SERVICES MANAGER (DON)

Reviewing our staffing regularly to make sure we meet the needs of our clients and residents, is part of the Crowley culture:

- In Residential Care we have reviewed the Registered Nurses (RNs), implemented the Team Leader Model, and most recently, reworked the Leisure and Lifestyle Program;
- In Hotel Services significant changes have improved the service;
- Even the Maintenance team have had some re-organisation in the past twelve months.

We are now focusing on the nursing roster.

Crowley appreciates the largest sector of our work force, our

Care Services Employees (CSE's)/ Assistants in Nursing (AIN's) have patiently continued in the same model for many years despite the changing needs in the residents we care for.

So whilst we recognise there are challenges with the current roster, we elected to wait until we could create a solution that meets our collective needs.

At an International Alzheimer Conference in Perth earlier this year, I heard a presentation that spoke about a relationship-based model of staffing. It struck a chord, as our Vision statement talks to the importance of relationships.

This feeling has been reiterated by staff who consistently describe the

angst of being moved around and the difficulty it presents to working effectively.

Families too found they do not know with whom to raise issues, or raising it with multiple people and not being sure they have been heard.

So after months of working on the new model, I am pleased to report we are at the point where we can consult with our stakeholders – staff, residents and relatives.

We are in the midst of a program of communication that will involve all members of staff who may be involved in this model.

Please keep an eye out for the opportunities to be involved.

We expect the new, improved model to be operational early next year.

POP-UP SHOPPING MALL

Come along for a day of shopping and enjoyment at Crowley's own mini shop!

Browse the array of menswear, ladieswear, footwear, gifts, and handmade trinkets.

Shop up a storm or relax at the Cafe while sipping a Devonshire Tea.

Date: Monday 16 November

Time: 9am - 12noon

Location: Crowley Activity Centre



Healthy Eating and Diabetes

BY CHRISTINE LAWTON, RESIDENTIAL CARE SERVICES (DDON) ASSISTANT MANAGER

A focus on healthy eating is the themes of this year's World Diabetes Day on the 14th November.

Health eating is vital in the management of Type 2 Diabetes (NIDDM) and a key factor in the management of Type 1 Diabetes (IDDM).

In Residential Care we are proactive in our care and management of those residents with Diabetes.

This includes –

- Regular blood glucose testing
- Appropriate diet
- Administration and review of medications
- Liaising with General Practitioners (GPs)
- Staff education
- Ensuring that the resident is a member of the National Diabetes Services Scheme (NDSS)

If you are a member of the NDSS you are able to access subsidised products, such as blood and urine glucose testing strips and insulin syringes.

The NDSS website also has many publications available specifically for older people with Diabetes. The latest two to look out for are:

- Healthy Eating - a guide for older people living with diabetes; and
- You and Your Health Team - a guide for people over 65 living with Diabetes.

We have copies here if anyone would like to borrow them or you can also go onto the website below to download.

<https://www.ndss.com.au/older-people>

STUCK FOR A GIFT IDEA FOR CHRISTMAS?

Why not buy your loved one a gift voucher to spend at the Crowley Hair and Beauty Salon.

Purchase either a hair or beauty 'gift voucher' from the Salon or Reception for any amount you choose.

See either Tracey or Michelle in the Salon or talk to the ladies at from the Salon or Reception who will be happy to help you.

A gift for you

To: _____

From: _____

This voucher entitles you to \$ _____
in Crowley Hair Salon services.

Date: _____ Authorised By: _____



Other News



Movie: Woman in Gold
When: Wednesday 18 November
Where: Education Centre Room 2
Time: 1.00pm to 3.00pm,
followed by afternoon tea
Cost: Gold Coin donation
RSVP: Monday 16 November

Academy Award®-winner Helen Mirren and Ryan Reynolds star in this remarkable true story of one woman's battle for justice. Sixty years after she fled Vienna during World War II, Maria Altmann (Mirren) seeks to retrieve her family possessions seized by the Nazis among them Klimt's famous painting *Portrait of Adele Bloch-Bauer*.

Director: Simon Curtis

QUOTE OF THE DAY

Each day is a new life.
Seize it. Live it.



