

the chatter box.

APRIL 2016

NEWS FROM CROWLEY CARE SERVICES

A moment with our CEO



Michael Penhey
CEO
Manager Parish
Aged Care Services

Hello everyone,
Crowley recently received a major boost to our Home Care Services.

Following the Government's latest Aged Care Approvals Round we are now an approved provider of the highest level of Home Care, winning 15 Level 3 and Level 4 packages. That's great news bringing our total number of home care packages to 98.

This follows the announcement of our 32 additional beds for our residential facility. So when you combine the impact of these additions to Crowley's services, it means we will have created an additional 45 jobs at Crowley.

Our Home Care Packages provide seniors with the widest range of subsidised home-based support services and clinical care (including dementia specific) helping them with their day-to-day activities and to stay in their home longer.

These services are specially designed to improve independence, quality of life and support the re-ablement of our region's seniors so they can remain at home. Thanks to these additional packages more of our seniors can secure a broader range of subsidised home care.

Our Home Care Service includes a very diverse range of support, from home and garden maintenance, to assistance with tasks like dressing or preparing meals, to providing quality nursing care.

We thank the Federal Member for Page Kevin Hogan for his ongoing efforts and support in helping us secure these packages for our region's seniors.

Michael Penhey
CEO

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Out and About

BY THE LEISURE AND LIFESTYLE TEAM

CELEBRATING WOMEN FROM AROUND THE WORLD

Friday March 4th saw a couple of our residents attend the Ballina Coast and Hinterland International Women's Day Luncheon. Judy Hoolihan and Margaret Rizzo celebrated at the Ballina RSL, enjoying the amazing keynote speaker, a sumptuous lunch, trying their luck with the lucky door prizes, and enjoying great company. A three course meal was served and plates wiped clean, although the best part of the event was the talk from inspirational Dr Libby.

BATTLE OF THE BOWLS

RSL Lifecare joined us for our regular afternoon of carpet bowls - this time Crowley had the pleasure of hosting. There was a little competitiveness, a lot of laughter, but most importantly consolidation of friendships. RSL Lifecare were too good for us on the day, taking home the trophy. We are all looking forward to the next get together... another chance to win back the trophy.

SCHOOL VISITS TO BRIGHTEN OUR DAYS

We have enjoyed intergenerational visits from Holy Family School and St Francis Xavier school during the month of March. The students have entertained us with songs, story reading and playing games. The smiles on faces are proof of how wonderful this program is.

CLIMBING THE FAMILY TREE

Residents are enjoying our "Family History Group" which is held once a month. The history and stories of our residents and their family are just remarkable, giving an insight into their background, their ancestor's lives and how they came to Australia and what they faced in this new and uncertain country.



HANDFUL OF GREEN THUMBS

Welcome Autumn! Our Garden Club members have been super busy recently shifting plants from the outdoor pergola to be ready for the new buildings. We also scoped out a few areas in Crowley to start revamping to make our outdoor sitting areas bright with greenery and fresh blooms. The club has come up with some lovely ideas. Residents went off on a bus outing in March to a local nursery and are looking forward to more of these outings. There are a couple of orchid shows coming up in the year which we will attend.



UNDER THE SHADE OF A TREE

We have been taking advantage of the beautiful Poinciana tree at the front entrance. It is hard to find a nicer place to sit than under this beautiful shady tree, watching all the comings and goings. There is always someone to say hello to and a passing parade to watch. We even went all out and added a table dressed in lace and fine china to enjoy an afternoon tea in the great outdoors. Those that attended enjoyed it so much we are already planning the next one, maybe we will add fairy lights and do dinner!



GREEN WITH GLEE

Residents had a great time in the morning joining in our “St Patricks Day Shenanigans”. There were jokes and spiders (and by spiders I don’t mean the crawly ones - I’m talking about the yummy lime spiders!). The room chimed with traditional Irish music, singing, a little bit of dancing and of course some good old Irish trivia.



100TH BIRTHDAY

Jean celebrated her 100th birthday in March with family, friends and Crowley staff. This was a wonderful milestone for Jean and her family to witness. The lovely Jean was born in Sydney where she was very well known for making traditional Bride and Bridesmaid dresses. Oh what a vision it would have been to see Jean in her prime making these beautiful dresses. Jean has been with us since 2010. Riverview Lounge was full of family and love, I’m sure Jean felt blessed to have her family with her on the day to celebrate.



BOUNCING BETWEEN BOWLING GREENS

Over the past month, we have had outings to a couple of the neighbouring bowling clubs. First on the agenda was the Lennox Head Bowling Club, where we enjoyed a lovely meal, drinks and plenty of catching up with each other.

After this, we had a lunch outing to the Alstonville Bowling Club which was a first time visit for some residents and a chance for others to catch up with some old friends. The residents had a lovely meal and enjoyed the view from the restaurant overlooking the soccer fields.



CHANGE OF DATE

Our annual monthly craft sale will now be held on the last Friday of the month at 1:00pm. We would love to have your company and if you have any crafty skills to share please come along.

NSW Seniors Festival

In 2016 NSW Seniors Festival will run from Friday 1 April to Sunday 10 April. Every year during NSW Seniors Festival, government, community and commercial organisations hold hundreds of events across the state, encompassing art, sport, music, entertainment, technology, recreation, health, nutrition and much more! Here's what's happening in Ballina:

YOUNG AT HEART SENIORS SHORT FILM FESTIVAL

Friday, April 08 2016
2:00pm - 3:30pm

Come along to a 1 hour screening of new Australian short films, which feature seniors in leading roles. These films are finalists in Australia's 11th Seniors Film Festival.

It is free to attend.

Located at Ballina Library, 8 River Street , Ballina.

For further details, contact Heidi Carter at Richmond Tweed Regional Library - 6686 2831.

ROCK & ROLL EXHIBITION WITH A LIGHT LUNCHEON

Monday, April 04 2016
11:00am - 3:00pm

Come on down to the Tweed Heads Civic Centre for a rock 'n roll 'n lunch with entertainment from the Border Rockers for seniors and people with disability who reside in the Tweed Shire Area. There will be Lucky Door prizes and raffle.

Cost is \$10 per person.

Located at the Civic Centre on Brett Street in Tweed Heads.

For further details, contact Doreen Welsh on (07) 5524 1841.

