

## A moment with our CEO



Hello everyone,

### Builders Appointed

Our building program marches ahead. Recently Crowley appointed Bennett Constructions to build our more than \$15 million redevelopment, following a comprehensive tender process.

Bennett Constructions is locally based with proven construction experience, including in aged care. And they have worked at Crowley before. So we are looking forward to working with them as we transform Crowley to an even better place to live.

Soon we will see lots of activity at Crowley relating to the development. Phase 1 commences shortly with the construction of our new two-storey education centre, library, car park and plaza and a redeveloped entertainment area in Residential Care.

We will continue to keep you up to date and please do ask Kelli or myself should you have questions.

### Residential Care Services Manager

Many of you will be aware that our Residential Care Services Manager Whenua Oner has resigned and leaves us on May 5th after five years of service and achievement.

Whenua brought a fresh perspective to quality care at Crowley. Her passion for education and technology in particular improved the outcomes for our residents, and these are just two of her qualities.

We thank Whenua for her service and wish her well in her new endeavours in life.

We have commenced a recruitment process and I am pleased to report our current Residential Care Services Assistant Manager Christine Lawton will act in Whenua's role until a permanent replacement has

been appointed.

Christine is experienced, has acted in the role previously and we thank her for undertaking this duty. Christine will be ably supported by our Transitional Nurse Practitioner Kelly Roberts.

### Unannounced Visit

Recently we had an unannounced visit from the Australian Aged Care Quality agency as part of their inspection program.

They reviewed aspects of Crowley's care programs interviewing some 23 residents or their representatives.

I'm pleased to report, overwhelmingly their feedback was that our care services are very good and that Crowley had met the required outcomes.

They noted that our residents felt comfortable openly providing them with feedback and felt that they could also do this with staff and management.

It's wonderful our residents have this relationship with us, particularly as we work and live so closely together. And it is always rewarding to hear such reaffirming news about Crowley.



**Michael Penhey**  
CEO

Manager Parish  
Aged Care Services

Michael Penhey  
CEO

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# New Improved Pendants and Phones

Recently Crowley rolled out the final stages of our replacement nursecall system. It is a big improvement on the system it replaces.

Residents have now received the long awaited new pendants. We thank everyone for their patience as the company manufacturing the pendants experienced delays which did put back our schedule.

## *So what's good about the new system?*

The roll out of the Sonitor personal monitoring pendants is a great improvement for the security and welfare of our residents.

These new pendants are worn by residents so they can easily access assistance wherever they are in the building, even in the showers. The old nursecall system only worked within close range to the phone in residents' rooms.

Pendants were previously only allocated to the low-care area of the building - Banksia and Lillipilli. The new improved pendants operate off the upgraded WiFi system throughout the building resulting in better security for our residents all round.

As the new pendants are not 'attached' to the nurse-call system via a phone (transmitter) residents can wander around the facility with our WiFi picking up their pendant alert.

## **New Phones As Well**

It means the old blue phones are no longer needed in Banksia and Lillipilli. They have been replaced with new Oricom handsets. The new phones function only as telephones with big buttons, speakerphone, flashing ring indicator and six one touch memory function.



# Builder Appointed for Our Redevelopment

Crowley has appointed Bennett Constructions to build our more than \$15 million plus redevelopment, following a comprehensive tender process.

Bennett Constructions is a locally based Northern Rivers firm with proven experience in a diverse range of successful projects including aged care. And they have worked at Crowley before.

Commenting on the announcement, Crowley CEO Michael Penhey said: "We felt the team from Bennett's were a good fit for Crowley. Not only do they have the right industry experience, they are local and have worked at Crowley before. We look forward to working closely with the Bennett team as we transform Crowley to the highest quality facility for our residents and staff."

Phase one of the building program commences in early May with the construction of our new two-storey education centre, library, car park and plaza and a redeveloped entertainment area in Residential Care.

It is expected this stage of the development will be completed in November this year.

It will be closely followed by Phase 2 with the construction of our new two-storey 42 room Residential Care Facility, a new main entrance and administration centre that connects to a high-street style café and non-denominational chapel. Completion of Phase 2 is expected by January 2018.



Phase one: a new two-storey education centre with library and meeting rooms incorporating:

- An education centre with meeting rooms, conference spaces with flexible break-out areas for social activities
- New library opening into a light-filled, high ceilinged reading and social space, leading to a sun-drenched deck
- Multi-purpose function rooms that open and connect for larger Crowley community events

# Out and About

BY THE LEISURE AND LIFESTYLE TEAM

## WINE TRAILS OF FRANCE

To celebrate Seniors Week, we decided to do something a bit different... a trip to the vineyards of France... well almost! We had a special viewing of the movie 'The Wine Trails of France' and a visit from a guest speaker from Dan Murphy's and wine taste testing. It was a big hit with our residents. We had four different types of wine to sample as we listened to where these wines came from. A great afternoon was had by all, with suggestions we make this a regular event!

## COMMUNITY CONCERT

Seniors Week started with a trip to Evans Head RSL Club to a free community concert and luncheon. We enjoyed a morning of music and fish & chips for lunch. Some caught up with old friends they used to work with 40 years ago and others made new ones. The event was well attended from as far as Casino, Coraki, Lismore, Kyogle and Ballina. It was a great day for those attending to celebrate the seniors in our community.

## SINGALONG IN THE SHADE

A beautiful Autumn morning was the catalyst for an impromptu gathering under the Poinciana tree for a singalong. One smartphone to take song requests via YouTube and magically we had the music to accompany the singalong. The Andrews Sisters were a hot favourite to kick off the walk down memory lane. Thanks to Barbara Simpson and her daughter Beth for allowing us to join them and providing the music.





### PURRING BALL OF FLUFF

The residents of Rosebank and Fernleigh had a special visit from a very tiny but extremely cute and fluffy Burmese kitten named 'Yoda' recently. Everyone enjoyed cuddles and pats and look forward to another visit soon to check on the growth of little Yoda.



### ALPACA ADORATION

Wow what a pleasure it was to have our young but not so little visitor Otis – an attention loving alpaca. Residents enjoyed feeling his soft fleece and rubbing noses with the gorgeous animal, as this is Otis' way of saying hello. Otis took a trot around the whole facility and he was on his best behaviour, greeting each resident and welcoming cuddles.



### SUPER SMOOTHIE SESSION

One afternoon a bunch of gals gathered together in Lillipilli to enjoy a super smoothie session. We began with Banana Delight, then went tropical with a Fruitie Tootie and ended with the Magnificent Mango! We then voted on which was the best and everyone agreed it was the Magnificent Mango. The recipe for it is: one tin of mangoes, a pot of yoghurt and several scoops of ice-cream. It was so thick we decided that it would make a delicious dessert.



### MEN'S GET TOGETHER

A men's social get together was held recently in the pergola. There was a great turnout of gents who enjoyed drinks, nibbles and some great company. It is a wonderful way for new residents to meet others and a relaxed comfortable environment to have a chat, tell a yarn or two or catch up with a mate. Keep your eye on the program for the next one as we make it a regular event.