November Birth Flower: The Chrysanthemum signifies love and cheerfulness

November Birthstone: Topaz

Sign of the Zodiac: Scorpio

Dates: 24 October - 22 November

Characteristics of Scorpio: Focused, Determined, Emotional, Hypnotic and Complex



JOKE OF THE DAY



An elderly gentleman had serious hearing problems for a number of years. He went to the doctor and the doctor was able to have him fitted for a set of hearing aids that allowed the gentleman to hear 100%. The elderly gentleman went back in a month to the doctor and the doctor said, "Your hearing is perfect. Your family must be really pleased you can hear again." To which the gentleman said, "Oh, I haven't told my family yet. I just sit around and listen to the conversations. I've changed my will five times!"

Home Care: ConnectingCare Worker

BY DEBBIE WILSON, HOME CARE SERVICES CO-ORDINATOR

Our Home Care Coordinators, Roster Workers and Client Services Officers were recently trained in a new rostering system – Connecting Care Worker (CCW).

Vanessa Johnston, Implementation Consultant from The Care Manager (TCM) was the trainer on the day.

So what is ConnectingCare Worker?

ConnectingCare Worker (CCW) is a website service providing a secure portal for workers in the field to:

- electronically receive rostering information from office staff via their mobile phone
- log their attendance at appointments and submit their timesheets electronically via their mobile phone.

ConnectingCare Worker enables direct care workers to:

- view their own rosters on a mobile device such as a phone
- mark off time and attendance as they complete each appointment
- be advised of appointment changes or cancellations
- transmit notes to the rostering office staff
- get client signature on completion of an appointment
- capture GPS location when saving appointments
- Electronically submit timesheets.

It was a pleasure to meet Vanessa and attend a very informative and enjoyable training day.

I would like to introduce you to our team:-

Back row (L to R) Jenna Tolson, Jackie Hart, Lisa Thomas, Diane McDermott, Meryl Turnbull, Vanessa Johnston – Implementation Consultant (TCM)

Front row (L to R) Sherrie Viney, Lucy Tolson (Jenna's baby), Brunhilda Venter, Debbie Wilson and Kristy King.



Remembrance Day & the significance of the Poppy

BY SHERRIE VINEY, COMMUNITY NURSING CO-ORDINATOR

Poppies were observed by Canadian soldier John McCrae in his book notes “In Flanders Fields”, to be the only thing to survive amongst the devastated battle fields.

In 1918, Marie Michael, pledged to wear poppies honouring those who had died in her poem “We shall keep the faith”.

War can be difficult to talk about. Grandparents could struggle with a subject that focuses on death and loss when talking to their children and grandchildren and often

the subject is avoided. It helps to talk about family members that served in war, share their stories, what their role was, photos and memorabilia and to encourage your grandchildren to ask questions.

Teaching your grandchildren about the facts on why war came about and why we honour and reflect on those that have lost their lives to protect our independence as a nation is important. This is the reason that on the 11th hour of the 11th day of the 11th month we

mark this significant occasion by a minute's silence and we remember them.

Go well
Sherrie



Remembrance Day Service

Residents, clients, family and staff are invited to join us at Crowley on

Wednesday 11 November

commencing at 10.30am

in the Crowley Entertainment Room

Lest We Forget



* MERRY CHRISTMAS & HAPPY NEW YEAR *

Please mark the date in your diary



Crowley Traditional Christmas Lunch **Friday 25th December**



Where: Crowley Dining Room

Time: 12.15pm

Cost: \$45 per person family & friends

No Cost to Crowley Residential Care Residents

BYO Alcohol & Drinks

RSVP: Crowley Reception by 18th December



 CROWLEY
CARE SERVICES



* MERRY CHRISTMAS & HAPPY NEW YEAR *



Please mark the date in your diary



Crowley Residential Care Resident's, Family & Friends Christmas Party

When: Saturday 5th December

Time: 11.00 am

Where: Crowley Activity Centre

Cost: No cost to Crowley Residential
Care Residents
\$20 per person - family and friends

Menu

Main

- ❖ Chicken parcel stuffed with mango & macadamia served on a green bean & butternut pumpkin salad with balsamic glaze

