

A moment with our CEO



Hello everyone,

Redevelopment

In this edition of Chatterbox we feature our recent redevelopment launch event, our updated building plans and progress.

The redevelopment launch was a landmark for Crowley as we prepare to start construction of these fabulous buildings that I believe will be inspirational places to live and work.

It was great to see many residents at the launch and to hear their positive reactions and support.

We are currently choosing a builder for this project and will share more details with you as they come to hand on the specific schedule and the details of each building.

Of course during the building phase there will be some short-term disruption to all of us. But I hope you agree, the results will be worth it and I thank you in advance for your support and patience.

I promise during construction we will keep you up-to-date with a flow communication. Of course both Kelli and I are very happy to chat with you about the project and answer any questions you might have. So if you have any questions, please do ask.

Strategic Planning

I previously mentioned that every three years Crowley's Board develops a Strategic Plan for the organisation.

Recently the Board successfully held its Strategic Planning Workshop and over the coming months we will detail all the activities we want to achieve in the new Plan, which comes into effect on July 1 this year.

We are part of an industry undergoing significant reform, and whilst Crowley is on-track, your Board is conscious that everything we do needs to be in the best interest of our residents, clients and staff. So in developing the Plan, the Board is careful to select the right initiatives. We will publish the new Strategic Plan and share it with you when it is available.



Crowley Auxiliary

I'm pleased to report The Crowley Auxiliary, which does amazing fundraising work for us, successfully held its Annual General Meeting in February. The Auxiliary decided to re-elect the same executive and has attracted some new members this year. We thank them for their energy, ideas, work and support on behalf of Crowley. They are a fabulous crew.

Michael Penhey
CEO

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Building a Better Future for Crowley

At a recent launch event we announced Crowley had received Council approval for our \$15 million plus redevelopment. Special guests at the event included Federal Member Kevin Hogan, Mayor of Ballina David Wright and the Mayor of Lismore Jenny Dowell.

You may recall the project will see both the creation of new buildings and the redevelopment of existing buildings that capitalise on our site's natural beauty, aspect and water views. New buildings and spaces will be created tailored to the needs of residents' lifestyles.

The development approval follows an announcement last year that Crowley secured additional beds from the Federal Government and through the active support of the Federal Member for Page Kevin Hogan. At the launch Mr Hogan said: "This is a wonderful re-development, which when finished, will provide a very high quality facility for seniors."

Crowley Chairman Steve Barnier captured the spirit of the day: "Today is about building a better future for Crowley. Most importantly it is about building for the future needs of our residents, their families and our wonderful staff."

"I think it perfectly fits with our vision here at Crowley, which is to provide inspirational living experiences for our community. I believe that is what we are achieving", said Mr Barnier.

The project has five main elements:

A new state-of-the-art two story residential care facility with 42 rooms, each with private ensuites and a bay window to maximise natural light and to capture views

A new two-story education centre with library and meeting rooms. It will have conference spaces with flexible break-out areas for social activities. The library opens into a light-filled, high ceilinged reading and social space, all leading to a sun-drenched deck.

A new main entrance and administration centre with community plaza that connects to a high-street style café.

A redeveloped entertainment area in the existing Residential Care Facility. This gives us more space to bring the residential care community together in comfort and style. And a new larger non-denominational chapel, a place for quiet reflection that will ultimately open to a view of the river.

thechatterbox.



Crowley Chairman Steve Barnier explains the benefits of the redevelopment to the attending media scrum



What a happy bunch. Officially launching Crowley's major redevelopment project. From left: Mayor of Lismore Jenny Dowell, Crowley Care Services Chairman Steve Barnier, Crowley IL Residents Les Symons and Valda McLerie, Crowley CEO Michael Penhey and Federal Member for Page Kevin Hogan

MAKING
CROWLEY
Buildings
G R E A T

Organisational News



Artist's impression of Crowley's new two-story Education Centre and Library and meeting rooms. It comes complete with conference spaces featuring flexible break-out areas for social activities



Artist's impression of the new main entrance and administration centre. Very swish and features a community plaza that connects to a high-street style café



Artist's impression of the redeveloped entertainment area in the existing Residential Care facility. Great news for our Residential Care community

Out and About

BY THE LEISURE AND LIFESTYLE TEAM

Knit and Nattering Anew

This new year saw the launch of a more structured Knit and Natter group at Crowley. After a review by the L&L team that included interviews with the attendees, it was decided this year the group will run three projects simultaneously. This gives our residents the opportunity to choose between three projects:

Option 1: simple knitted squares for blankets for Sheraton House Homeless Men's Shelter

Option 2: simple crochet squares also for blankets for the homeless

Option 3: Trauma teddy bears for children in hospital

There are also patterns and plenty of wool available for more advanced knitters who like to knit items for our craft sales. Knit and Natter is held in the Entertainment Room on the last Friday each month and new knitters, crocheters and natterers are most welcome to join in.

Blossoming Buds at Bunnings

Julanne Pickford enjoyed an afternoon tea outing to Bunnings where she was happy to spend the afternoon meandering around and admiring all of the beautiful plants.

Winding Rods at the Wharf Restaurant

For residents with a love of fishing, there was a trip to the wharf at Fawcett Street Park. Thanks to the kind volunteers from the Seacoast Fishing Club for their assistance and fishing kit to help make it all possible. Planning around an incoming high tide, we timed our trip for when the fish were biting! We then had a fish and chips dinner at The Wharf restaurant while watching the sun set.



What happened last month at Crowley



Cupid Visits Crowley

On Valentine's Day the Crowley Choir entertained a full house with a performance of song and drama around the theme of love. The audience joined in and sang along with 'Love me Tender', 'Somewhere my Love' and many more romantic numbers. A number of people had their photos taken at the Sweetheart Photo Booth. Leading up to this event a handful of crafty people made some hearts and cards with the words 'You are loved' and Cupid swung by to give them out.