## WHAT AN EGGTASTIC EASTER

We had the pleasure of visiting St Francis Xavier School to enjoy their Easter Hat Parade assembly. We were made to feel like VIP's sitting in front of the K-6 assembly to watch the infant school parade their hats for all to see. We were amazed at the beautiful, creative and very original designs not to mention the big smiling faces of the miniature models wearing them. After the parade there was a very entertaining visit from the Easter Bunny in the school hall which made us all feel very youthful to be part of all the fun.

Not to be outdone, a visit to Holy Family School brought just as much pleasure. Here we were entertained by Year 1 with their Easter hat parade, children singing songs some of us remembered from our school days, clapping rhymes and story reading before a beautiful morning tea.

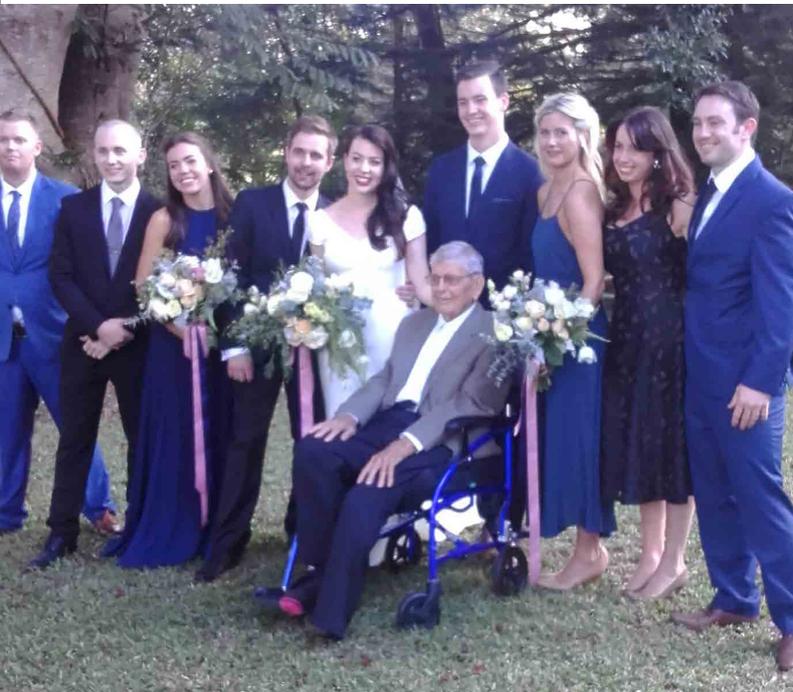
The interdenominational Easter Morning Service was a wonderful time to gather together to celebrate the resurrection of Jesus. The Choir sang a number of Easter songs, the highlight being Ted Van de Mortel's solo 'Jerusalem'.

The Ballina Christian Choir brought the spirit of Easter with them on their recent visit, singing a host of Easter songs.



## BALLINA MARKETS

Recently Jenny Kliese met three of our IL residents enjoying a beautiful Sunday morning at the Ballina Markets (3rd Sunday of the month on Canal Road). The group gathered together to listen to the Ballina Shire Band with good company, hot coffee and delicious food.



## FRANK TRAVIS

Frank Travis' granddaughter recently got married to long time sweetheart. Congratulations!



## GRAHAM & MARY DOWLING

Graham and Mary Dowling's granddaughter recently got married. What a beautiful bride!

# Skype for Social Seniors

Whether you're someone who needs all the latest devices and apps, or someone who has all the basics to stay in touch and access what you need, technology is now an essential part of our lives.

Most people are already using email as a great way to communicate and share photos, but are you making full use of all the other free online tools available?

One of the most useful online communication tools available today is Skype. Skype is an application that provides video chat and voice call services. You can use any tablet or computer with a microphone to make free computer to computer Skype calls, and if you have a webcam you can also make free video calls.

Basically, you make and receive calls to other Skype users, who are in hundreds of millions worldwide for free, irrespective of where they are and where they are calling or receiving calls from. The only requisite for the calls to be free is that both correspondents need to be using Skype. If you use Skype to make computer to computer communication, you pay nothing more than the monthly internet service, which you would have paid without Skype. When the calls are to or from a service other than Skype, like landline and cellular phones, long distance calls can be made at very cheap rates – although you will need to sign up for paid services (beginning at \$1.09 per month).

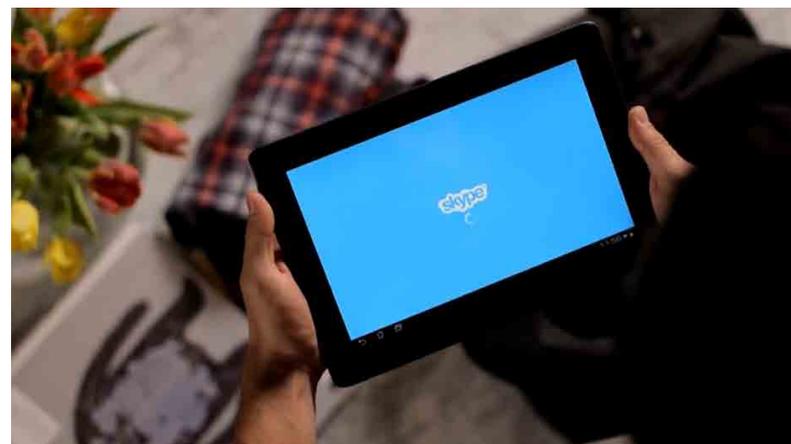
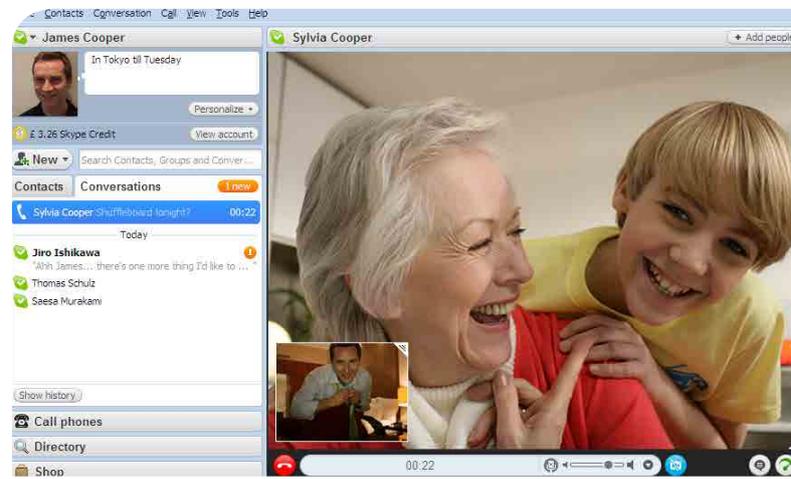
So if you don't see your friends and family as often as you'd like, or if they live a long way away or are travelling overseas, you can use this free online tool to stay in touch.

And don't forget friends or relatives who may be feeling isolated, as this is an easy way to keep them in the loop.