Dessert

- ❖ Brandy basket filled with chocolate mousse & summer berries

RSVP: Crowley Reception by 27th November





* MERRY CHRISTMAS & HAPPY NEW YEAR *

Please mark the date in your diary



Home Care Christmas Party

When: Monday 7 December 2015
12:00pm to 2:00pm

Where: Crowley Activity Centre

Cost: \$12.50 per guest
Free For Home Care Clients

RSVP: Monday 30 November 2015
to Crowley Home Care
ph: 6686 2287



**Hot and Cold Nibbles,
Tea, Coffee and Juice Provided**





* MERRY CHRISTMAS & HAPPY NEW YEAR *

Please mark the date in your diary



Jingle and Mingle at the
Crowley
Independent Living
Christmas Party



Friday 18 December 2015
Activity Centre 6:00pm

\$20 per person
RSVP 15 December 2015 at Reception

Traditional Christmas
Roast Dinner
Warm Plum Pudding
Served with a Brandy
Cream



15 minutes with Ian Hewetson

1. What is your name?

Ian Hewetson

2. Where were you born?

Manly District Hospital in Sydney. My mother went to Sydney to be with her mother when I was born.

3. Where did you live as a child?

On a dairy farm in Mallanganee in NSW.

4. Did you have any brothers and sisters?

Yes, I have 3 brothers. One brother was a vet, one was an Anglican Minister and one joined the RAAF.

5. What did you do when you left school?

I studied at Hawkesbury Agricultural College. When I finished I joined the RAAF

6. What was your occupation/s?

When I was 18 I was a serviceman in the RAAF and then I went on to be a dairy and beef Farmer.

7. Tell us about your family?

Hewetson's go back to 1880 on a farm in Mallanganee, so I worked as a farmer, married beautiful Ina Barber and had three daughters and one son. My son is now running the farm and then my grandson will take over making it five generations of Hewetson's.

8. Tell us about your interests/hobbies or passions?

I love art in all forms, gardening, tennis, reading, swimming, going to church. I still love to go the farm for short visits.

9. What is your one favourite memory of your life so far?

Marrying Ina, the birth of my children, learning to fly in the RAAF and the farm.



Melbourne Cup Luncheon 2015

When: Tuesday 3 November

Where: Crowley Activity Centre

Time: 1pm Onwards



A Grand Celebration

Menu:

Char Grilled Eggplant, Olive, Cucumber & Feta
Quinoa Pumpkin & Broad Bean Salad
Cranberry, Dukkah Cherry Tomato & Watercress
Chicken Sundried Tomato Quiche

Desert: Black Forest Trifle

Drinks: BYO Alcohol/Drinks

Cost:

\$15 per person for IL Residents, Home Care Clients and Guests

Please RSVP to Reception with payment by 1 November

Free to Residential Care Residents



Hydrotherapy pool gets therapeutic make-over

BY ALBIE VIEL, ASSETS AND MAINTENANCE SERVICES MANAGER

Hydrotherapy Pool

This month we have made improvements to the look, function and quality control of the Hydrotherapy Pool.

Crowley has purchased a palintest pool test kit which helps us monitor the chemical balance of the pool. The tablet reagents used are consistent, stable and the simplicity of the test ensures accurate results. The results can then be downloaded to a data base. We test the bromine, alkalinity and PH levels twice a day and calcium when required.

We have installed an eight star rated circulating pump that uses less than one third of the power used by the previous pump. The pump commences at a high speed for five minutes initially and then reduces to a speed of one third or half of the former circular pump. Due to the slower circulating speed, the pump filters the



water through the sand filter more efficiently. The cost of the pump should be repaid within three years of operation.

The ceilings in the change rooms have also been repainted to a semi gloss finish. An oil based undercoat has been applied and then a semi gloss used to complete the task.

The pool floor surrounds have been also repainted with non slip paint.

News from the Men's Shed

BY IAN GREGOR

A most successful response to the Men's Shed stall on Crowley Show Day.

There were many purchases of our items and we received a number of enquiries for future work with a number of specific orders that we will endeavour to construct prior to our Christmas Sale Day.