LIVE LIFE SENIORS WEEK LUNCHEON

Wednesday, April 06 2016
Doors open 9.15am,
Show 10am – 12noon
Lunch 12pm – 1pm

Enjoy the annual 'Live Life' Seniors Concert and Luncheon with entertainment by Jim and Judy.

The concert includes a two course lunch, tea and coffee. A live performance proudly sponsored by Ballina Shire Council and the Ballina RSL Club. Tickets are on sale now at the Club, phone 6686 2544 or online at the box office.

Cost is \$15 per person.

Located upstairs at the Ballina RSL Club.

HEALTHY LIVING FOR SENIORS ST ANDREWS SEMINAR

Wednesday, April 06 2016
10:00am - 12:00pm

Come along to St Andrews Ballina for a free seminar for seniors focusing on healthy living and well-being. Don't miss out on this chance to hear from the local experts including a podiatrist, a dietitian and a physiotherapist. FREE hot lunch buffet lunch served immediately following the seminar.

You must RSVP and attend the seminar to attend the lunch. RSVP with your full name, address and phone number to: office@standrew.com.au or call 02 6620 5810. Space is limited so RSVP today.

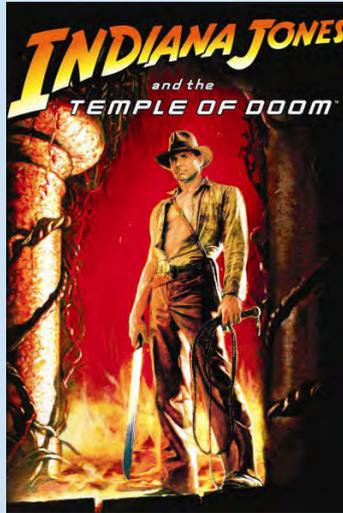
It is free to attend.

Park Lane Theatre Film Program

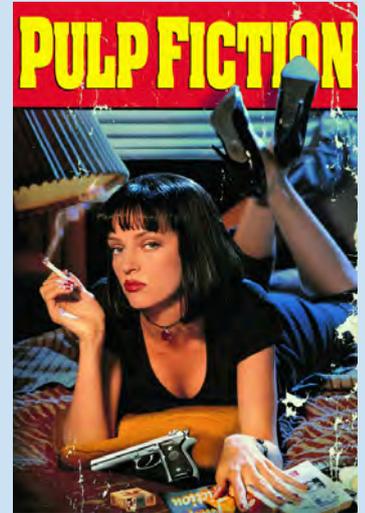
Park Lane Theatre has launched its first annual film program offering an eclectic mix of classic and cult movies. The screenings will be offered in a relaxed family environment where patrons are welcome to BYO picnic blankets, cushions and bean bags to create the ultimate community lounge room experience. Think cinema under the stars – without the rain and the mud!



Tuesday 19 April
3:00pm



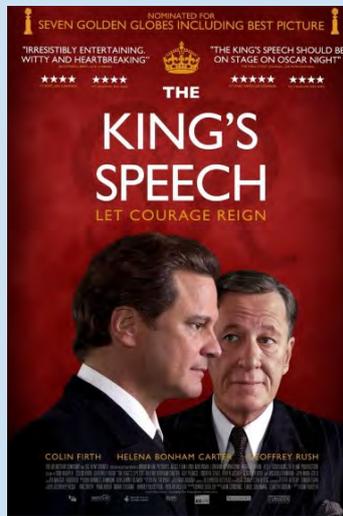
Tuesday 19 April
7:30pm



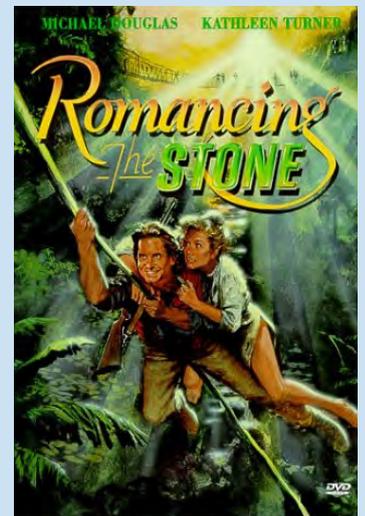
Friday 13 May
8:00pm



Saturday 11 June
1:00pm



Saturday 11 June
7:30pm



Thursday 23 June
1:00pm

Adults \$12 Children \$5 Concessions \$9 Family \$25

Discounts available for Movie Marathons, Groups and 5 Ticket Passes

Licensed Snack Bar Available • BYO Blankets, Rugs, Cushions, Pillows, Bean Bags or Camp Chairs

The Lennox Community Centre is located at 1 Mackney Lane, Lennox Head • Phone 02 6687 6291

Top Apps for Tech Savvy Seniors

We increasingly use technology for everything from paying bills to shopping online. Almost 60% of older Australians access the internet daily. Telstra research indicates that one in five seniors now have a smartphone and 39% have a tablet, and the use of social media and apps is growing at a rapid rate.

Apps are mini computer programs that are designed to be used for one specific function on a smartphone or tablet.

Apps can be very useful to help you with everyday tasks. So what are some of the best apps for seniors?

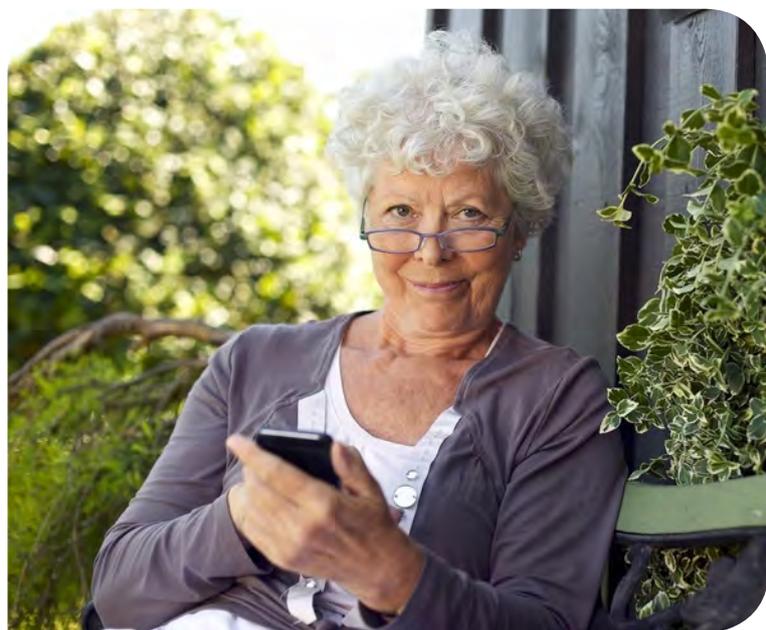
- **NSW SENIORS CARD**
Search for local businesses offering discounts to Seniors Card members
- **OPSM EYE CHECK**
Test your visual acuity, colour vision, astigmatism, contrast and distance vision
- **EMERGENCY AUS**
The most comprehensive source of real time emergency information in Australia
- **COOK IPAD**
A recipe scrapbook and a social network where people talk, share, compare and give feedback on recipes
- **HEARTWISE BLOOD PRESSURE TRACKER**
Record and track your blood pressure, your resting heart rate and your weight