Flipping Pancakes

Shrove Tuesday was celebrated in the traditional way by making pancakes with lemon juice and a sprinkle of sugar. After making the pancakes our residents thoroughly enjoyed eating them.



Sophistication Swings at the RSL

After a rally of residents begged to attend the RSL Morning Melodies, L&L were won over and hijacked the Crowley bus to take them down! Cheers filled the air, and once parked and assembled, we were entertained by Dean Doyle and his band. Sophistication Swings is a performance where songs (old and new) are played in the style called Swing. Classics from Frank Sinatra, Dean Martin to Sting, songs from the 50's, 60's, 70's and more. The crowd were spinning and grooving to the swinging music. Each show is an hour and a half long and after the performance the band enjoys the chance to mingle and chat with the audience. The event was enjoyed immensely and we are all looking forward to making this a monthly outing.

What happened last month at Crowley

Archibald Exhibition Art Gallery NSW

Harry Mills proudly shared the news that his grandson had an entry in the Archibald Exhibition at the Tweed Regional Gallery. So we had to swing into action and arranged an outing. The Archibald Prize 2015 presents the finalists from this highly anticipated and much-loved major portraiture prize held annually by the Art Gallery of NSW, awarding \$100,000 to the winning artist.

This touring exhibition provides regional audiences the opportunity to experience and enjoy the Archibald Prize in their local community. Visitors to the Gallery will enjoy a range of programs associated with the Archibald Prize 2015 including; voting for People's Choice, viewing the Young Archies exhibition, and participating in the Children's Trail activity. We were very impressed with the amount of talent these artists possess!

Try your Hand at Hoi

Every month L&L staff run an all-time favourite card game, Hoi. Please keep an eye out on your monthly activity calendar. Would love to see you there - all are welcome to play!

Celebrate in Harmony

Harmony Day is an Australian Government program centering on inclusiveness and reminds us that "Everyone belongs".

On Monday 21st March you are invited to celebrate Harmony Day here at Crowley with our own multi-cultural festival. The Crowley Choir will perform songs from around the world and there will be an assortment of foods from different cultures, aboriginal art to create, poetry readings and much more.



Crowley Volunteer: Diane



1. How long have you been volunteering at Crowley?
I started in September 2015

2. What do you enjoy most in your role at Crowley?
I enjoy getting to know the residents and spending one on one time with them. I love the staff that work here. Assisting staff with the Choir has also become a favourite of mine

3. What was your first job?
Office Junior in Sydney

4. What keeps you up at night?
Google

5. What is the best piece of advice you have ever received?
Treat others as you would like to be treated – the golden rule

6. Name someone you admire
My late husband Ross and anyone that has been through cancer

7. Hobbies or interests, maybe a favourite movie?
I love to go to musicals, concerts and shows

ADMINISTRATION OFFICE EASTER CLOSURE

The Crowley Administration Office will be closed the following dates over Easter:

Friday 25 March (Good Friday)

Monday 28 March (Easter Monday)

Respite Care at Crowley

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

Following on from the article in February's Chatterbox in regards to Respite care, I would like to further explain the process here at Crowley.

Crowley's Respite Care includes a broad range of services to suit your needs. We understand each situation is unique and our experienced team can work out the best respite options to suit you. We make the process as comfortable as possible for our clients and convenient for carers.

Respite beds are available at our Residential Care facility or alternatively, we can arrange to come to you at your home.

Crowley Residential Care have two designated respite rooms. One of which is close to the nurses' station – used primarily if a person has a classification of High Care Respite. Both rooms are fully furnished with ensuites. In addition, they have a comfortable recliner chair and TV.

Approximately 2-3 weeks prior to the respite date we send out a pack that contains:

1. A letter confirming respite dates, arrival and departure times and information of payment of fees.
2. Two copies of our Agreement. Both to be signed and witnessed. One copy for you and the other to be returned to us.
3. The Respite Handbook outlining requirements such as clothing to be listed and marked, health summary with current medications to be obtained from your Doctor. There is also an explanation of our requirements around medications and how they are to be packed for our staff to be able to administer safely, if that is required.
4. There is also a 'Key to Me' form to be completed and returned on admission.

Respite at Crowley is also a useful way to transition to permanent residential care. Often our respite clients have an enjoyable time during their stay and decide they would benefit from a permanent move.

Others book their respite with us regularly to ensure they get a break in a familiar location.

Respite bookings can be made through the Commonwealth Respite and Carelink Centre or directly with us on 1300 139 099.



An Introduction to the Nurse Practitioner Role at Crowley

BY KELLY ROBERTS, CLINICAL COORDINATOR

Crowley is unique in its support of the emerging 'Nurse Practitioner (NP) Role' with an Older Person focus in Aged Care. The purpose of this role is to provide innovative and flexible health care, improving access, flow and clinical outcomes for residents and families within the Crowley community.

A Nurse Practitioner is a Registered Nurse educated and endorsed to function autonomously and collaboratively in an advanced and extended clinical role. Assessment makes up a large part of the NP role.

Over the past three and a half years I have been studying to become a Nurse Practitioner (NP).

During this time my role has been classified as a Transitional Nurse Practitioner (TNP). Within Residential Care, we have utilised my Transitional Nurse Practitioner (TNP) role in areas where there may be a higher risk – clients returning from hospital, new admissions, changes in health status and palliative care. My role also encompasses ongoing education, skill development and clinical competency of other staff.

The potential scope of this role is enormous. It is in an innovative and exciting phase of care development as Crowley expands in 2016 and beyond.



One Hundred Wishes

We had two special residents celebrate their 100th Birthdays last month at Crowley! Estelle Stirling's birthday was on February 5th, and Rhoda Baker is on February 6th.