CHRISTMAS SALE DAY

Date: Tuesday 8 December

Venue: Crowley Men's Shed

Time: 9.00 am to 2.00 pm

All items will be on sale including:

- Christmas decorations
- bread boards
- cheese boards
- chopping boards
- model nativity scenes
- small wooden wheel-barrows for flower pots
- wheeled pot stands
- desk writing stands
- shoe horns
- scottie dogs in various sizes

- lucky black cats for door architraves
- back scratchers
- bamboo wind chimes
- large door wedges, along with many other items we have stored away.

And of course, Frank's herbs will be available too!

Come along and support our Christmas sale and find a gift for yourself or for a loved one.

Everyone most welcome!

From Independent Living Corner

BY JENNY KLIENE, INDEPENDENT LIVING SERVICES COORDINATOR

November is 'Movember' Month 'Movember' is the brainchild of two Melbourne guys who came up with the idea over a quiet beer. It all began back in 2003 with thirty participating Mo Bros to now over 50 million Mo Bros and Mo Sisters globally with around 21 countries, including Australia, now participating in this inaugural event.

The funding raised during 'Movember' provides assistance and support for the following groups:

- **Prostate Cancer** - the mostly commonly diagnosed cancer in Australian men
- **Testicular Cancer** - the most common cancer effecting men between the ages of 18 to 39 years
- **Poor Mental Health** - did you know 48.1% of Australian men experience a mental health issue in their lifetime

- **Physical inactivity**

- a contributor to Australia's cancer burden

The vision of this group is "To have an everlasting impact on the face of Men's Health".



This year the challenge is to move and be active every day in 'Movember' doing 30 different activities. Please check the Movember Australia Foundation website if you require further information.

<https://au.movember.com>



IL Ladies Bus trip

Date: Wednesday 9 December
Time: Departing at 10.45am
Venue: Our Daily Bread
RSVP: Monday 7 December
Meet: Crowley Reception
Cost: \$5 for bus + lunch



IL Mens Bus trip

Date: Thursday 12 November
Time: Departing at 9.30am
Venue: Rocky Creek Dam (BBQ Lunch)
RSVP: Tuesday 10 November
Meet: Crowley Reception

Please note the following Phones will be tested in November:

St Francis Place 55 – 102
Florence Price Place Villas 14 - 28

Card Players

Following our recent Chatterbox call-out to interested card players, we have interest from Independent Living and Residential Care Residents.

If anyone is interested in playing cards, we will be meeting on Thursday 5 November at 1.30 pm to 3.00 pm in the Activity Centre.

The group will run on the same basis as the Indoor Bowls and residents will be responsible for ongoing participation.



Keeping the water up

BY TONY BALDWIN, HOTEL SERVICES COORDINATOR

Whether it's mowing the lawn, working in the garden, walking the dog or washing the car, we spend a lot of time outdoors in the summer months. When you're outside in the heat it's important to drink plenty of fluids to prevent dehydration. We need fluids to keep our bodies properly cooled. Without plenty of water, you can experience muscle cramping, heat exhaustion or heat stroke.

Juice, tea, sports drinks and soft drinks are mostly water but you are often consuming calories unnecessarily without nutritional benefits. Try and eat your calories rather than drink your calories. It will help you prevent unwanted weight gain so make water your number one beverage of choice.

Try these tips to help you and your family

- Help children learn to enjoy water as the thirst quencher of choice make soft drinks a "sometimes" beverage to be enjoyed in moderate amounts.

- Remember that soft drinks include tetra packs fruit drinks, lemonade, cola etc, energy drinks, some iced tea, and sports drinks. It is always beneficial to check out the ingredients and calories just as we do when looking at all those other food labels
- Keep a jug of water in the refrigerator for easy access add juice from a lemon, lime, or other fruit to the cold water and infuse the flavor through it.
- Make ice cubes with pureed fruit in them, this makes them a bit more appetizing and colorful.
- Remember that a glass of beer or wine is best enjoyed before dinner and not straight after a workout or after being in the sun. It is important that you drink water first and drink in between alcoholic drinks to keep you hydrated.

Enjoy the summer season but take breaks and drink plenty of water.