- **HEALTH ENGINE**
Helps you find and book an available doctor, dentist, physiotherapist, chiropractor or psychologist
- **PILLBOXIE**
Keep track of which medications you need to take at what time
- **LUMOSITY**
Mind games designed by neuroscientists to enhance memory, attention span and problem solving skills

WANT TO IMPROVE YOUR TECHNOLOGY SKILLS?

The NSW Tech Savvy Seniors courses provide FREE or low-cost training in more than 130 locations across the state, helping older people to get up to speed with everything from texting to Skype.

While the Crowley library is undergoing redevelopment, the Broadband for Seniors kiosk is out of action and consequently so are the Broadband for Seniors lessons. In the meantime, Richmond Tweed Regional Library hosts Broadband for Seniors as well as training for tablet and smartphone use – located at 8 River Street, Ballina. Please contact them for further details 6625 5100.



A Big Boost for the Weekend

BY WHENUA ONER, RESIDENTIAL CARE SERVICES MANAGER (DON)

The Leisure and Lifestyle team bought in 2016 by reviewing our program, considering the areas for improvement and meeting our resident's needs. During this process we revisited the weekend program. Last year we altered our weekend program to provide an alternate weekend program. Feedback we have received suggests this is an area that we could develop.

So we are excited to report that effective from April, there will be a Leisure and Lifestyle member on each and every Saturday from 10-4pm. On Sunday there will be a regular Sunday Matinee or similar scheduled.

Weekend staffing is not designed to replicate our weekday program, but we recognise that the weekend can feel a bit quiet and sometimes lonely compared to the active nature of the weekdays. We would love to hear some ideas about what activities you would like to see happen on the weekend.



Counselling and Support for Carers

It's easy to become isolated or lonely when you're a carer. You may be too busy to keep up with family, friends and people may visit you less often. Sharing your experiences with someone you trust can help.

Counselling and support services may help you to understand and manage situations, behaviours and relationships that can be a part of being a carer. This help could, in turn, reduce the stress you may be feeling in your caring role, and perhaps help you to continue in this role for longer.

What types of services are available?

Counselling and support services can include:

- providing short-term emotional and psychological support
- offering guidance in your relationship with the person you care for
- helping you to manage situations and challenging behaviours
- offering grief counselling

You may also consider using specialist carer information and advice services to support you in your caring role. These services will help you with information about accessing independent aged care advocacy services and making decisions within your caring role.

Crowley offers services that can help you and ease stress including a range of home care services, meal delivery. Crowley can also provide respite services for the person you care for – which would allow you to take a break. Respite care can also give the person you care for variety and extra social opportunities.

For further information on available support services, please contact Crowley Reception or visit the My Aged Care website.



CROWLEY
CARE SERVICES



myagedcare

Bed, Bath and Table

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

Prospective residents and their families often ask - what can I bring to my room and what does Crowley provide?

Upon arrival new residents are gifted with flowers, a hand written card to welcome them and a gift basket of toiletries and treats.

All rooms are furnished with a bed, mattress, wardrobe, bedside locker and a chair with arms.

We also supply soft bed and bath accessories, including bed linen, blankets, quilts, pillows, bath towels, face washers and absorbent or waterproof sheeting.

On the look for something to decorate a room? Take a peek at the Crowley Craft Cupboard, which is full of handmade items from our residents: homey throws, crochet blankets and knitted coat hangers are always available for purchase.

The toiletries supplied in Residential Care include tissues, toothpaste, toothbrushes (these are changed seasonally), denture cleaning preparation, shampoo and conditioner, shaving cream, razors and combs. Each ensuite is fitted with a dispenser of ph neutral body cleanser for showering. The moisturiser we provide is a clinical Macadamia skin repair lotion.

We encourage residents to personalise their rooms with photos, pictures, special ornaments or their own bedspread. A comfortable chair and TV can also be brought in. Staff can advise on the size restrictions for these.

Due to WH&S considerations rooms have to be free of clutter with electrical items tested and tagged by our preventative maintenance staff before installation. A resident should be able to comfortably move around their room, without risk of falling and staff should have easy access to mechanical lifting equipment if required.



CROWLEY AUXILIARY

Mother's Day Luncheon

\$25_{pp}

Wednesday

4 May

12:00pm

Activity Centre

MENU

MAIN COURSE

Herb crusted pork cutlet on caramelised apple with a crispy potato cake

Snapper fillet chardonnay and dill sauce on creamy smashed potatoes

DESSERT

Brandy basket filled with vanilla mousse berries and double cream

Citrus tart tangy lemon and lime sauce

15 minutes with Tom Lancaster HOME CARE CLIENT



1. What is your Name?

Edward Lancaster but known as "Tom".

2. Where were you born?

Alstonville, there was a hospital in The Avenue.

3. Where did you live as a child?

Rous and Alstonville districts.

4. Did you have any brothers and sisters?

One older sister, 4 brothers – 2 older and 2 younger.

5. What did you do when you left school?

Worked on the family farm.

6. What was your occupation?

Spent some time working in Murwillumbah then back to Lismore where I was a Storeman and Packer for Percy and Nott. I was a Wardsman at St Vincent's Hospital for 12 years prior to retiring.

7. Tell us about your family.

I have one son who lives in Bundaberg and a daughter who lives in Armidale. My family includes four granddaughters and one grandson.

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

I look forward to going on a Mystery Bus trip once a month and attending the Tibouchina Social Group in Alstonville. Enjoy pottering around in my garden.

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

Loved to ride my horse to play tennis at Rous. Dalwood Falls are on the back boundary of the farm where I grew up and spent lots of time swimming there.

