

the chatterbox

NEWS FROM CROWLEY CARE

APRIL 2018





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COVER PHOTO

Dot Egan from Independent Living was a winner at the Crowley Easter Hat Parade Competition. Congratulations Dotty!



A Moment with Our CEO

Hello everyone,
Happy Easter to you and your family.

Crowley on Facebook

Our foray into social media has had a great start with the Crowley Facebook page already proving popular with families, residents and staff.

Facebook is giving us a new way to connect with families so that they can experience the spirit of Crowley on a more regular basis.

It is a great way to share and to see so many smiling faces from our residents and staff across a range of activities and happenings that occur every day at Crowley. If you haven't already, I urge you to follow us on Facebook.

Redevelopment

We remain grateful for the support and understanding as our major redevelopment work nears the completion of its current phase.

Redevelopment of the plaza, cafe and salon is well underway. When complete it will transform the entrance and public areas at Crowley. We are very excited about this and to the improvements they will make to the lifestyle experience for our residents, families and visitors.

We now expect our first residents to be in their new home, the new residential care facility, by the end of April. As mentioned previously our plan is to progressively add new residents into the new residential care facility over the coming months. We want to make sure it is a seamless and great experience for all and we are taking every step to make this happen.

Crowley Auxiliary

What an amazing job the Crowley Auxiliary does for us. An incredible team of 35 volunteers currently make up the Auxiliary.

They are going from strength to strength, supporting us in many ways and all with that fabulous Crowley enthusiasm and spirit.



One of their major fundraisers, running the barbeque at Bunnings, has been a huge hit. I was humbled to see some of our staff volunteering their time to help out at Bunnings, working alongside the Auxiliary team.

It typifies that great Crowley spirit that makes working here so special. The Auxiliary team have a great camaraderie and I encourage anyone if you feel you can contribute then please do. You are guaranteed to join a great group.

Families and Relative Survey Results

In the recent QPS Benchmarking Survey of relatives and residents across 160 facilities in Australia and New Zealand, Crowley did exceptionally well, improving on last year's performance. A great effort.

Without getting too technical, our Relative Experience Index score, measuring relatives' overall satisfaction with Crowley was 90.7, compared to an industry average of 84.7.

Whilst our Relative Net Promoter score, measuring how likely relatives are to recommend Crowley to family and friends, was 82.2 versus an industry average of just 55.9.

These are outstanding results and reflect on the efforts of our staff and the improvements we have put in place communicating with our families. And all this at a time with much disruption due to the building works. We continue to strive and improve.

A handwritten signature in black ink, appearing to read 'Michael Penhey', written over a light blue background.

Michael Penhey
Chief Executive Officer



Redevelopment Update

Kelli Potts **Executive Manager Operations and Finance**

Our Redevelopment has continued full steam ahead through the month of March.

The vision for the new plaza and café is coming together more each day. Behind the corridor walls there are lots of tradesmen preparing the new café space. We are finalising colours, materials and equipment for the café and the adjacent kids play zone.

Our IT Team has taken delivery of the very special gaming equipment features a selection of both old and new games that I am sure will be enjoyed by young and old kids alike when the space is up and running!