There are many senior computer courses around to help get them set up, or free computers they can access if they don't have one at home. The Australian Government has a Broadband for Seniors project to help connect older people online.

Local centres that offer computer courses:

- ACE Community Colleges Ltd  
(02) 6622 1903 info@acecolleges.edu.au  
59 Magellan Street, Lismore NSW 2480
- Ballina Region Community College Inc  
(02) 6628 5426 enrol@ballinarcc.edu.au  
494 Bruxner Hwy, Alstonville NSW 2477



# Crowley Supports Mobile Phone Recycling

BY GAIL NORTON, RELATIONSHIP MANAGER

Most of us upgrade our phones every 18-24 months... but what happens to our old mobile? At Crowley we have decided to get on-board with mobile phone recycling.

It's estimated there are more than 22 million unwanted mobile phones in homes around Australia.

In today's 'throw away' society, it is comforting to know that our off casts can be readily put to use in a far reaching manner.

PhoneCycle provides an easy and rewarding mobile phone and tablet buy back service that raises money from unused devices at the same time as providing vital communications to people worldwide.

Crowley is joining the PhoneCycle system.

Crowley Home Care has recently rolled out the Samsung Galaxy Note 5 to replace their now 'dinosaur' mobiles. We plan to donate this fleet to PhoneCycle and assist this program with phone regeneration. It will be comforting to know that someone somewhere is gaining benefit from our donations!

You can drop off your mobile phones for collection to Reception during office hours Monday to Friday where they will be kept for collection by PhoneCycle.

## HOW IT WORKS

1. Collect unused mobile phones from your friends, family and colleagues
2. Hand in your mobile devices to Crowley Reception
3. PhoneCycle will collect and assess the devices to ensure the best environmental route for your phones and pay the value back to Crowley
4. Crowley will then donate the monies raised to a designated charity

## MOBILE PHONE REGENERATION

The unused mobile phones can be resold for reuse worldwide where people may not have access to affordable communication. Mobile phones empower people in developing countries by giving them access to business networks, banking, education and healthcare initiatives. We accept all makes and models of mobile phones, tablets and accessories. If your mobile phone or tablet is not suitable for reuse, it can be broken down into parts for recycling.

## DATA CLEARING

All devices collected for recycling through Crowley's fundraising campaign will be data cleared where technically possible by performing a hard factory reset in accordance with the manufacturer's specifications and checked by the PhoneCycle team.



# New Roster Bedding Down

BY WHENUA ONER, RESIDENTIAL CARE SERVICES MANAGER (DON)

It's been a couple of months since we introduced the new nursing roster in February and a couple of challenges have arisen while implementing the system.

To combat these we recruited a few more nurses to boost the team. We trust these new staff will assist in the feeling of being short staffed, which came through in the QPS survey comments.

It is worth noting that the new roster increased care staff hours across the facility.

It was pleasing to read the lovely comments about the Crowley care staff team. We believe they do a fantastic job creating an inspirational living experience and it is gratifying to see that this belief is reflected in your lived experience.

Feedback from residents and staff has been encouraging with the new roster, when it is staffed according to plan.

Unfortunately, there are times when people are unable to come in and I thought it might be helpful to explain our procedure at these times.

When we become aware that someone is unable to fill their shift the team leader in that area will replace with another staff member, ideally from the same area, or close to the area ( to help with consistency).

If there are no staff available to fill the shift then the team leader in collaboration with RN/DDON/DON will work out a plan to cover the areas by moving staff around a little. Fortunately we are generally able to do this and fill shifts.



# Celebrating Crowley's Nurses

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

Since 1965 International Nurses Day is celebrated on May 12th.

The International Council of Nurses established this day to recognise the contributions nurses make to society. Interestingly May 12th is the birthdate of Florence Nightingale.

For the past 20 years a Roy Morgan poll on the most trusted, ethical and honest professions has had Nursing at the top each year. In 2015 92% of people surveyed agreed.

At Crowley we value the work of our nurses in all areas. So to celebrate this year we are having a BBQ breakfast for all staff to enjoy on May 12th. In Residential care we have three categories of nurses:

1. **Registered Nurses** who have either completed their 3-year training in a hospital prior to the mid-1980s or after that period have attended university and completed the Bachelor of Nursing which is 3 years full time. Our Registered staff wear red shirts.
2. **Team Leaders & Team Leader Assist staff** wear a light blue shirt. These staff are either an Enrolled Nurse or have a Certificate 4 in Aged Care.
3. **Care Service Employees** wear the darker blue shirts. All of our CSE staff have at least a Certificate 3 in Aged Care.

In the recent Resident/ Relative survey these are some of the words used to describe our staff – caring, friendly, approachable, respectful, quality care, cheerful and helpful.

## DID YOU KNOW?

- The first known nurse is said to have been a deaconess sent to Rome by St Paul in the first century.
- The word 'nurse' was originally 'nourice', meaning one who nourishes.
- 'Florence Nightingale' is an anagram of 'Reflecting on healing' or 'No lice, filth, gangrene'.

## Top five great nurse habits...

1. Pay attention to detail
2. Don't rush or take shortcuts
3. Keep learning
4. Be on time
5. Make yourself available



# The Power of Music

BY SHERRIE VINEY, COMMUNITY NURSING CO-ORDINATOR

Silence is golden but music is an integral part of most cultures, crossing all ages and proving beneficial for improving the mind, relaxation, and healing.

During the Easter holidays, I went to the Byron Bay Blues Festival and saw Tom Jones singing in concert. It took me back to happy childhood memories of my mother, singing along to Tom. Although, I must admit, at the age of 77, Mr Jones didn't move those hips quite as freely as he used to. But that voice resonated across the crowd like a good wine; matured with age.

There are claims that memorising the lyrics to your favourite song helps reduce the risk of Alzheimer's and improves brain health.

The Australian defence forces have recently taken a new approach to the treatment of post-traumatic stress disorder for veterans with the use of song playing and song writing workshops for veterans who are suffering from stress and trauma. The Veterans involved say that coming together and playing instruments and writing songs and sharing this experience takes their minds off 'the demons'.

Smiling, keeping busy, talking to someone, helping others or listening to your favourite music or song are all positive mood boosters.

We are all individuals and it must be the right music for you. So turn that radio, stereo, or CD player on, get together with friends and play a tune or maybe even join a choir.



## 15 minutes with Anne Scully

HOME CARE CLIENT

**1. What is your Name?**

Anne Violet Scully.

**2. Where were you born?**

Singleton on the Hunter River.

**3. Where did you live as a child?**

Mostly Lismore and surrounding areas.

**4. Did you have any brothers and sisters?**

Yes - 4 sisters and 4 brothers.

**5. What did you do when you left school?**

Stayed home and helped on the dairy farm. Also assisted mother with housework and siblings.

**6. What was your occupation?**

Minding children, knitting/crocheting.

**7. Tell us about your family.**

I had 3 children; 2 boys and 1 girl. One of my son's passed away as an adult. My son and

daughter both live in Evans Head. I have 15 grandchildren, 22 great-grandchildren and 16 great-great-grandchildren.