Home Care Phone Rollout

Over the past few years, Crowley have been steadily incorporating technology into our services. This includes working on the roll out of the new Home Care software and phones for the past several months and they are almost ready to be put to work.

The new phones are user friendly, have improved reception and a larger screen to enable easy viewing of work allocations for our workers and clients alike.

The phones will be arriving in the coming weeks. Once they land we will have our ICT team equip them with all the information we need to allow our workers to perform their roles safely and efficiently.

Training days will be held to ensure staff are comfortable and competent using their new phone.

During the transition you will continue receiving the same high quality care from our workers, and we will keep you informed as the roll out happens.



Old Age is a Privilege Denied to Many

BY SHERRIE VINEY, COMMUNITY NURSING CO-ORDINATOR

On Anzac Day we remember those past and present who have served and sacrificed in War and conflicts over the past 100 years; heroes that we have lost in war who never had the opportunity to live a long life, let alone plan their end of life care, as their lives were cut short.

We all give thought as to how we wish to live our lives, and with advanced health directives we can now plan and prepare for our end of life care.

Planning is the key leading to clarity for our friends and family, quality end of life care and the end of a life shouldn't be preoccupied with last minute decisions.

To simply say "I'd like to die at home", is not a plan.

A few key considerations for preparing are:

- Having a plan and letting people know
- Identifying your advocates, those who are close to you and have the time to act on your behalf, in all situations. Make sure they understand your wishes and are willing to support them
- Look at your end of life choices – assess your finances and your personality – would you want assisted living arrangements or is staying at home your best option with a doctor who attends home visits
- Hospital readiness, by having documents including a summary of medical information & medications, Advanced Health Directive, a Will and Power of Attorney and Enduring Guardian details

So when it's time to let go you will have the experience and people around you that you want.

For further information, the NSW Government have a comprehensive website to guide you and your family at www.planningaheadtools.com.au or call on 1300 887 529.

Lest We Forget



1. Prepare a Will



2. Make a Power of Attorney



3. Appoint an Enduring Guardian



Spending Your CDC Funds

BY DEBBIE WILSON, HOME CARE SERVICES CO-ORDINATOR

Did you know that you can spend your package funds in lots of different ways to enable you to stay at home independently?

When you come to Crowley under a CDC Package, our team are sure to work in partnership with you to develop a budget to fund your care plan.

The budget allows you to see what funds are available in your package and how those funds are being spent.

Any unspent funds can be rolled over from month to month for as long as you remain in the package, or you can put the money towards a goal - something that you identify as important to you.

You can choose to spend your money on many things, including equipment, gardening, lawn care and things that may maintain your fitness and well-being, such as a family event. There are some things that do not sit within the allowed spending, such as rates, rent, food or bills (for example- electricity and phone).

In looking through some of your CDC balances, I see that quite a few of you have some unspent funds that are accumulating each fortnight.

One of our Home Care clients, Mr Jack Bice was able to purchase a new stove with his CDC money. Jack likes to cook for himself but his stove needed replacing. He is now able to prepare himself quality food, rather than relying on his microwave for instant meals.

Another one of our clients, Mr Don Ellison has purchased an air-conditioning unit, which will keep him comfortable all year round while living in his own home.

If you would like some advice on what you can or can't spend your CDC funds on, how you can go about making a purchase using your funds, or guidance in revisiting your care goals, please don't hesitate to call our Home Care Team on 1300 139 099.



Green Thumbs Up to Gardening

Gardening has many health and therapeutic benefits for older people, especially edible gardening. Garden beds, equipment and tools can all be modified to create a garden that is interesting, accessible and productive.

Some medical conditions and physical disabilities may restrict or prevent people from participating in gardening. However, with planning and a few changes, you can create a safe, accessible and pleasant space.



BENEFITS OF GARDENING FOR OLDER PEOPLE

- Increases levels of physical activity and helps mobility and flexibility
- Encourages use of all motor skills
- Improves endurance and strength
- Helps prevent diseases like osteoporosis
- Reduces stress levels and promotes relaxation
- Can provide nutritious, home-grown produce

TIPS TO ADJUST YOUR GARDEN TO GROW WITH YOU

- Make vertical gardens by growing vining plants upward using trellises, tomato cages, bamboo stakes, fences, walls or arbors as supports. It will cut down on bending and make harvesting easier
- Plant in containers using lightweight “soil-less” mixtures and resin or foam-walled pots to reduce weight. Put pots on casters
- Avoid hanging baskets, since they dry out quickly, require frequent fertilization, and can be difficult to reach

TIPS FOR THE GARDENER

- Work in the morning and evening, when coolest.
- Bring a water bottle to prevent dehydration
- Wear sturdy shoes, a broad-brimmed hat and gardening gloves
- Bend at the knees and hips to avoid injury.
- Ask Crowley maintenance to assist with the heaviest lifting and digging

EASY TO GROW PLANTS

- | | |
|---------------------|------------------|
| • Sunflowers | • Nasturtium |
| • Sweet Peas | • Marigold |
| • Nigella | • Fuchsias |
| (Love in A Mist) | • Pansy |
| • Aquilegia | • Hardy Geranium |
| • Eschscholzia | (Cranesbill) |
| (Californian Poppy) | |

Use it or Lose it

Everyone, regardless of age, can benefit from regular exercise. Exercise helps you to feel more energetic, confident and relaxed. It improves sleep patterns and enhances your mood. It keeps your muscles strong and your bones healthy.

YOGA / TAI CHI / PILATES

Each of these practices will help you to improve your flexibility, balance and coordination. The deliberate movements and holding of postures provide a gentle stretching and strengthening routine. There is also an element of mindfulness to these practices which can reduce stress and anxiety.

Crowley caters for local exercise group CHEGS who perform classes nearly every day of the week. The classes range from Tai Chi through to Gentle Stretches and Cross Training. Alternatively, Biodanza is another dance group that comes to Crowley twice a month on a Wednesday. Please enquire at reception for further details.

WALKING

Even a short walk at a moderate pace will raise your heart rate, increase blood flow around your body and to your brain, and lower levels of stress hormones. Walking with someone is a great motivator.

Ballina is a beautiful location with many walking paths to enjoy. Our footpath at Crowley runs along the river, where there are often pelicans, dolphins and other animals to see.

SWIMMING

Swimming is another low impact activity that can be enjoyed at a range of intensities. It takes place in a buoyant (weightless) environment so there is virtually no jarring of joints. This means you may be able to be more physically active in the water than on land, particularly if you have joint or back problems.