Recipe of the month

BY JUDY ROBSON, HOTEL SERVICES

SALAD WITH SMOKED SALMON

INGREDIENTS

- 100g baby spinach leaves
- 8-10 ripe cherry tomatoes
- 1 avocado, peeled and sliced
- 1/2 cucumber, diced
- 1 red pepper, deseeded and diced
- 100g mung bean or mixed sprouts
- 2 tablespoons pumpkin seeds
- 2 tablespoons sunflower seeds
- 1 tablespoon pine nuts, toasted
- extra virgin olive oil
- 50g smoked salmon

METHOD

1. Divide the spinach, tomatoes and avocado between two plates.
2. Sprinkle over the diced cucumber, red pepper, sprouts, seeds and pine nuts and drizzle over the olive oil
3. Serve the smoked salmon alongside



Diversional Therapy Conference

BY GAIL NORTON, STAKEHOLDER LIAISON COORDINATOR

Last month I was privileged to attend a national two days Diversional Therapy Conference on the Gold Coast along with staff from our Leisure and Lifestyle team and our Director of Nursing.

The theme was 'Wellness through Leisure' and the program included a delegation from Japan as well as many inspiring speakers from around Australia.

One of the presentations on Friday promoted the Dementia website 'Your Brain Matters'. To date I have only perused this website but I plan to have a more in-depth look to learn more. I invite you to take time

to investigate this site as I am sure you'll agree that if there are ways we can delay this insidious disease it is of interest to one and all.

Something else that may be of interest is the quote from this session about happiness:

- 50% of our happiness is determined by genes
- 10% of our happiness is determined by circumstantial factors
- 40% of our happiness is enhanced or influenced by intentional activity (what we actually do every day)

Food for thought!

Anglican Service time change

Please note the new Anglican Service time for Tuesday, 10 November is 2.30pm and will be followed by an afternoon tea

Book Club with Judy Riley

Last month's meeting was to find a book with a number in the title.

One delicious book was '85 Inspirational Chefs' which featured many recipes, stories and pictures. The recipes were from a variety of locations including the USA, Mexico, the Caribbean, Italy and France. One particular restaurant called the "Mayflower" located two hours from New York offered classes and training and features the most amazing food.

'Seven Little Australians' by Ethel Turner is an Australian classic and very well known to many of us. It tells the story of 7 children, a stern father and a new mother and their way of life. Many problems occur but there is an underlying thread of fun, love and adventure.

Khaled Houssini wrote the brilliant novel 'A Thousand Splendid Suns" which is set in Afghanistan and Russia and involves the Taliban. It tells the story of two families, a pregnant girl and her disgrace and treatment, the Koran and how it all resolves itself.

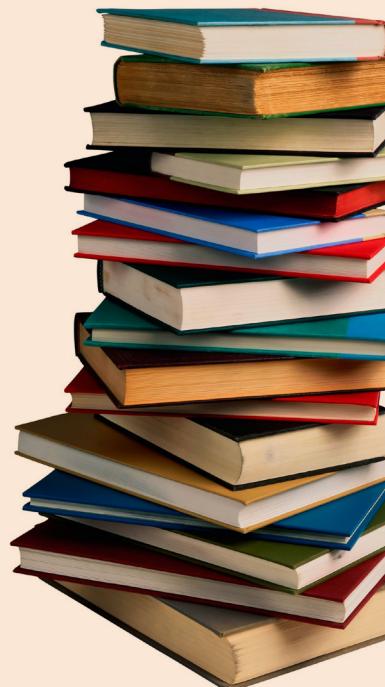
A royal story 'Destruction' by Antonia Riche is set in the French Court and it tells the story of the 13th child to the French King. This child is ignored by the King and his Court and she eventually marries into the

Tudor Line.

A light hearted Mystery called '10lb Limit' by Dick Francis is set in the political and the flat racing scene of England. It is told in the first person and tells of the practices, the fun and the scheming that goes on by a politician, his son and their followers. It shows how good triumphs over evil. There are several of Dick Francis's novels in our Crowley Library for anyone who is interested in reading his novels.

Our next monthly meeting challenge is to find a theme with a title of a name of a place or a country's name. Should be interesting!

Happy Reading!



Making Feedback Flow

BY MICHELLE GOLDING, ADMINISTRATION MANAGER

Each September our Independent Living residents participate in our Independent Living Resident Satisfaction Survey. This survey reflects the issues important in Independent Living, and like the variety of surveys we carry out across the organisation, assists us to continually to improve our service.