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

I am a world traveller. I love to play scrabble, still do knitting/crocheting and looking after my children plus grandchildren of all generations.

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

Living to be 100, I'm now 103! Seeing all my family grow up, travelling with 2 of my sisters & 1 brother. My youngest sister just turned 100 as well. I have so many wonderful memories, there isn't enough paper to write them down!



## New Phones Rollout for Home Care

BY DEBBIE WILSON, HOME CARE SERVICES CO-ORDINATOR

**Crowley Care Services has rolled out its new fleet of phones to all Home Care staff.**

We opted for the new Samsung Galaxy Note 5 and many thanks to staff member Jenna Tolson, who has managed the project, and our ICT team for making this happen.

These phones have a 5-star rating and are packed with everything techtastic! They are user friendly, have increased reception, multi-window functionality, outstanding battery performance and a brilliant 5.7" large screen for easy viewing.

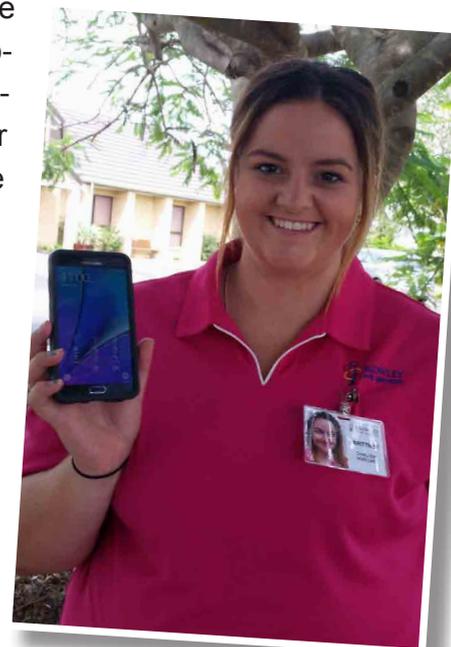
We have also installed apps such as, finding public toilets, weather warnings, SES, live traffic, google maps, and fires near me, to keep in the know.

One of the most exciting phone features is that when we move to Connecting Care Worker, not only will the rosters be sent direct to the phones but they will

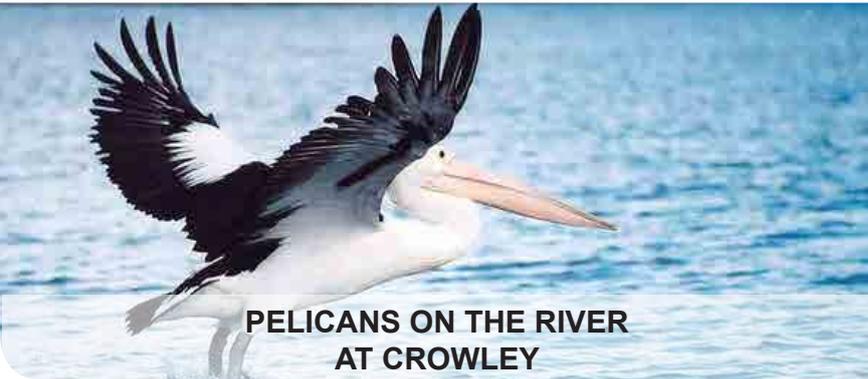
automatically update as changes occur, improving efficiently for staff and clients.

The work preparing for this has been ongoing for many months. These new phones will support all of our services, including our allocation of twelve Level 3 packages and three Level 4 packages, bringing to 98 our total number of home care packages.

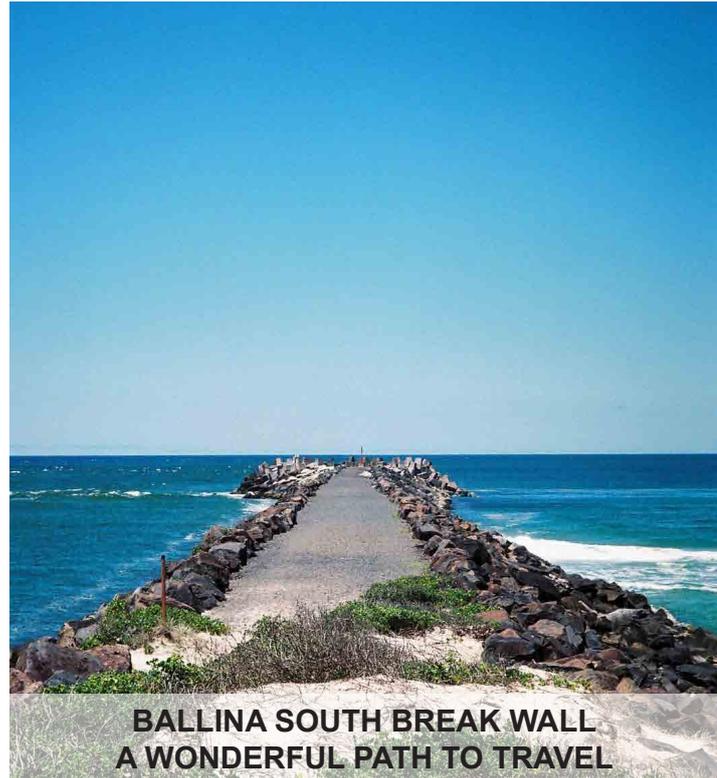
And thank you Brittney for modelling our new phone.



# Walking the Path to Good Health



**PELICANS ON THE RIVER  
AT CROWLEY**



**BALLINA SOUTH BREAK WALL  
A WONDERFUL PATH TO TRAVEL**

Research suggests walking outdoors might have even more health benefits than a trip to the gym. There's something about the great outdoors that gives walking (or any workout) an extra kick. You feel more alive, energetic and optimistic - and more committed to walking every day.

Benefits of walking outdoors:

- You'll burn a few extra calories. This is due to the addition of wind resistance, dodging people/potholes/puddles, and going up and down slopes.
- You'll like yourself more. Self-esteem jumps from all kinds of "green exercise," including outdoor hiking, biking, surfing, tennis or just striding around the neighborhood.
- You'll think better. Just 90 days of moderate walking boosts blood flow to your brain by 15%. Walking also lowers your blood pressure and heart rate.
- You'll have fun. Watching people, animals and nature can be captivating and enlightening.
- You might just get lucky. Whether you're looking for love, work or new ideas for the front door, leaving home can help you find it.

It has been proven that outdoor physical activity has a 50 percent greater positive effect on mental health than going to the gym. A 2011 study found that outdoor exercise was associated with greater decreases in tension, confusion, anger and depression when compared to indoor activity. And a 2010 study found that even just five minutes of exercise in a green space can improve mood and self-esteem.

At Crowley, the most popular walking route is by the river, where people often see pelicans and dolphins! So go on, get outside and take a walk.

**NOTE:** A common walking accessory is a pedometer, which measures the number of steps you take. You can use it to measure your movement throughout a day and compare it to other days or to recommended amounts. This may motivate you to move more. The recommended number of steps accumulated per day to achieve health benefits is 10,000 steps or more.