Crowley's Hydrotherapy pool is open to residents and the public by appointment. As a hydrotherapy pool, it is designed for older persons and people with disabilities (major or minor). Best of all, it is indoors and heated, so you can use it all year round! Please contact reception for further information or to arrange an appointment.

LAWN BOWLS

Lawn bowls is played for the challenge and competition, personal enjoyment, activity, the pleasure of spending time outdoors and for social interaction. It is also a low-impact, therapeutic form of exercise.

Crowley Independent Living residents can enjoy weekly bowls on a Saturday, while residential care residents enjoy carpet bowls on the third Wednesday of each month.



From Independent Living Corner

BY JENNY KLIESE, INDEPENDENT LIVING SERVICES CO-ORDINATOR

In April we celebrate ANZAC Day - a time to reflect on the wonderful men and woman, past and present, who contributed so much to this great country, Australia.

Many families have stories of loved ones who went off to war as young people and came home completely changed, or sadly never returned at all.

They are all heroes for the sacrifices they made.

Recently Boyd Gordon-Siffleet, who lives in Independent Living, shared his story of his older brother who served Australia in WW2 from 1941 to 1943.

It was in 1943 that Sergeant Leonard Siffleet was beheaded by the Japanese military.

For weeks, he and two colleagues were tortured, yet they refused to reveal the whereabouts of their unit. The image of Leonard in his final moments is perhaps the most famous of an Australian during war-time.

For 70 years his final resting place was a mystery. In the last few years interest has stirred a lot with war historians, both locally and internationally, documenting stories of Leonard Siffleet's time in service.

Over the years Boyd attended services or was told of the acknowledgements of his brother. Boyd travelled to Canberra to the War Memorial where he attended the unveiling of the "Sergeant Leonard Siffleet" section. On September 3, 2014 Leonard was recorded on the Roll of Honour.

In May 2015, when a group of Papua New Guinea and Australian volunteers unveiled a plaque dedicated to the three men executed, they went one better by naming the memorial area Siffleet Park.

In February this year Nicolas Coe, a journalist from Channel Ten News, came and did an interview with Boyd. The expose titled 'The Veteran's Last Resting Place' was aired on 'The Project' on 1 March 2016.

As our chat came to an end, Boyd reminisced about his big brother with love and pride and he mentioned that Leonard worked in the delicatessen at David Jones. It was with his earnings that he paid for Boyd's education and bought him his first pair of long pants and shoes. Leonard was also pretty handy with a pair of knitting needles, and Boyd still has some of the jumpers his brother made him. Not only was Leonard Siffleet a national hero but a family hero to his little brother Boyd.







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



IL Mens Bus trip

Date: Thursday 5 May
Time: Departing at 8.30am
Venue: Brushgrove Clarence River
RSVP: Monday 2 May
Meet: Crowley Reception
Cost: \$5 for bus + Lunch & Beverages

Please note the following
**SmartCaller Phones will be
tested in April:**

1-16 Florence Price Place Apartment
1-29 St Pauls Close
1-3 Redford Place

here's a helpful tip

If you have a power outage, check your circuit breaker box, usually found in Villas in your kitchen above the stove, or in the Apartments - in your laundry. There could be a switch flicked off.

It is also worth noting that overloaded power outlets can cause power outages - limit the appliances to one for each power port in the outlet or power board. Sometimes, unused holes in the power board collect dust, which can cause faults. It is a good idea to dust or sweep them every now and then.

Ballina Art Society *Exhibition*

Opening 15 April at 6pm

Running 15 April to 17 April

Lennox Head Community Centre



Sweet candies are nice to eat *Sweet words* are easy to say but, *Sweet people* are hard to find



April Birth Flower: Daisy / Sweet Pea

April's birth flower is the Daisy which conveys innocence, loyal love, and purity.

It is also a flower given between friends to keep a secret; the daisy means "I'll never tell." The other April flower is the Sweet Pea. Sweet Peas signify blissful pleasure, but are also used to say good-bye.

April Birthstone: Diamond

April born individuals are blessed by the world's most precious gemstone resource, the Diamond, and are bestowed a healthy, prosperous life by its protective, sterling qualities and attributes.

Sign of the Zodiac: Aries

Dates: March 21 - April 19



Characteristics of Pisces:

Strengths: Courageous, determined, confident, enthusiastic, optimistic, honest, passionate.

Pisces likes: Comfortable clothes, taking on leadership roles, physical challenges, individual sports.



movie arvo

- Movie:** The Pursuit of Happyness
- When:** Wednesday 13 April
- Where:** Education Centre Room 2
- Time:** 1.00pm to 3.00pm followed by afternoon tea
- Cost:** Gold Coin donation
- RSVP:** Monday 11 April

Life is a struggle for single father Chris Gardner (Will Smith). Evicted from their apartment, he and his young son (Jaden Smith) find themselves alone with no place to go. Even though Chris eventually lands a job as an intern at a prestigious brokerage firm, the position pays no money. The pair must live in shelters and endure many hardships, but Chris refuses to give in to despair as he struggles to create a better life for himself and his son.

Director: Gabriele Muccino

JOKE OF THE DAY

One day, a little girl is sitting and watching her mother do the dishes at the kitchen sink. She suddenly notices that her mother has several strands of white hair sticking out in contrast on her brunette head.

She looks at her mother and inquisitively asks, "Why are some of your hairs white, Mum?"

Her mother replied,

"Well, every time that you do something wrong and make me cry or unhappy, one of my hairs turns white."

The little girl thought about this revelation for a while, and then said, "So, Mummy, how come ALL of grandma's hairs are white?"



Eat Well to Age Well

As you get older, it's important to continue choosing healthy foods and enjoying eating as a social activity that you can look forward to. However, as we get older our lifestyles and appetite can change and this can affect the types and amounts of foods we eat. A decreasing appetite or reduced ability to buy and prepare healthy foods can mean that many older people don't get enough essential vitamins, mineral and fiber.

Here at Crowley, we offer a meal delivery service through which a choice of nutritious meals can be delivered to your door. Please contact Crowley reception for further information on 1300 139 099.

The following suggestions can also help you to maintain healthy eating habits as you get older.

USE LESS SALT

Everyone requires a certain amount of salt, but too much can increase the risk of high blood pressure and heart disease. Older adults should restrict their intake of high salt foods such as cured meats, snack foods and sauces. Choose reduced salt varieties of foods when shopping, and flavour foods with herbs and spices instead of adding salt.