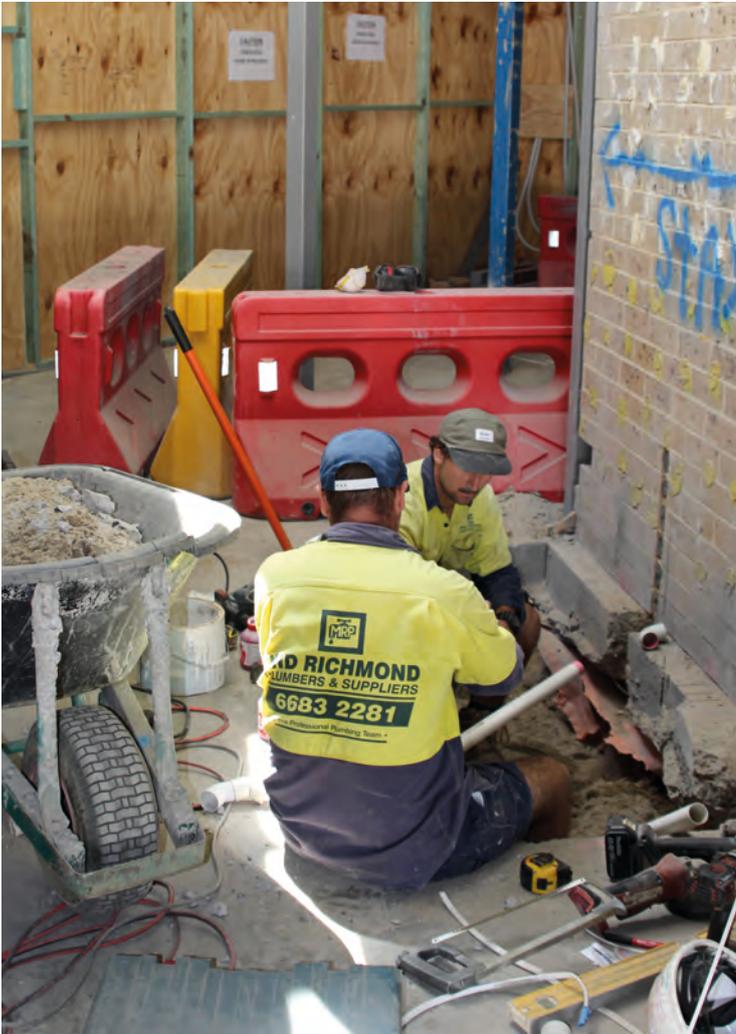
Serpentine and Missingham

Recently we decided on the naming of our two new Residential Care wings. These names were decided after carefully considering a number

of options. I am sure you will agree with us that these names are reflective of our Ballina home and its landmarks we all know so well.

The ground floor has been named after the Serpentine, a popular nearby beach, known for swimming and water activities. The first floor has been named after Missingham Bridge, which can be seen from some of the common areas and bedroom windows on this level.

Also ongoing is our fitout of the new Chapel. We are continuing to work closely with Father Michael on the particular details of the chapel, its function, décor and equipment. We have had the ICT technicians in here over the last month and they have equipped the space with the latest technologies, including the ability to live stream the mass and show it on the big screen in the Chapel breakout room.





Out and About

St Patrick's Day

To be sure, to be sure... we had fun celebrating St Patrick's Day. There were green leprechauns to be seen around the place as many embraced a "green theme" for the day. Lots of Irish jokes, limericks, music and Irish coffees.

Crowley Choir Performance

Our latest choir performance was "Songs of Summer". The choir sang a range of songs that had us all singing along and wishing we were heading off on holidays to some exotic coastal destination with endless days of sunshine. A big thank you to our volunteers Beth, Merrilyn and Del who facilitate the choir and all choir participants who make these very enjoyable performances possible. We look forward to the next performance.

Easter

Leading up to Easter our residents have been creatively decorating hats for our Easter Hat Parade with the help of Xavier Catholic College students on their weekly visits. We have been in the kitchen making and decorating chocolates and a slice to enjoy for morning tea on Easter Sunday. We enjoyed a visit from the Ballina Christian Choir who shared their Easter repertoire. They have been visiting us for many years and we are fortunate their visit coincides with this special time of year.

Upcoming Events

April is going to be busy with some special events to look out for; Seniors Festival, Lost in Space dress up, ANZAC Day and our Crowley Mini Commonwealth Games. Keep your eye out for details in the April program.



Bus Outings

In March we visited the Ballina Gallery to participate in a mosaics workshop run by Bright Sparks. Our lovely facilitator Jett had everything laid out for us and after a quick demonstration we were able to let our creative talents run wild. We took home a lovely mosaic plate that we can put fruit, trinkets or plants on.

Some retail therapy was had with a shopping trip and afternoon tea at Ballina Fair. It's a good place to pick up a few essentials, add to the wardrobe, people watch or just enjoy a cuppa. See the Leisure and Lifestyle Team if you would like to attend the monthly shopping outing or need them to pick something up for you.

Some of our weekly bus drives have taken us along Old Bangalow Road and Coopers Shoot Road for some spectacular views of coast and hinterland. We followed the beautiful Richmond River through Empire Vale to South Ballina where we plan to visit for lunch or afternoon tea in the near future.