The data collected is collated and benchmarked against previous years.

Residents are asked a series of questions and are given the opportunity to comment in the following sections:

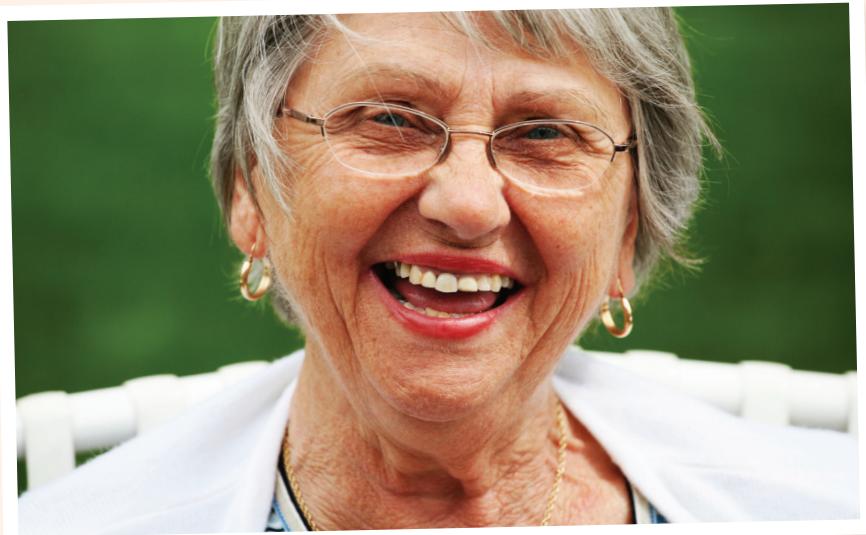
- Living Environment
- Safety and Security
- Social Activities and Community Life
- Staff
- Management
- Communication and Information

The results are currently being collated and we look forward to bringing those to you in the next edition of Chatterbox.

Thanks to all residents who participated in this survey. We have selected a sample size of resident's comments to share with you.

What topics would you like to have education sessions on eg. Lifestyle

- Computer



- More regular instruction for android devices (Phone/Tablet)
- Art
- Classical music appreciation
- Spirituality and ageing
- Healthy food and cooking
- Recognizing and dealing with dementia

What does the village do really well?

- Everything as advertised
- The ILU team are very caring, the meals are very tasty & the pool is a great facility
- Everyone, particularly staff, speaks to everyone with respect
- Problem management
- Communication, care, entertainment
- Live as self-care patient well
- Everything
- Lots of entertainment! Unless they make time to go and keep happy and active, people will not get out
- Be a friend to all, always cheery and willing to help regardless of the area they work
- It helps when help is needed
- Keeps us well informed to all that goes on in the village
- The upkeep of the village
- Look after residents
- Provide safety and security for us
- Care
- The patience and dedication given to all residents
- You feel confident with staff and living conditions

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 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: RACHEL DREW - HOTEL SERVICES



1. WHAT MADE YOU WANT TO WORK/VOLUNTEER AT CROWLEY?

I like working with the elderly and making people happy.

2. WHAT DO YOU THINK YOU BRING TO CROWLEY?

A bubbly French personality!

3. WHAT WAS YOUR FIRST JOB?

In a French Patisserie.

4. WHAT KEEPS YOU UP AT NIGHT?

The noisy Koalas in my trees!

5. WHAT IS THE BEST PIECE OF ADVICE YOU HAVE EVER RECEIVED?

Always respect your elders.

6. NAME SOMEONE YOU ADMIRE?

My parents.

7. WHAT SKILLS OR QUALITIES DO YOU WISH YOU HAD?

I wish I was taller and that I could sew.

8. DO YOU HAVE ANY HOBBIES OR INTERESTS OR MAYBE A FAVOURITE MOVIE?

I enjoy cooking and spending time with my grandchildren. My favourite movie is "The Notebook".

9. CAN YOU TELL US ONE THING MANY PEOPLE WOULD NOT KNOW ABOUT YOU?

I was born in France and speak fluent French.