DRINK MORE WATER

Water provides many vital functions in the body, including hydration, digestion and blood volume, however as you age you may not feel thirsty as often, even when your body needs fluid. Aim to drink at least six times a day, and more in warmer weather or if you're exercising. Tea, coffee, mineral water, soda water and reduced fat milk can all count towards your fluid intake during the day, but water is always best!

DAIRY

Calcium needs are high and they stay high, and you can't get any other foods with as much calcium as dairy. Milk, for example, gives you nearly all the calcium you need in three glasses. Dairy's also a great

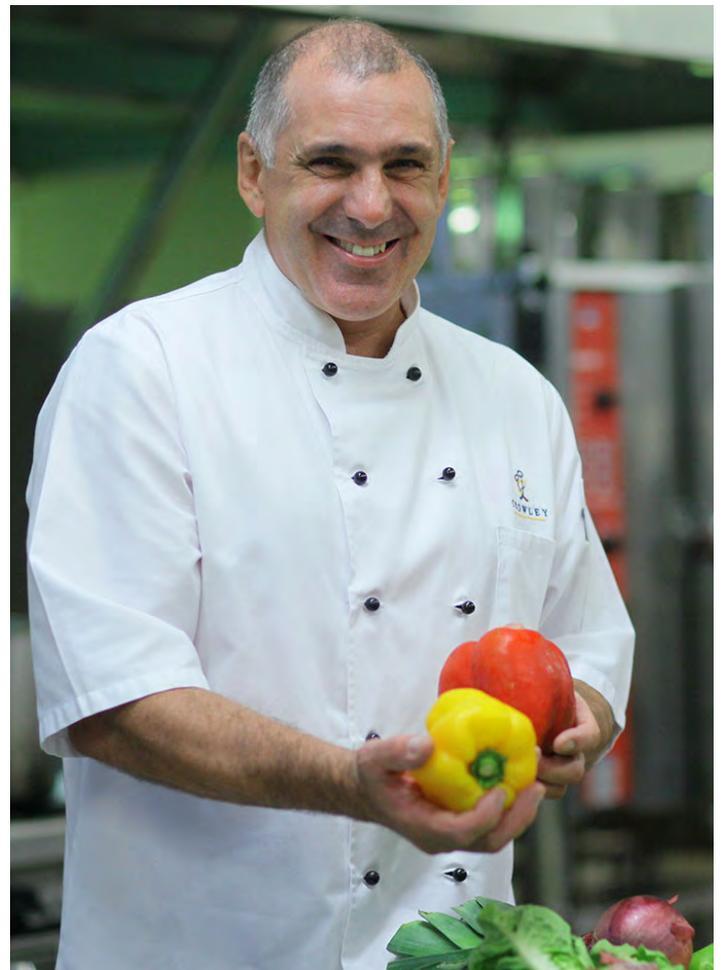
source of vitamin D - it's essential for healthy bones. Many people don't get enough of it, and with age, it gets harder for your body to make vitamin D just by being out in the sunshine. Stick to low-fat or nonfat milk, yogurt, and cheese.

WHOLE GRAINS

These powerhouse foods are pantry essentials. A good source of B vitamins, they are also loaded with fiber. Whole-grain foods are easy to find. There's a whole variety beyond oatmeal and whole wheat, such as quinoa, which is incredibly high in protein.

LEAN PROTEIN

A lot of foods will give you the protein you need, like fish, poultry, meat, beans, legumes, nuts, and dairy products. If you choose to eat meat, make it lean. If you can see a layer of fat, it is saturated fat and associated with bad cholesterol.



Sizzling Moroccan Prawns & Rainbow Salsa



As well as using juicy king prawns, this recipe features colourful veg that can be changed according to the season (try celery and leeks in winter). It's full of goodness too; adding a pop of sweetness to this dish, pomegranates are a great source of vitamin B6, keeping our nervous system healthy so our cells can send signals to each other.

INGREDIENTS

- 2 sprigs of fresh rosemary
- 2 cloves of garlic
- Olive oil
- 1 level tsp smoked paprika
- 1 good pinch of saffron
- 6 large raw shell-on king prawns
- 2 oranges
- 150g wholewheat couscous
- 400g colourful mixed seasonal veg, such as peas, asparagus, fennel, courgettes, celery, spring onions, red or yellow peppers
- 1 fresh red chilli
- ½ bunch of fresh mint (15g)
- 1 lemon
- 2 tbsps natural yoghurt
- 1 pomegranate

Step 1: Strip the rosemary leaves into a pestle and mortar, then peel and add the garlic and pound into a paste with a pinch of sea salt.

Step 2: Muddle in 1 tablespoon of oil, paprika, saffron and a swig of boiling water to make a marinade. Remove the veins from the prawns.

Step 3: Cut 1 orange into wedges, toss with the prawns and the marinade and leave aside for 10 minutes.

Step 4: Put the couscous into a bowl and just cover with boiling water, then pop a plate on top and leave to fluff up. Finely chop all seasonal vegetables and chilli, and put them into a serving bowl.

Step 5: Pick and finely chop the mint leaves and add to the bowl with the juice of the lemon and the remaining orange. Add the couscous, toss together and season to perfection.

Step 6: Put a large non-stick frying pan on a high heat. Add the prawns, marinade and orange wedges and cook for 4-5 minutes, or until the prawns are crisp, then arrange on top of the couscous. Dollop with yoghurt, then halve the pomegranate and knock the back so the sweet jewels tumble over everything. Sprinkle with mint leaves and serve.

Two Pairs of Helping Hands

BY TONY BALDWIN, HOTEL SERVICES MANAGER

Staying young by helping others – our two oldest Volunteer Hotel Services Team Members, Annette and Estelle (100 years old) have been picking up the slack and setting us straight! It is so nice to have a couple of residents wanting to volunteer to do odd jobs in food service.

Annette and Estelle have been helping us to do some serious folding of the (many) tea towels that are used daily. It has been a wonderful treat to see Annett's BIG smile while she thoroughly enjoys herself organising and folding. Estelle has a very keen eye for small details, taking particular note of things that may be a bit worn with a couple of holes in them, informing staff that "it just doesn't make the grade".