The lovely ladies each received special recognition, as would be expected for such a milestone, and a feature article in the Ballina Advocate Newspaper.

CONGRATULATIONS!





Easter Luncheon



- When:** Wednesday 9 March
- Time:** 12noon
- Where:** Crowley Activity Centre
- RSVP:** By 29 February
- Cost:** \$16.50 per person
- BYO Drinks



Menu



**Gourmet
Quiche with
tossed salad**



**Pavlova &
Berries**



15 minutes with **Betty Faddy** Home Care Client

1. What is your Name?

Betty Faddy.

2. Where were you born?

Moree, NSW.

3. Where did you live as a child?

I lived in Moree until I was 54.

4. Did you have any brothers and sisters?

I had 2 brothers and 2 sisters. One of my sisters had already passed from Diphtheria by the time I was born.

5. What did you do when you left school?

First, I worked at the Telephone Exchange, then at the Post Office briefly as I got married when I was 16.

6. What was your occupation?

Looking after my family.

7. Tell us about your family.

I have 5 daughters, 4 live in Brisbane and one here in Ballina. I have 15 grand-children,

12 great grand-children and 1 great-great-granddaughter.

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

Well I knitted and sewed, making all the family's clothes. And I have been kept busy all my life with the children and the grandchildren. I always went to the activities and sports at school for all of them.

Nowadays, I enjoy going out for coffee 2 sometimes 3 times a week with my family that lives in Ballina. I like to go op-shopping with my granddaughter.

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

When my children were born.



DVA HAPPENINGS

2016 Anzac day commemorations underway:
Lone Pine service will no longer be conducted due to the extreme weather, terrain and location.

Cabinet reshuffle – Stuart Robert has resigned as Minister for Veterans' Affairs

QUOTE OF THE DAY

THOUSANDS OF
CANDLES CAN BE LIT
FROM A SINGLE CANDLE,
AND THE LIFE OF THE
CANDLE WILL NOT BE
SHORTENED.
HAPPINESS NEVER
DECREASES BY BEING
SHARED.

Home Care Service Statistics

BY DEBBIE WILSON, HOME CARE SERVICES CO-ORDINATOR

Did you know that under the Crowley Home Care umbrella we can have 200 or more clients at any one time? That 200 is comprised of Home Care packages, Veterans Home Nursing Clients, Veterans Home Care Clients and Private Clients.

Each month we average:

- 390 Domestic Assistance
- 200 Clinical Care Services
- 5 Gardening Assistance
- 15 In-Home Respite Services
- 60 In-Home Meal Preparation
- 16 Medication Administration
- 1060 Medication Prompts
- 2350 Personal Cares
- 180 Shopping Services
- 60 Socialisations
- 200 Status Checks
- 90 Transports

Which on an average is around 4,626 Home Care Services a month and that's not taking into account RN wound care!

On the field we have approximately 40 staff, made up of RNs, ENs and AINs. In the office we have 2 coordinators, Sherrie Viney and myself, and 6 staff members who manage rosters and client services. Not to forget Crowley's Independent Living Coordinator Jenny Kliese who also undertakes a Client Service Officer role for the Home Care Clients in Crowley's Independent Living.

Crowley Home Care offers tailor made care services, developed under the CDC (Consumer Directed Care) model, that come directly to you at home. We provide you with the support you need to live independently in your own home. We offer a range of Home Care service options providing greater choice for our clients. All Home Care services enable our clients to live with confidence knowing they are being supported in their own environment.

For an informal chat or to arrange an assessment please contact our Home Care Team on 1300 139 099

Enjoy Your Home Care Services.



Vision Support - Don't Be Blind as a Bat

BY SHERRIE VINEY, COMMUNITY NURSING CO-ORDINATOR

It's a serious issue when your low vision or blindness stops you from feeling independent and able to do the things you enjoy, such as reading a good book or recipe or attempting to see the numbers to dial the telephone!

Recently, Crowley Home Care staff had the opportunity of having an education session with Vision Australia and how their services can assist people at home.

Vision Australia can help by working in partnership with you to create the goals you wish to achieve & offers a wide range of services based on your individual needs and diagnosis.

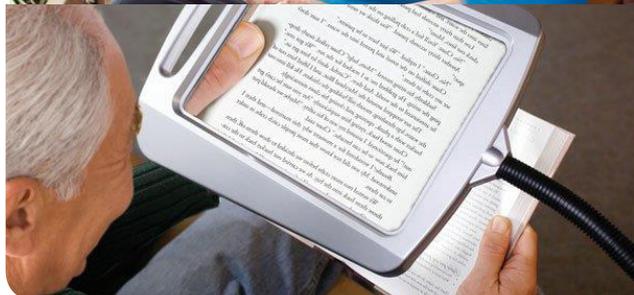
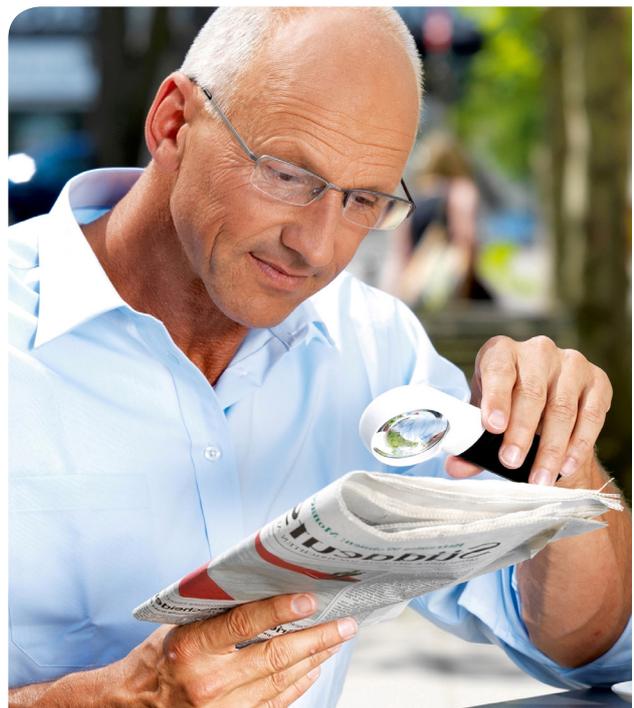
Vision Australia can offer interventions, support and equipment such as magnifying aids, large dial telephones, talking watches, clocks, thermometers and measuring jugs, reading lamps and lighting, or walking canes, and so much more. Vision Australia also offers training in how to mobilise and transfer safely.