# Stepping On - Falls Prevention



Stepping On is a free, exciting and friendly community-based falls prevention program for seniors. It is designed to build knowledge, strength and confidence to prevent falls and stay active and independent. The program allows older people to attend regular group sessions facilitated by local specialist health professionals and invited guest speakers.

This program, which was developed in NSW, is considered to be one of the most effective falls prevention programs available, giving people the confidence to undertake their everyday activities safely.

## **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 11 May & Wednesday 25 May*

*8:45am – 10:00am*

*at the Crowley Education Centre*

Participation in a program like Stepping On will help seniors maintain independence and give them confidence in their mobility so they are able to undertake their everyday activities safely and without the risk of falling.

The group-based sessions run for two hours a week for seven weeks, followed by a refresher session three months later.

## **WHO CAN JOIN?**

Any one who is 65 years and older, living at home in NSW, able to walk independently or with a walking stick and fearful of falling or has fallen recently.

## **WHAT IS COVERED?**

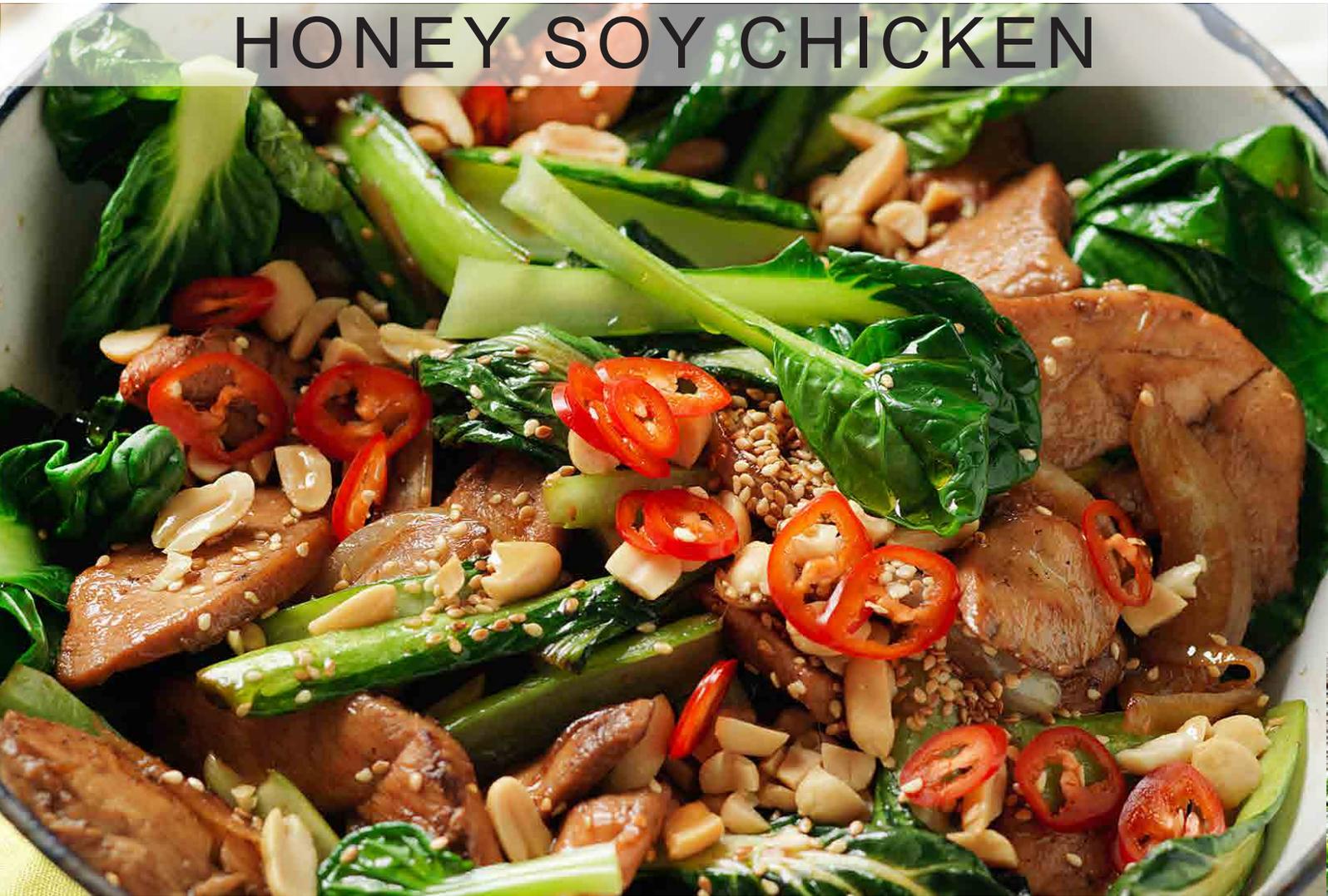
Home hazard awareness, moving safely in the community, safe footwear, nutrition and bone health, vision, medication management, leg strength and balance exercises, getting up after a fall.

## **WHEN IS THE PROGRAM HELD?**

The next course start date is 12th May from 1pm – 3pm. Duration is for 7 weeks each Thursday held at Crowley Care Services.

For bookings and further information, please contact Nerida 6681 1442.

# HONEY SOY CHICKEN



## INGREDIENTS

- 1/4 cup (90g) honey
- 1/4 cup (60ml) soy sauce
- 1/2 tsp chinese five-spice powder
- 1 tbsp dry sherry
- 1 clove garlic, crushed
- 1 tsp finely grated fresh ginger
- 700 g chicken breast fillets
- 1 tbsp peanut oil
- 1 large brown onion (200g)
- 1 tbsp sesame seeds
- 500 g baby pak choy
- 500 g choy sum
- 2 tbsp dry roasted peanuts
- 1 fresh long red chilli

*This modern Asian dish goes heavenly with steamed jasmine rice or softened rice stick noodles and is great for the whole family.*

## STEPS

1. Combine honey, sauce, five-spice, sherry, garlic and ginger in a small screw-top jar; shake well. Place chicken in a medium bowl, combine with half the honey mixture; cover, refrigerate for 3 hours or overnight. Reserve the remaining honey mixture, covered, in the fridge.
2. Drain chicken, discard marinade. Heat half the oil in a wok; stir-fry chicken and onion, in batches, until chicken is browned. Remove from wok.
3. Heat remaining oil in wok; stir-fry seeds until browned lightly. Return chicken to wok with pak choy, choy sum and reserved honey mixture; stir-fry until vegetables are just wilted. Sprinkle with peanuts and chilli to serve.

# Winter Menu on the Way

BY TONY BALDWIN, HOTEL SERVICES MANAGER

It's that time of the year when we start thinking about the winter menu.

Residents are asked what ideas they have and what they would like to see on the winter menu.

Once we have this information we contact our di-etitian who makes sure that the menu has the right nutritional balance.

On the menu, which is run on a monthly rotational system, there are 24 items. And of course there is fish and chips each Friday, which is the remaining 4, that makes 28 per month.

It is the same for dinner, where residents have a wide variety to choose from. If they don't like the available selection they then can choose something else.