I would like to take this chance to sincerely thank them for their help - it is fantastic! - Tony

St Francis Xavier Parish 2016 Dinner

Friday 6 May

RSL Club, River Street, Ballina

6:30pm Drinks & Nibbles

7:15 Dinner

\$35 per person

Tables of 8 – Table bookings and tickets to be arranged through
Parish Administration Office by 29th April 2016

ph: 6681 1048

Only Working Smoke Alarms Save Lives

BY ALBIE VIEL, ASSETS AND MAINTENANCE SERVICES MANAGER

Why should I have a smoke alarm?

When you're asleep you lose your sense of smell. A smoke alarm is your electronic nose. It will alert you if there is smoke from a fire. A small fire can grow to involve an entire room in 2-3 minutes. A smoke alarm provides early warning and time to escape.

Daylight saving concluded at the beginning of April, making it a good time to think about changing your smoke alarm batteries.

Within Crowley Independent Living, we have installed hard wired smoke alarms, which are recommended by the Department of Fire and Emergency services.

A hard wired smoke alarm consists of a 240-volt smoke alarm connected to a home's electrical system and it has a battery back-up power supply. This option, when compared to a standard battery operated system is considered more reliable in the longer term because there are two power sources: domestic supply and a battery backup (in case the power fails). They also provide an early warning, meaning occupants alerted in the shortest possible time.

At Crowley, we have a mix of nine-volt battery back-up and rechargeable batteries wired into the 240-volt AC power supply.

Smoke alarms with nine-volt battery backup are replaced and reinstalled in the Apartments and along Crowley Drive at this time of year.

A few hints to maintain the smoke alarm:

- Test your alarm monthly by pressing the test button until the alarm sounds. Then press the hush button
- Clean the smoke alarm with a vacuum cleaner to remove dust and insects. FACT: Most fire emergency call outs are due to insects entering the smoke alarm and alarming at night or early in the morning
- If the smoke alarm rings and there is no sign of flame or smoke, a gentle push with a broom handle in the middle of the alarm will cease the alarm. If the smoke detector regularly beeps it is a sign the battery needs replacing or the alarm may have failed



facts about smoke alarms

IF YOU DON'T HAVE A WORKING SMOKE ALARM INSTALLED IN YOUR HOME, AND A FIRE OCCURS:

- You are 57% more likely to suffer property loss and damage
- You are 26% more likely to suffer serious injuries
- You are four times more likely to die

SMOKE ALARMS SHOULD BE TESTED REGULARLY

- Monthly: Test by pressing the test button with a broom handle
- Yearly: Vacuum around your smoke alarm vents
- Yearly: Replace your 9 volt battery each year at the end of daylight saving

Safety in the Village

BY ALYSE RICHARDSON, INDEPENDENT LIVING SALES CO-ORDINATOR



Crowley is required to provide safe premises under the Retirement Villages Act 1999. This Act states that the operator of a retirement village must ensure that the village generally is reasonably safe. *In particular, the operator must:*

- undertake a safety inspection at least once each year, and make a safety inspection report on the findings of any such inspection, and
- make a copy of the inspection report available to the residents of the retirement village and place a copy of the report on the notice board in a communal area within the retirement village

To comply with this, Crowley completes an annual Safety Inspection Checklist to ensure the following areas around the village are safe and in line with current legislation.

- Activity Centre
- Pool/Gym
- Crowley Library



- Men's Shed
- Gardenia Room
- General grounds & outdoor furniture
- Education Centre
- IL Common Areas including (Waste, storerooms, toilets, cleaner's rooms)

Once the Safety report is completed the findings are displayed throughout the village for 1 month, you can find a copy from 31 March in the following areas.

- Gardenia Room display board
- Library
- Activity Centre Display board

If you see a safety concern or maintenance issue, please first reference your **Crowley Independent Living Safety & Emergency Procedures Booklet** and / or phone Reception and report it.

Crowley takes WHS and stakeholder safety seriously to ensure everyone stays as safe and healthy as possible.

News from the Men's Shed

BY FRANK HAY AND IAN GREGOR, IL RESIDENTS

Despite the recent unpleasant weather conditions, we have continued to make progress with a number of jobs since we restarted our regular shed openings in February. However, because of the considerable interest and uptake of herbs from the Shed during 2015, we thought it might be appropriate to include a short piece about some of the more popular herbs, from time to time, with the first edition being chives.

Chives are a widespread and common garden plant with a culinary history that goes back to the days of the ancient Chinese in 3000 BC. It is the smallest of the onion family and has perhaps the subtlest flavours of them all. The leaves can be used as a garnish or flavouring in salads, dips, soft cheeses and soups, and especially with tomatoes, scrambled egg and either mashed or buttered new potatoes.

In the garden, almost any kind of soil will suit them, or they can be grown in a pot, although in both situations it is best if they are kept damp. When picking for use, the easiest way is to snip them off with scissors which is not only easier for the gardener but also best for the plants.

There are several varieties of chives with the broader leafed "garlic chives" the most well-known after the more common variety.

Making Feedback Flow

BY MICHELLE GOLDING, ADMINISTRATION MANAGER

To Crowley Management

Congratulations on running such a magnificent facility

To Banjo's Staff

Fabulous Fish and Chip Friday, great food, well done Banjo's

To Michael Penhey

Just wanted to let you know that Mum has now taken up residence in the Banksia Wing at Crowley. We've really been impressed by the staff and the friendliness they've extended to us. We are sure their kindness and care will be a great help to mum as she navigates this next chapter in her life. We wanted to say thank you for the assistance and the interest you took in helping us get mum placed with you. It was a traumatic time and the process was certainly smoothed by knowing you; someone we trust professionally and as a friend.

Hopefully it will be a good move for Mum and she'll enjoy the many benefits Crowley offers.

Thanks Again

We always welcome feedback, whether it be compliments or suggestions for improvement. Feedback forms are available from Reception and can be submitted anonymously if desired.

Dear Tony

On behalf of the family I would like to thank you and the lovely ladies for the wonderful lunch served to us on Mum's 100th Birthday.

So many of my family and friends commented on the delicious food, especially the assorted tasters – well done!! Thanks also for the cake I've taken some home and Mum loves it

Book Club with Judy Riley

Our February meeting took us around the world with the theme: "A book about a memorable place that we had visited"

London was the first stop- to the Tower of London to admire the jewels and then to Buckingham Palace. "Our Queen at 90" pays tribute to the Queen as she approaches her 90th birthday.

Tuscany never fails to excite. In "Under The Tuscan Sun", Frances Mayes relates her experiences as she restores a rundown villa.