Services are provided for varied levels of loss & include:

- Free national information service for any enquiries,
- Equipment solutions & assistive product information,

- A National library service – with audio, electronic and braille formats,
- Technology and training services – recommended equipment and technical support including set up and troubleshooting of technical difficulties,
- Recreation – advice about adapting your hobbies and activities so that you can continue to enjoy them,
- Tele-link program – provides those who want to remain social or who are isolated, or culturally and linguistically diverse to come together as a group on the telephone. Coordinated by volunteers the 'connect by telephone' program offers social support and activities such as book discussion, crosswords, current affairs, AFL Tipping and gardening.
- Keep in touch – you can sign up to receive up to date information from Vision Australia e-newsletters.

Contact Vision Australia on 1300 847 466 or email info@visionaustralia.org or Vision Australia Lismore Office on 6623 4800.



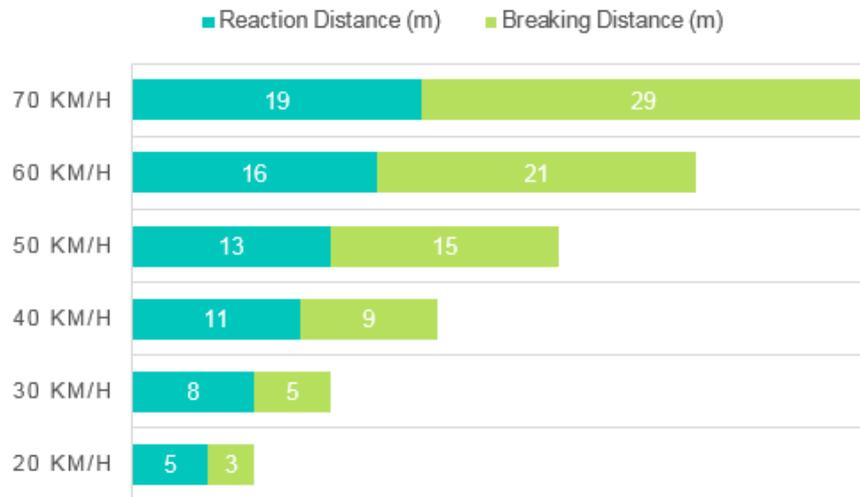
Speed vs Reaction

BY GAIL NORTON, STAKEHOLDER LIAISON CO-ORDINATOR

Crowley reminds staff, residents and visitors to the site that they MUST observe the 20km speed limit and park in accordance with the signage. Sadly, many people do not adhere to this speed limit. As many of you already know, this site can be quite busy and our aim is to ensure a safe home and work environment for everyone.

Speed is a critical factor in all road crashes and casualties. Driving is unpredictable and if something unexpected happens on the road ahead – such as an elderly person stepping out from between parked cars – it is a driver's speed that will determine whether they can stop in time, and if they can't stop, how hard they will hit. Reaction time is how long a driver takes to see both a hazard and the time it takes the brain to realise the danger and process a reaction to a hazard for example, starting to brake. The braking distance is the distance that a vehicle travels while slowing to a complete stop.

As your speed increases - so does the distance you travel while your brain is processing information and reacting to it – and so does the distance you need to stop.



The average time it takes for most drivers to react to a risky situation on the road is 1.5 seconds. Speed will increase both the reaction distance, and the braking distance. A driver travelling at faster speeds will have covered more ground in between spotting and reacting to a hazard than a driver travelling at a slower speed, so the speeding driver is more likely to crash.

For example, a driver traveling at 20km/h requires 3m stopping distance and 5m reaction distance, meaning a total of 8m is required to stop. Whereas a driver travelling 30km/h will require a total of 13m to reach a full stop.

Please be mindful of your surroundings and follow the speed limit.



News from the Men's Shed

BY IAN GREGOR, IL RESIDENT

We resumed our regular shed openings in February and will continue this arrangement on Tuesdays and Thursdays throughout 2016.

Our usual band of workers has reappeared after the summer break and our gardeners have been busy with vegetable plantings.

Frank's Herbs in Pots will be available in March and he is organising a short informative article on herbs in a future Chatterbox issue. A selection of small staghorns are on site that will be mounted on plywood backing and made available shortly.

We have in stock from 2015 a variety of useful hand crafted

items and potential gifts that may interest our residents and visitors. These can be seen on our regular opening days or by arrangement at other times. We are aiming to have a comprehensive display of our efforts on Crowley Show Day later in the year and also our sale day in December.

Fire Safety and Compliance

BY ALBIE VIEL, ASSETS AND MAINTENANCE SERVICES MANAGER

In February we are required to complete our Fire Safety Statement for Ballina Shire Council.

The law requires building owners to engage a qualified person to assess fire safety measures in buildings each year. If the inspection is not performed properly or by a qualified person, the building owner may be held liable.

An Annual Fire Safety Statement when issued certifies that:

- Each essential fire safety measure in the building has been assessed by a properly qualified person
- Each essential fire safety measure in the building was found to be capable of performing to a standard no less than that to which the measure was originally or subsequently designed and implemented.
- The properly qualified person has assessed all paths of travel to the exits including the exit doors, and advised of the status, in connection with the NSW Environmental Planning & Assessment Regulations (2000), at the time of the inspection.