Apart from the main menu we have special lunches and dinner functions where the menu changes.

If we receive a request from the residents for something in particular we do try and fit it into the menu also.

If you have any idea or would like any information, please don't hesitate to contact me directly or fill in a feedback form so that we can try and accomodate residents requests.



# We Are Listening

BY JENNY KLIESE, INDEPENDENT LIVING SERVICES CO-ORDINATOR AND ALYSE RICHARDSON, INDEPENDENT SALES COORDINATOR

The following points are mentioned in response to the Independent Living Satisfaction Survey Feedback.

**In response to comments of incorrect use of recycling bins in the apartments:**

Please look out for posters in Apartment bin areas. Did you know as of February 2015 Ballina Shire Council has changed what can be Recycled?

*What goes in the Yellow Bin?*

Paper & cardboard, plastic bottles, aluminium cans and foil, all glass and crockery, plastic tableware, aerosols, hard plastics, bagged plastic bags, bagged soft plastics like cling wrap and packaging, bagged polystyrene, plastic lids, tags and straws.

**In response to residents asking for more social activities with friendship and brain stimulation:**

Did you know that every Thursday afternoon in the Activity Centre at 1pm residents gather for an afternoon of cards, board games and social interaction? All are welcome to attend.

**In response to request for computer, tablet, phone and Internet education:**

Once the Redevelopment is complete, the Broadband for Seniors kiosk will be re-established. In the mean time keep your eye out for U3A courses and Adult Education North Coast Community College or through TAFE.



## RECYCLING

YOU SHOULD BE PUTTING AS MUCH OF THE FOLLOWING AS POSSIBLE:

- Soft and Hard Plastics
- Glass and Crockery
- Aluminium and Steel Cans
- Paper and Cardboard
- Polystyrene

**Golden Rule:**  
Bag all your plastic bags, soft plastics and polystyrene



## FOOD ORGANICS & GARDEN WASTE

YOU SHOULD BE PUTTING AS MUCH OF THE FOLLOWING AS POSSIBLE:

- Garden Waste
- Kitchen Scraps

**Golden Rule:**  
No plastic bags



## GARBAGE

YOU SHOULD BE PUTTING AS LITTLE AS POSSIBLE INTO THIS BIN AS IT GOES INTO LANDFILL

**Golden Rule:**  
Make sure your waste cannot go into another bin



## IL Ladies Bus trip

Date: Wednesday 8 June  
 Time: Departing at 10.45am  
 Venue: New Italy  
 RSVP: Monday 6 June  
 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:**

55-102 St Francis Place  
 5-28/12 Florence Price Place Villa

### Hair Salon Closure

Tracey the hairdresser is going away.  
 Her last day at work will be Tuesday 10th May.  
 Her first day back will be Tuesday 31st May.  
 Be sure to call 1300 139 099 to book an  
 appointment with her.

# From the Independent Living Corner

BY JENNY KLIESE, INDEPENDENT LIVING SERVICES CO-ORDINATOR

*Independent Living resident, Jill Taylor, recently attended an NRL game in Brisbane - this is her story.*

What a fantastic night I had on Saturday 16/4/16, when three of my granddaughters (I'm a bit of a handful so it takes three to keep me under control) took me to see The Broncos play the Knights in Brisbane.

There are not enough superlatives to describe the atmosphere and excitement when, after every try (and there were 10) fireworks went off with a big bang each time.

After the game several players (Corey Parker, Captain) came over to where we were, right at the front where they signed my cap and photos were taken. The only disappointment, if any, was that I didn't get to meet Sam Thaiday.

I can hear you say, "it's only a football game" but to me it was a very special night and the icing on the cake was the score - BRONCOS 53 and KNIGHTS 0. Another venture off the Bucket List.



# National Volunteer Week

BY GAIL NORTON, RELATIONSHIP MANAGER

We regularly receive feedback, verbal and written, about our organisation. People applying for work tell us that this is the place to be employed. People want to work here. Our residents invariably have looked at a number of options for moving into care, but tell us Crowley is their first choice. People choose to live here.

How has Crowley gained such a positive reputation? How does Crowley maintain such a reputation? How will Crowley sustain this reputation? Obviously there is not a simplistic answer, however at the crux of any reputation is people. Our position in the community largely reflects our staff, past and present, who we believe have been; and are outstanding in their commitment to the organisation and to our residents.

Working alongside and supporting our staff are our volunteers, many of whom have been coming into Crowley for many years. The time spent assisting our residents and engaging in various activities varies but nonetheless we value each and every minute our volunteers can give us.

Our youngest volunteer Lily, who is still in high school, assists the Crowley Choir each week after school. At the other end of the scale are many who

have long since retired but are still happy to offer themselves to Crowley on a regular basis.

Many of the outcomes we achieve at Crowley would not be possible without assistance from the community. We have a group of volunteers who take our residents out on bus trips with the support of our Leisure and Lifestyle staff. Others enjoy participating in games or taking a resident for a walk along our charming waterfront. Many of our residents love the one on one time they can spend communicating with the volunteer.

Whatever the activity, all our residents benefit from the fellowship and support provided by a volunteer. Our reputation depends on good people and at Crowley we feel we have great people! Our volunteers certainly play a large role in maintaining our distinction in the community.



## GIVE HAPPY LIVE HAPPY

### Salvation Army Red Shield Doorknock

Friday 27 May to Sunday 29 May

Janette Short, from 51 St Johns Close in Crowley Independent Living, will be calling on all residents, family and staff for donations towards this great cause.

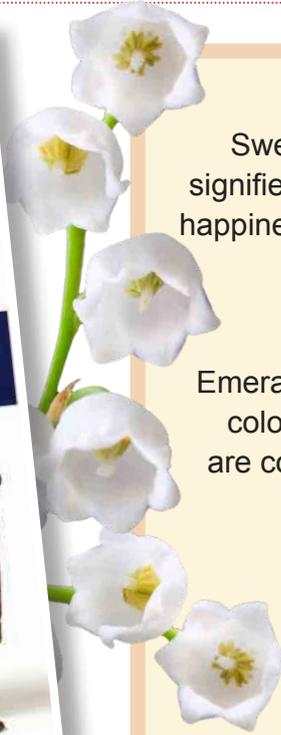
The Red Shield Appeal is The Salvation Army's signature fundraising drive which helps fund our vast network of social and community services.

The Red Shield Doorknock appeal is when thousands of volunteers spend a few hours going from door to door collecting donations.

The more that you **READ**,  
the more things you will **KNOW**.  
The more that you **LEARN**,  
the more places you'll **GO**.

- Dr. Seuss

# The Terminal



**May Birth Flower:** Lily of the Valley

Sweetly scented and rare the Lily of the Valley signifies humility, chastity, sweetness and a return to happiness. Lily of the Valley has a hidden message of “you’ve made my life complete.”

**May Birthstone:** Emerald

Emerald, the birthstone of May, carries a rich green colour and radiates a beautiful vivid tone. They are considered to be a symbol of rebirth and love. Emeralds are the rarest gemstones.