Egypt beckoned with a cruise down the Nile via "The Treasures of the World- the Pharaohs"... beautiful images of another era.

Alaska gave us some respite from the hot weather with "The Snow Child" by Eowyn Ivey- a sad story based on a Russian fairy tale.

"Historic Australia-1200 places-80 maps" showcased our best historical towns and features.

To remind us how fortunate we have been to experience so much of the world, we finished in Heaven – definitely not on our bucket list!! A Baptist Minister, Don Piper's "90 Minutes in Heaven" is an inspirational story based on his recovery from an accident.

HAPPY READING!!



Email Communication

BY MICHELLE GOLDING, ADMINISTRATION MANAGER

Email has great importance in modern business communication and also at Crowley. Love it or hate it, there is no debating just how much email has changed the way we communicate. Since the 1990s, electronic mail has eclipsed postal mail and the fax to become the standard.

Benefits of email:

- Cost effective – no paper cost, printing or need to package and send
- Efficiency – the delivery of a letter within Australia will usually take between 3 - 7 days to arrive at its destination – an email arrives instantly

- Environmentally friendly - your carbon footprint is reduced by no longer using paper to print invoices, payslips, and newsletters
- Protect against third party problems such as weather and postal strikes

address to mgolding@crowley.org.au.

With your email address on file, you have the option to have your invoices emailed electronically to you – saving you the hassle of paper filing and losing copies.

It also means correspondence from us reaches you instantaneously.

Get Chatterbox by email

We can send you your copy of The Chatterbox by email so you have it the moment it is released.

Also at Crowley relationships are important to us. If you would like to keep in touch with Crowley please send through your email

As your email address follows you, another convenient factor is that you will still receive your newsletters and invoices via email even if you move house or go on holiday!

FUN FACTS ABOUT EMAIL

What is the @ Sign Called?

In English, “@” is commonly known as the “at” sign/symbol or if you want to be adventurous, the “commercial at.”

Other languages have much more poetic ways to describe the symbol, many of them animal-related.

- In Dutch, it’s apestaart: “monkey’s tail”
- In Swedish, it’s snabel-a: “A” with an elephant’s trunk
- And in Italian, it’s chiocciolina: small snail
- Other languages nickname it “mouse’s tail,” “sleeping cat,” “little duck,” “dog,” and “little worm”



ANZAC DAY SERVICES

Lest we forget

April 25 2016

BALLINA

DAWN SERVICE

0530hr: at Ballina RSL Memorial in Grant Street.

SERVICE OF COMMEMORATION

0915hr: at East Ballina cemetery in Grandview Street

MAIN MARCH

1015hr: The Anzac March Assembly starts at the Court House which is on the corner of Martin and River Streets at 10.15am ready for the Anzac Day March to the RSL Memorial at 10.30am

KEEP AN EYE OUT FOR THE CROWLEY BUS TO JOIN US IN THE ANZAC MARCH.

The Commemoration service is at the RSL Memorial Park in Grant Street at 10.55am. Afterwards enjoy 2 Up at the Ballina RSL Club between 2pm - 5pm

EVANS HEAD AND WOODBURN

DAWN SERVICE: Evans Head

0520hr: Form up and March from Council Library to War Memorial

WAR CEMETERY: Evans Head

0900hr: Bus from RSL Club to RAAF War Cemetery – RAAF War Cemetery March & Service

MAIN SERVICE: Woodburn

1000hr: March from Woodburn Post Office to Riverside Park for Memorial Service

EVANS HEAD MARCH: Evans Head

1145hr: Form up in Park Street – March down Oak Street, turn left into Woodburn Street to RSL Club

ALSTONVILLE

DAWN SERVICE

0530hr: at Elizabeth Ann Brown Park

MAIN MARCH

0920hr: The March assembles at Paddy Bugden VC memorial, followed by the Commemoration service at Elizabeth Ann Brown Park at 10am

LISMORE

DAWN SERVICE

0500hr: Departing the Old Post Office on the corner of Magellan and Molesworth Streets, proceed along Molesworth Street to the Cenotaph located at Lismore Memorial Baths

MAIN MARCH

0900hr: Departing Clyde Campbell car park, proceed along Molesworth Street to the Cenotaph located at Lismore Memorial Baths



**Crowley's ANZAC Day Service
will be held on**

Thursday

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



Ordination of Father Alex Munyao

Fr Alex's ordination on Friday 4th March was a wonderful celebration. The strength of faith of the Kenyan people was evident in their song and their rhythmic movement throughout the three-hour Mass and the following one hour of speeches.

Bishop Geoffrey Jarrett ordained Fr Alex with the permission of the bishop of the Diocese of Machakos.

The prayers of the Mass were in English and the hymns were all in Swahili, which is the other national language.

Many hundreds of people attended the Mass, with many of them walking many kilometres along the very rough dirt roads around the village where his

home parish is based. There are no sealed roads within one and a half hours of tortuous driving of the small village.

The little settlement has three priests, who look after twenty Mass centres, and six sisters and primary and a secondary school.

The children and many adults had been practicing their singing and their rhythmic movement for days. We arrived on the day prior to the ordination and were able to witness some of their preparation. Africans 'sing with their bodies' while they sing with their voices, and the effect is mesmerising.

Father Michael Nilon, Parish Priest





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
1300 139 099

Crowley Hair & Beauty Salon
1300 139 099

Crowley Independent Living
1300 139 099

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:

KELLY ROBERTS

TRANSITIONAL NURSE PRACTITIONER



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

I initially applied for a job as a Leisure & Lifestyle member. Although I didn't get that position, I was offered one as a RN.

2. WHAT DO YOU THINK YOU BRING TO CROWLEY?

A passion for high quality nursing care and a genuine love of older people and their individuality.

3. WHAT WAS YOUR FIRST JOB?

Working in a French Patisserie.

4. WHAT KEEPS YOU UP AT NIGHT?

The future (and my upcoming final exams!)

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

Don't take life so seriously.

6. NAME SOMEONE YOU ADMIRE?

Dr Alison Semmonds (Specialist Physician) as she started as an RN too!

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

Patience. I also wish I could express myself much better than I actually do.

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

Favourite movies: Manon des Sources and Jean de Florette
Favourite hobby: Swimming and kayaking.

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

I completed the majority of my nursing training in the United Kingdom. I lived there for ten years and only returned to Australia as my husband was offered a position in Melbourne.