A requirement is to have a copy of the Fire Safety Statement located near the fire panel in the Residential Care building to show that the fire safety measures have been tested in the last three months in accordance with the standards. These assessment measures check fire extinguishers, fire hose reels, communications, smoke detectors, fire panel monitoring, sprinklers, emergency lighting, exit lighting, fire and smoke doors, external door latches and audits to ensure clear walk ways and pathways.



When residents choose to improve their units (for example, installing an awning, crimsafe screens, air conditioning, Foxtel or a dishwasher), the resident is requested to complete an ILU Additional Works Form. This form ensures there is a record kept to indicate what is installed, dates for future reference, location of new additions, name of the person responsible to maintain the addition, and most importantly, to maintain a consistent appearance and quality throughout the village. We are also available to assist residents on the requirements of the addition and ensure contractors adhere to Crowley's policies and procedures. Forms for this are available at Crowley Reception.

The Risks

For seniors age 65+, the risk of dying in a fire is twice the national average. For seniors age 75+, the risk is 3 times greater.

How to Stay Safe

1. Never smoke in bed.
2. Keep space heaters away from flammable material.
3. Keep a working smoke, fire and CO2 monitors throughout your house.



FIRES

Welcome to the Village

BY ALYSE RICHARDSON, INDEPENDENT LIVING SALES CO-ORDINATOR

Welcome Mary Steenson to the Crowley IL Family!

Mary was born in Kyogle NSW. She grew up in Burringbar, along with 2 brothers and 1 sister.

After leaving school, Mary worked in a jewellery shop in Lismore. It was then that she married Tom and became a stay at home mother to her 6 children (of which there are 3 living within the Northern Rivers and 3 living in Sydney).

As well as raising 6 children, Mary helped her husband Tom with their building business until they became funeral directors in Grafton during 1979.

Mary has 24 grandchildren and 3 great grandchildren that are “the delight of her life”. This is ever so evident when Mary starts to talk about them, you can feel the love and warmth, just like a big nana cuddle.

Mary enjoys being creative, putting her talents towards various crafts, crochet, knitting, cross stitch and even singing in the Ballina Christian Choir.

One of her favourite memories is the moment Tom asked Mary to marry him. After spending every weekend for 4 years building a house together, Tom got down on one knee and proposed in their newly finished home.



IL Ladies Bus trip

Date: Wednesday 6 April
Time: Departing at 10.45am
Venue: Ballina Lighthouse Cafe
RSVP: Monday 4 April
Meet: Crowley Reception
Cost: \$5 for bus + lunch
(please see reception for menu)



IL Mens Bus trip

Date: Thursday 10 March
Time: Departing at 8.30am
Venue: Tweed Heads + Tweed Endeavour Cruise to Tumbulgun on the 'Golden Swan'
RSVP: Monday 7 March
Meet: Crowley Reception
Cost: \$5 for bus + \$35 for Cruise + Lunch & Beverages

Please note the following
SmartCaller Phones will be
tested in March:

16-38 St Marks Close
39-53 St Johns Close
1-3 Crowley Drive

From Independent Living Corner

BY JENNY KLIESE, INDEPENDENT LIVING SERVICES CO-ORDINATOR

Congratulations Joan Ashford for your nomination in the Ballina Shire Australia Day Awards, Volunteer section for 2016.

Joan's achievement was not likely or obvious. She has called and organised Bingo at Crowley for the last 24 years and volunteers her services with Bingo at the Cherry Street Bowling Club.

There was some mystery behind the nomination. Although it was finally revealed that at Crowley Bingo one Saturday afternoon, a daughter of a resident (now an IL resident herself) witnessed the lovely and caring interaction between her mother and Joan many years ago. Even though Joan didn't win she had a great day with her many friends and supporters.



DID YOU KNOW



The 'Crafty' Ladies of the Ballina Waters Mixed Probus Club have been gathering monthly in the Gardenia Room for some years. They have been attending as guests of residents who are members of the Club.

Over the years it was just a pleasant gathering for a bit of craft, chatter and a cuppa. However, this year the club is taking on a project to assist the Mental Health Support Group with much needed items such as warm beanies, knitted socks/slippers and rugs.

The morning has always been open to Crowley residents and it would be lovely to have more come along and join in this worthwhile mission.

Already we have a bag of rug squares which need a helping hand to sew them together.

It is held on the fourth Monday of the month from 9.30am in the Gardenia Room

For more information contact Faye Duncan 66 866585

IL EASTER HOURS

Resident Service Coordinator

25 March	Good Friday	Closed
26 March	Easter Saturday	8:00am - 12 noon
27 March	Easter Sunday	Closed
28 March	Easter Monday	8:0am - 12 noon
29 March	Tuesday	Return to normal working hours



Biodanza: Movement to Music

Biodanza is an hour session of gentle dance exercise, tailored specifically for seniors who would like to continue embracing movement in life. There are no steps to learn and the class is composed of easy movements, so all are welcome!

\$10 each session

Wednesday 9 March & Wednesday 23 March
8:45am – 10:00am at the Crowley Education Centre

Pimlico Ladies Charitable Organisation

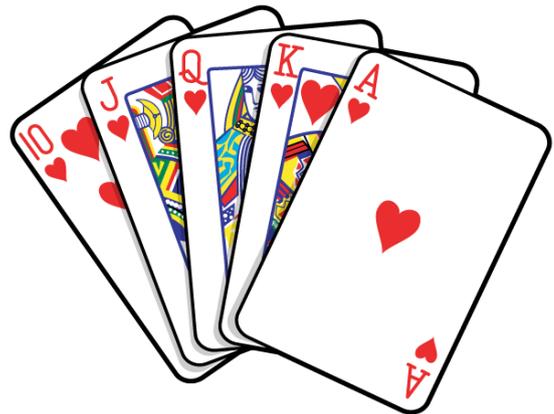
Invite you to come along to an
afternoon of Hoi

Monday 7th March

1:30pm in the Pimlico Hall

Entry: \$5

Raffle and Afternoon Tea



CROWLEY CLEANING SERVICE

Have you been thinking that you might like some assistance with your cleaning? Well we have the answer for you! Crowley have a cleaning service, which is delivered by our friendly and competent staff. If you would like to know more, please contact Crowley Reception on 1300 139 099.