**Sign of the Zodiac:** Taurus

**Dates:** April 20 - May 20

**Characteristics of Taurus:**

*Strengths:* Reliable, patient, practical, devoted, responsible, stable.

*Taurus likes:* Gardening, cooking, music, romance, high quality clothes, working with hands.



## movie arvo

- Movie:** The Terminal
- When:** Wednesday 11 May
- Where:** Education Centre Room 2
- Time:** 1.00pm to 3.00pm followed by afternoon tea
- Cost:** Gold Coin donation
- RSVP:** Monday 9 May

When Viktor Navorski (Tom Hanks), an Eastern European tourist, arrives at JFK in New York, war breaks out in his country and he finds himself caught up in international politics. Because of the war, the Department of Homeland Security won't let him enter or exit the United States. He's trapped at JFK -- indefinitely. While living at the airport, Viktor falls for a flight attendant (Catherine Zeta-Jones). She may have feelings for him too. But what good is love if Viktor can't leave the terminal?

Director: Steven Spielberg

## JOKE OF THE DAY

A couple was celebrating their golden wedding anniversary. Their domestic tranquility had long been the talk of the town, and on this special occasion, a local newspaper reporter paid them a visit. He inquired as to the secret of their long and happy marriage.

“Well,” explained the husband, “it all goes back to our honeymoon. We visited the Grand Canyon and took a trip down to the bottom of the canyon by pack mule.”

“We hadn't gone too far when my wife's mule stumbled. My wife quietly said ‘That's once.’ We proceeded a little farther when the mule stumbled again. Once more my wife quietly spoke: ‘That's twice.’ We hadn't gone a half-mile when the mule stumbled a third time. My wife promptly removed a revolver from her purse, hopped down off the beast, and shot the mule dead.”

I started to protest over her treatment of the mule when she looked at me and quietly said, ‘That's once.’”



# News from Maintenance

BY ALBIE VIEL, ASSETS AND MAINTENANCE SERVICES MANAGER

## RECYCLING

Resource Recovery Collection Satchels are the way of the future for collecting problem waste.

At Crowley, the batteries we replaced during the smoke alarm service in the last month were disposed of using the Council Resource Recovery Collection Satchels.

These satchels will help our community recycle 100 tonnes of mixed products every year.

Problem waste targeted includes household batteries, reading glasses, corks, CDs and DVDs, X-rays, mobile phones and accessories, small electronics (such as cameras, iPods and calculators) and printer cartridges, which are all to be placed in the satchel. By recovering and reusing these resources approximately 800 tonnes of CO2 gasses will be avoided each year (which is the equivalent of planting 5600 trees).

Once the bag is full, it can be placed in the recycling bin with the rest of your recycling rubbish. These bags can be obtained from Ballina shire council, libraries, community centres or the waste facility.

## GARDENS

The flag pole garden has been replanted with the flowering plant vinca, also named periwinkle.

It will tolerate a wide variety of conditions and still keep it up with almost unreal-looking, glossy green foliage and pretty pink, white and red flowers that look like tiny parasols. It usually thrives in full sun and is drought tolerant. The vinca is a low maintenance plant, not bothered by insects or disease and it will usually reseed itself. We were fortunate enough to replant the garden bed with seedlings from within the village.



# MRF RESOURCE RECOVERY COLLECTION SATCHEL



WHEN FULL PLEASE SEAL THIS BAG AND PLACE IT IN YOUR YELLOW RECYCLING BIN. PLEASE PUT BATTERIES AND PRINTER CARTRIDGES IN A PLASTIC OR ZIP LOCK BAG BEFORE PUTTING THEM INTO THE SATCHEL TO HELP KEEP THE OTHER ITEMS CLEAN. ADDITIONAL SATCHELS CAN BE OBTAINED FROM BALLINA SHIRE COUNCILS LIBRARY, COUNCIL CHAMBER COMMUNITY CENTRE OR WASTE FACILITY.

For more information please contact The Waste Hotline on 1300 6686 1287  
 This project is a NSW EPA Waste Less, Recycle More initiative funded from the waste levy.  
 Visit [www.epa.nsw.gov.au](http://www.epa.nsw.gov.au)



# Significant Refurbishments

BY KELLI POTTS, EXECUTIVE MANAGER OPERATIONS & FINANCE

Recently we spoke to residents about our plans for the significant refurbishments of the hostel rooms and common areas. The work is part of a federal government scheme and preparations have taken some time. Once the work commences, rooms and ensuites will be stripped out and refitted. The new colour schemes will be aligned with the redevelopment colour schemes to keep some consistency. The team from Bickerton Masters Architecture were recently engaged to carry out a review of the hostel rooms in preparation for the works. More information to come.



## News from the Men's Shed

BY FRANK HAY AND IAN GREGOR, IL RESIDENTS

### How big is your shed?

Recently nine of our regular “shedders” went to the Woodcrafters shed in Alstonville at the House with no Steps campus.

This shed is a very active with in excess of 100 participants on their books and regular daily attendances of 30 or so.

Their woodworking equipment is of professional commercial grade and many of their number are from woodworking trades that is reflected in the quality and diversity of their work.

Importantly for us was the insight we gained about their woodworking machines and particularly the spatial

disposition of all their equipment on the workshop floor to maximise operation efficiency and comply with OH&S requirements.

It was a most useful educational exercise for all of us who made this visit. In the future a more spacious and well-designed facility for the Crowley shed would be a most welcome asset here. On another note there is a good selection of potted herbs at the front of the Crowley shed with attached labels/prices and available for takeaway.

Meanwhile our Men's Shed continues pressing on with a number of projects and construction items.



# Making Feedback Flow

BY MICHELLE GOLDING, ADMINISTRATION MANAGER

## Home Care Client

So sweet and did such a good job. She did something no-one else has ever done before, she emptied the vacuum cleaner!!

## Residential Care Family Member

Thank you to the staff and residents for the special care of Rhoda Baker.

## Residential Care Resident

To the Chef and Team of Crowley, thank you all for the magnificent 50th Anniversary, so unexpected. Many thanks again.

## Home Care Client

Thank you so much for the return of "Chris" for my shopping day. You have no idea how relieved and how happy I am - looking forward to Wednesdays again.

## Residential Care Family Member

To Del, Karen, Staff & Management

Thank you so very much for the lovely morning tea, flowers, and birthday cake. The room and our table looked beautiful, my friends were so impressed. Mum really enjoyed her special day and thanks again to all for the cake and attention she is always given.

*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.*

## Book Club with Judy Riley

"A book that makes you laugh" means different things to different people. We not only had a few laughs but were thrilled to receive a hand-crafted book mark... thanks Yvonne.

*The Road to Little Dribbling* is Bill Bryson's sequel to "Notes from a Small Island", detailing further musings of his travels through England. "I read once that the furthest distance the average American will walk without getting into a car is 600ft, and I fear the modern British have become much the same, except that on the way back to the car the British will drop some rubbish and get a tattoo"... get the picture?

Kate Grenville is well-known for her novels about early Australia (e.g. "The Secret River", "Sarah Thornhill"). *Joan Makes History* is an irreverent rewriting of Australia's past. Through Joan's imagination she is in the frontline of important events, cheerfully altering history- all the more lovable if you are a "Joan".

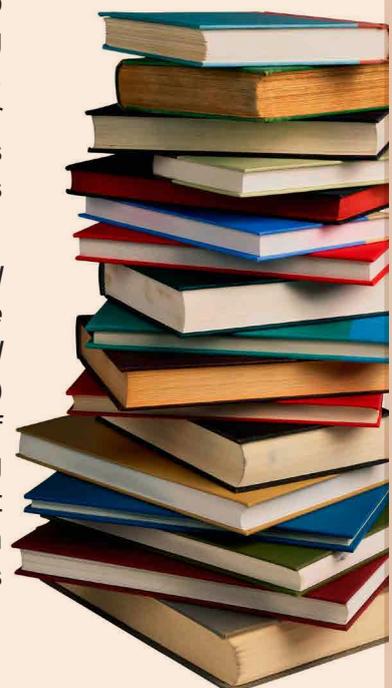
Most of us have chuckled through Nino Culotta's/ John O'Grady's *They're a Weird Mob*, a social commentary on Australian society in the 1950's

through the eyes of an Italian migrant – "a fair dinkum classic".

*No I Don't Want to Join a Book Club* and *No I Don't Need Reading Glasses* by Virginia Ironside are fun reads about letting go of youth and embracing the curmudgeon within. A forthright grandmother reflects on life's experiences as she takes on the "third phase of life".

*The Hundred-Year-Old Man Who Climbed out the Window and Disappeared* (from an aged-care facility) by Jonas Jonasson is full of crazy escapades involving criminals, incompetent police, bags of money, an elephant... may not be as silly as it seems!

HAPPY READING!



# Home Care Quality Review 2016

BY MICHELLE GOLDING, ADMINISTRATION MANAGER



As a Home Care provider, Crowley undergoes a quality review at least every three years.

Quality reviews are conducted to promote and monitor the quality of care and services provided by aged care providers and to encourage providers to improve their service delivery.

On the 19th May a quality review team from the Australian Aged Care Quality Agency will conduct an on site visit to assess the quality of care and services we provide to all of our clients.

Crowley is required to demonstrate we meet the Home Care Standards and services in accordance with the Aged Care Act 1997. There are three standards, each supported by a principle and 18 expected outcomes.

*The three standards comprise of:*

- Standard 1 Effective Management
- Standard 2 Appropriate Access and Service Delivery
- Standard 3 Service User Rights and Responsibilities

*The primary objectives of the Home Care Standards are to:*

- assist providers in delivering high quality care for their clients
- inform clients of the standard of care they can expect to receive
- support providers in achieving quality in administering and managing their services
- provide a basis for promoting and monitoring service delivery as part of the broader regulatory framework for ensuring quality in the delivery of Australian Government-subsidised aged care services in the community.

*The process of a quality review involves:*

- Notification of the quality review
- Conducting a self-assessment against each 18 expected outcomes and planning for the quality review
- An onsite visit conducted by the Quality Review Team reviewing documentation including client files, policies, procedures and supporting documentation and interviews with staff, clients and / or representatives
- The Quality Review Team will then consider its findings and will prepare an interim quality review report setting out the interim assessment of the performance
- Final quality review report - an independent decision maker from the Quality Agency considers the information from the quality review team and makes a decision about our performance.



*Home Care clients will soon receive a mailed notification and invitation to participate in this quality review.*

# Improve Indoor Air Naturally

When you embellish interior spaces with houseplants, you're not just adding greenery. These living organisms interact with your body, mind and home in ways that enhance the quality of life. If you need convincing, here are some of the ways that bringing plants inside helps us out.

## 1. THEY ASSIST IN BREATHING

Inhaling brings oxygen into the body, exhaling releases carbon dioxide. During photosynthesis, plants do the opposite, of sorts: They absorb carbon dioxide and release oxygen, making plants and people great partners when it comes to gasses. Adding plants to interior spaces can increase oxygen levels.

## 2. THEY HELP DETER ILLNESS

As part of photosynthetic and respiratory processes, plants release moisture vapor, which increases humidity of the air around them. Plants release roughly 97 percent of the water they take in. Place several plants together, and you can increase the humidity of a room, which helps keep respiratory distresses at bay. Studies document that using plants in interior spaces decreases the incidence of dry skin, colds, sore throats and dry coughs by over 30 percent.

## 3. THEY CLEAN THE AIR

Plants remove toxins from air – up to 87 percent every 24 hours. These toxic vapors include substances like formaldehyde, benzene and trichloroethylene. Benzene is commonly found in high concentrations in study settings, where books and printed papers abound. Modern climate-controlled, air-tight buildings trap these toxins inside. The NASA research discovered that plants purify trapped air by pulling contaminants into soil, where root zone microorganisms convert these toxins into food for the plant.

## 4. THEY HELP YOU WORK BETTER

A number of studies with both students and workers reveals that studying or working in the presence of plants can have a pretty dramatic effect. As with simply being in nature, being around plants improves concentration, memory and productivity. Being “under the influence of plants” can increase memory retention up to 20 percent. Work performed under the natural influence of ornamental plants is normally of higher quality and completed with a much higher accuracy rate than work done in environments devoid of nature.



CROWLEY AUXILIARY

# Mother's Day Luncheon

Wednesday 4 May

12:00pm

Activity Centre

\$25<sub>pp</sub>

Please RSVP and make payment to  
Crowley Reception by 29 April

## 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 29<sup>th</sup> April 2016

ph: 6681 1048

## 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: Jenna Tolson - Home Care

- 1. WHAT MADE YOU WANT TO WORK/VOLUNTEER AT CROWLEY?**  
The atmosphere, and the people.
- 2. WHAT DO YOU THINK YOU BRING TO CROWLEY?**  
A big smile and passion for the job I am working on.
- 3. WHAT WAS YOUR FIRST JOB?**  
Working at the Newsagent stand when the Olympic torch passed through Lismore.
- 4. WHAT KEEPS YOU UP AT NIGHT?**  
My girls. Amelia (now 2.5 yrs) slept through at 6 weeks old. Lucy is now 9 months and still up 2-3 times each night!
- 5. WHAT IS THE BEST PIECE OF ADVICE YOU HAVE EVER RECEIVED?**  
As long as your children are happy (behave) while you are out, you can handle it at home.
- 6. NAME SOMEONE YOU ADMIRE?**  
My mum. Now that I am a mum I have so much more respect for her, for the way we were raised and for her patience.
- 7. WHAT SKILLS OR QUALITIES DO YOU WISH YOU HAD?**  
Patience
- 8. DO YOU HAVE ANY HOBBIES, INTERESTS OR MAYBE A FAVOURITE MOVIE?**  
Decorating our new home.  
I also recently watched the last Hunger Games movie, and am now keen to re-watch all four!
- 9. CAN YOU TELL US ONE THING MANY PEOPLE WOULD NOT KNOW ABOUT YOU?**  
When I find a good book, I disappear for a few days while it gets read.