Other News



March Birth Flower: Daffodil

The daffodil means unequalled love.

Daffodils symbolize friendship, chivalry, happiness, respect, modesty and faithfulness. Another hidden meaning of daffodils was noted to be "you are an angel."

February Birthstone: Aquamarine

Aquamarine has a rich colour and has long been a symbol of youth, health and hope. Its mesmerizing colour ranges from pale to deep blue and are reminiscent of the sea.



Sign of the Zodiac: Pisces

Dates: February 20- March 20

Characteristics of Pisces:

Strengths: Compassionate, artistic, intuitive, gentle, wise, musical.

Pisces likes: Being alone, sleeping, music, romance, visual media, swimming, spiritual themes.



movie arvo

Movie:	The Dress Maker
When:	Wednesday 16 March
Where:	Education Centre Room 2
Time:	1.00pm to 3.00pm followed by afternoon tea
Cost:	Gold Coin donation
RSVP:	Monday 14 March

Based on the best-selling novel by Rosalie Ham, *The Dressmaker* is a bittersweet, comedy-drama set in early 1950s Australia. Tilly Dunnage (Kate Winslet), a beautiful and talented misfit, after many years working as a dressmaker in Paris, returns home to the tiny middle-of-nowhere town of Dungatar to right the wrongs of the past. Not only does she reconcile with her ailing, eccentric mother Molly (Judy Davis) and unexpectedly falls in love, but armed with her sewing machine and incredible sense of style, she transforms the women of the town and in doing so gets sweet revenge on those who did her wrong.

Director: Jocelyn Moorhouse

JOKE OF THE DAY

Tom's wife was hosting a dinner party for some of her close friends at their summer home.

Moments before the guests were scheduled to arrive, she asked Tom if he would be ever so gracious to walk a block down to the beach to pick up some fresh snails for the party. On his way to the beach he passed the local bar, and figured he'd stop in for a quick drink before heading down to the beach to search for the snails. One drink led to the next, and before he knew it, it was 5:00 in the morning and he hadn't gotten his wife those snails. Quickly he hurried down to the beach, picked up a few snails, rushed home, and stumbled up the front steps, dropping the snails.

At that moment, his wife angrily opened the door asking him where he had been and how he had ruined her party. Tom, looked towards the snails

and said "C'mon you slow pokes!

Just a few more steps and we're there!"



The Kitchen Heat on Wheels

BY TONY BALDWIN, HOTEL SERVICES MANAGER

A new thermo-technology trolley to transport meals to residents is being trialled by the Hotel Services team.

The trolley enables the rapid transportation of food at temperatures that can be maintained for a longer period, due to the inbuilt insulating system.

It has come about resulting from feedback received in our QPS surveys where meals were not consistently served at the same temperature, and once transported to residents rooms (across six areas) the meal lost heat.

The system we are trialling is an Insulmax heated base system and it is proving effective.

It works by heating the base of the appliance to 90 degrees, in which a ceramic plate is held and maintained at 85 degrees.

This is a welcomed technology advancement, as the previous method wheeled meals straight out of the bain marie at 85 degrees to residents' rooms using an insulated lid covering the plate.

During our time with the new trolley, the Crowley WHS committee has inspected it and discussed the safety aspects of the unit.

All food service staff who have used the unit have felt comfortable manoeuvring it during ward delivery, and care staff have commented positively about the trolley.

The daughter of one of our residents who attends lunch at Crowley commented how well it works and that the food stays nice and hot.

Another great feature is that it is a dual temperature machine, meaning that it can have cold items on one half of the tray at a temperature of 3 degrees, and have the other half hot keeping meals at 75c-80 degrees.

We will start the trial of a second trolley during the next month, and I will keep everyone posted.



Hotel Services News

KEEP THESE FOODS SEPARATED AT ROOM TEMP

Ethylene-sensitive produce

- Bananas (unripe)
- Cucumber
- Eggplant
- Green beans
- Onions
- Potatoes
- Summer squash
- Sweet potatoes
- Watermelon
- Winter squash

High ethylene-producing produce

- Bananas (ripe)
- Tomatoes

Transfer these to fridge when ripe ▶

- Apricots

- Avocados

- Mangoes

- Melons

- Nectarines

- Papayas

- Peaches

- Pears

- Plums

KEEP THESE FOODS SEPARATED IN THE FRIDGE

High ethylene-producing produce

- Apples

- Blueberries

- Apricots

- Avocados

- Mangoes

- Melons

- Nectarines

- Papayas

- Peaches

- Pears

- Plums

Ethylene-sensitive produce

- Broccoli

- Brussels sprouts

- Cabbage

- Carrots

- Cauliflower

- Dark leafy greens

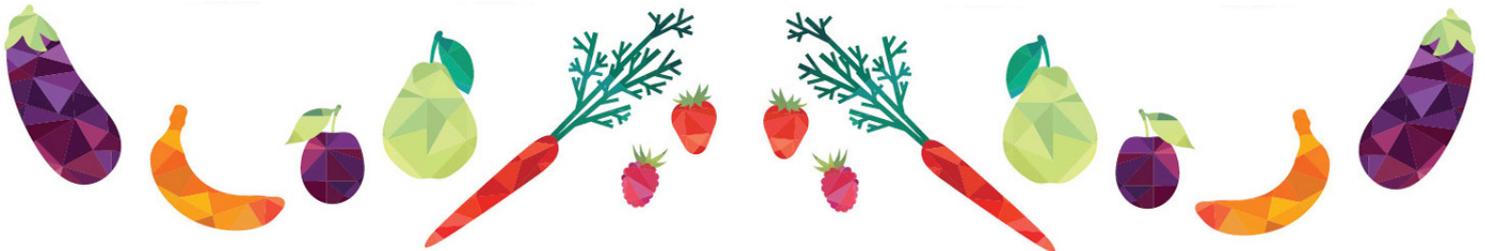
- Leeks

- Lettuce

- Peas

- Raspberries

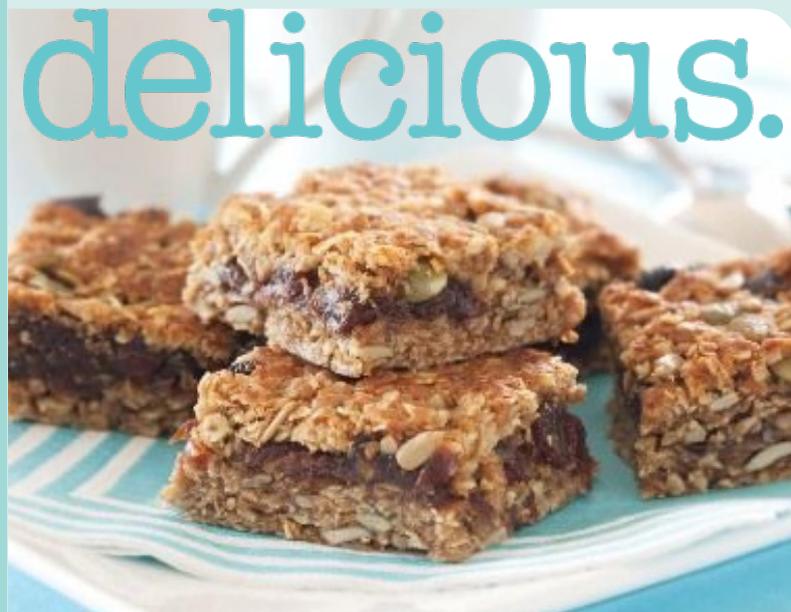
- Strawberries



Recipe of the Month

BY JUDY ROBSON, HOTEL SERVICES

delicious.



DELICIOUS DATE SLICE

INGREDIENTS

- 1 1/2 cup self raising flour
- 1 cup sugar
- 200g dates (chopped)
- 2 eggs beaten
- Pinch of salt
- 2tsp vanilla essence
- 90g butter (melted)

METHOD

STEP 1 - Mix all dry ingredients together in large bowl.

STEP 2 - Add beaten eggs and melted butter to mixture.

STEP 3 - Pour mixture into pre-lined baking tin and bake for 20 mins at 180 degrees.

STEP 4 - Set aside to cool completely.

STEP 5 - Can be left plain or paired with lemon icing.

Eat Your Way to a Healthy Easter

Easter is a time of year for family holidays and chocolate overload. Who hasn't regretted the amount of chocolate eggs mindlessly eaten over the holidays? So why not embrace some alternatives to make Easter that little bit healthier and happier.

It might sound easy but with the average Aussie having more than 27 teaspoons of sugar a day, it's harder than you think. Especially when 50g of chocolate equates to 7 teaspoons of sugar!!

It is possible for Easter Eggs to have health benefits. Dark chocolate is made with a high proportion of cocoa and also contains large amounts of flavonoids, which act as powerful antioxidants and lower blood pressure. Try to find plain dark chocolate with the highest cocoa content possible. This means they don't have too much sugar and saturated fat.

If you are spending Easter with grandchildren, instead of relying on coloured tin foil wrapped chocolate eggs, why not create an Easter basket filled with healthy gifts? You could try baking healthy biscuits like banana biscuits or oat crisp biscuits, dye your own real eggs to place in a pretty arrangement or using brightly coloured plastic eggs that open up (you can buy them from craft shops like Spotlight) and place a gold coin inside each egg.

However, the effects of sugar remain long after Easter has passed.

Sugar occurs naturally in fruit (fructose), vegetables and milk (lactose). You may also add sugar to your food at the table. But what you might not realise is that sugar is also added to many processed or packaged foods including bread, sauces and salad dressings. So, even if you don't add sugar to your food, you may still be consuming 'hidden' sugar in processed foods. Paying attention to, and understanding food labels may help you work out how much sugar you are eating every day, and whether you need to switch to alternatives or cut back on some products.

For those of you who add sugar to your meals, there are low-kilojoule artificial sweeteners available that can be substituted for sugar.



CARROT-ZUCCHINI CAKE WITH COCONUT-CREAM CHEESE FROSTING

INGREDIENTS

- 2 cups white whole-wheat flour
- 1 1/2 tsp baking powder
- 1 1/2 tsp baking soda
- 1 1/2 tsp ground cinnamon
- 1/4 tsp salt
- 1/8 tsp ground nutmeg
- 3/4 cup granulated sugar
- 1/2 cup brown sugar
- 1/2 cup canola oil
- 3 large eggs
- 1 cup grated carrot
- 1 cup grated zucchini
- 3/4 cup crushed pineapple
- 115g cream cheese, softened
- 1 tbsp unsalted butter, softened
- 2 cups powdered sugar
- 1/2 cup flaked sweetened coconut, toasted

METHOD

STEP 1 - Preheat oven to 175°.

STEP 2 - Combine first 6 ingredients in a bowl. Combine sugars, oil, and eggs in a separate bowl, stir with a whisk. Stir carrot, zucchini, and pineapple into sugar mixture. Add flour mixture to sugar mixture; stir until moistened. Spoon batter into a baking pan. Bake at 175° for 33 minutes or until done. Cool on a wire rack.

STEP 3 - Combine cream cheese and butter in a bowl; beat with a mixer until smooth. Add powdered sugar; beat just until smooth. Spread evenly over top of cake. Sprinkle with coconut flakes.



Making Feedback Flow

BY MICHELLE GOLDING, ADMINISTRATION MANAGER

Have you heard us talking about Continuous Improvement? Do you know what it is?

Continuous improvement is a proactive approach to making an ongoing (continuous) effort to improve the quality of our care, services, processes and outcomes for our stakeholders.

Often confused with quality assurance; which is making sure you are doing the right things the right way. Assuring quality is about confidence, it is about the processes by which you go about what you are doing.

Continuous improvement is simply about making changes, about making things great..... It's about making Crowley great!

At Crowley we use a 4 step quality model for continuous improvement:

- Plan: Identify an opportunity and plan for change. Change is identified through various mechanisms including resident / client, relative and staff surveys, Compliment / Complaint system, internal audits, staff performance appraisals and internal staff meetings;

- Do: Implement the plan by taking small controlled steps;
- Check: Evaluate if the improvement is delivering what we intended, are changes required or should an alternative improvement be used;
- Act: If the change was successful, implement it on a wider scale and continuously assess our results. If the change did not work, begin the cycle again.

Compliments

IL Resident

Crowley Management & Staff for birthday greetings and card. Your remembrance is much appreciated. My family visited me on 8th and we had a really enjoyable day together.

VHC Client

Client called to 'thank the two guys for their beautiful job' – cleaning of inside and outside windows and clearing of guttering completed the day before.

Staff Member

Just wanted to pass on a compliment I received whilst in the ANZ bank Ballina. The teller asked me how long I had been working at Crowley and if I liked working for Crowley to which I replied "I love it". She stated she was down at Crowley and was very impressed by the dining area. She stated it looked like an up market restaurant and I then told her of the high standards and quality care that are met at Crowley.



**Crowley's ANZAC Day
Service
will be held on
21 April
in the Activity Centre
at 11am**

Out of respect for those attending the service and to highlight the importance of the day, those wishing to attend are asked to arrive before the commencement time of 11.00am to avoid disturbing the service.

RSVP at Reception by 15 April



Book Club with Judy Riley

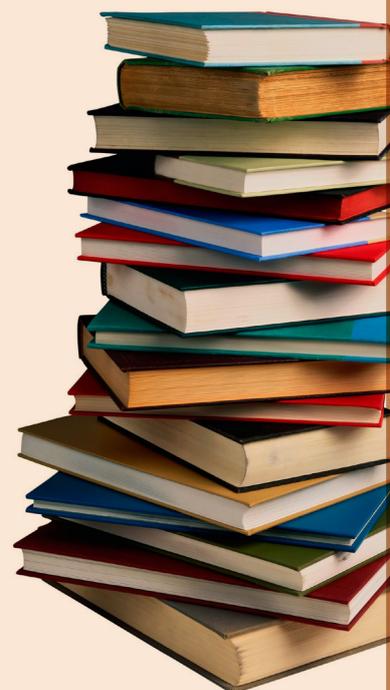
Our first book club meeting of the year again revealed our varied reading habits:

- Carolyn Overington uses her investigative-reporting experiences in all her novels. "The Sisters of Mercy" is a rambling crime novel about two sisters; one vanished, one in gaol, who are reunited over their father's will.
- Mary Moody leaves her family and escapes to France for six months and details her experiences in "Au Revoir"... It's not too late!
- You either love or find Agatha Christie tedious. In "Death in the Clouds", Hercules Pierrot meticulously solves a murder on a plane.
- Armchair travel can be as good as the real thing...well almost... if you lose yourself in Lonely Planet's "Ultimate Travel List". It ranks the 500 best places on the planet. The Temples of Angkor, Great Barrier Reef and Machu Picchu were the top three.

There is a whole case of new TALKING BOOKS in the library...titles to satisfy all tastes.

The Book Club meets on the fourth Thursday each month. All are welcome. Check the poster in the library for details.

Happy reading!





The Crowley Resident Footy Tipping Competition is back for the 2016 season!



Open to IL and Residential
Care Residents.

Register your interest at reception!

Entries close Wednesday 2nd March

Your Crowley Contacts

Crowley Administration
1300 139 099

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
6686 5090

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:

BRUNHILDA VENTER - HOME CARE



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

I was already working in Aged Care, but for a company based on the Gold Coast. I was looking for something a bit closer to home and an opportunity became available at Crowley – Yay!

2. WHAT DO YOU THINK YOU BRING TO CROWLEY?

Positivity, hard work, team spirit and a BIG SMILE!

3. WHAT WAS YOUR FIRST JOB?

Agricultural Researcher/Lab Technician – you know those boring people in white coats.

4. WHAT KEEPS YOU UP AT NIGHT?

Nothing normally, but currently an overseas trip.

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

If you don't have anything good to say, don't say it!

6. NAME SOMEONE YOU ADMIRE?

No single person comes to mind - I rather like to appreciate individuals for their uniqueness and beautiful qualities.

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

Oh boy! I'm hopeless with directions. Don't tell me to continue north or south- I'll end up in the sea! Cheers to the guy who invented my lovely GPS – it's the most prized possession in my car.

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

I started collecting cute tea pots and antique tea cups, even went so far as to knit some tea pot cosies and my hubby gave me an old ladies nickname!

I'm over that craze now so nickname all but forgotten! Still love drinking tea though!

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

Mmmm need to say something you can't use against me later... like the old nickname.

I speak a couple of languages!