Easter Celebrations at Crowley

Laura Ellis-Harry Quality Officer

Easter is a special time of year for some at Crowley. It is the time when we celebrate the death and resurrection of Jesus Christ, a time to spend in the company of loved ones enjoying special moments and a time of joy, fun and sometimes some chocolate!

Here at Crowley we celebrate the Easter season in several ways this year we started on 14 March with our Annual Easter Hat Parade. Boy was competition rife this year! Participants were out to maintain titles gained last year and the hats were spectacular as you can see in our photos. Staff and residents had been busy creating some pretty special pieces. A special thank you must go out to the Xavier College students who in the lead up helped the Residential Care residents create their headpieces.

Our next celebration was on Wednesday 21 March when we had a beautiful Easter Luncheon in the Activity Centre. Residents from both Independent Living and Residential Care came together to share in a special meal. Tony and the Hotel Services team served a delicious lunch and everybody's favourite pavlova for dessert! A lovely day was had by all who attended.

Our final celebration will be the Non-Denominational Easter Service held in the Entertainment Room on Easter Sunday (1 April). These services are always a special way to start Easter Sunday and remind us all of the true meaning of Easter. We would like to acknowledge in advance Sister Anne Shay and Mary Steenson from Independent Living who have worked so hard to organise this service. We hope you can join us on the day - Easter Sunday 1 April in the Entertainment Room from 10.30am.





Our winners on the day were as follows:

Residential Care:

Margaret Hosking-Pippen, Neil Weir

Independent Living:

Jill Taylor, Dot Egan (who can be seen gracing the cover of this edition of Chatterbox)

Staff:

Michelle Maroulis, Cheryl Fergus

Wild Cards:

Customer Service Team, Katrina Phillips





Intergenerational Program

Laura Ellis-Harry **Quality Officer**

Alongside our vision here at Crowley sits our core beliefs, one of these is “valuing each generation”. We do this in many ways, and one favourite is our Intergenerational Program which provides some beautiful “moments of gold”.

Being privy to the beautiful connections made between residents and students brings much joy to all our hearts.

Towards the end of 2017, in consultation with residents and the schools, we reviewed our Intergenerational Program and made some improvements. This program now sits within the Quality Team for organisation and will complement the Leisure and Lifestyle activity calendar each month.

The role of the Quality Team is to liaise with Leisure and Lifestyle and the school teachers and facilitate the visits to ensure each visit is seamless and safe for all.

We will be organising several projects for the schools and residents to participate in over the year which should have some lovely outcomes for all involved.

Our aim is to ensure we are fostering meaningful relationships between the students and our residents and to have a clear annual calendar of visits.

This year we have four parish schools taking part in the Intergenerational Program; St Anne’s Long Day Care Centre, St Francis Xavier Primary School, Holy Family Primary School and Xavier Catholic College.

Over the year, we will see students between the ages of 4 to 15 visit Crowley. We have scheduled 5 St Anne’s LDCC visits, 23 visits from the primary schools, 4 visits to Holy Family Primary School and the year nine students from Xavier College will join us every Friday afternoon during the school terms. These visits are special to attend. The children are a delight to host and watching the connections made each visit is what this program is all about.

Here at Crowley we value each generation and keeping our core beliefs at the centre of all we do for our residents.



Crowley Connections

Megan Evans



Megan enjoys working at Crowley so much because the staff and residents are happy and friendly and genuinely care for each other. “What more could you want for a workplace?” said Megan.

A beach walk and swim provide a great start to Megan’s day before she heads off to Crowley to spend her day looking after residents, whom she considers as friends in Residential Care or Independent Living.

Both roles provide her variety throughout the week, with each having its own parts that she loves.

Megan’s spare time is often spent with family. “I have two beautiful daughters, Peta and George, a grandson, Lincoln, and three ‘fur-grandchildren’, Ebony, Sunny and Letty.”



“A beach walk and swim provides a great start to Megan’s day before she heads off to Crowley to spend her day looking after residents, whom she considers as friends.”

Megan was welcomed to the Crowley Family in 2016 when her role began in Residential Care.

With Megan’s clear love for her job and our residents, she was invited to join the Independent Living team in February this year, where she has enjoyed meeting new people and expanding her knowledge of Crowley.



On weekends during the football season, Megan watches her nephews play football for the Marist Brothers. “If I get the opportunity to have a few days off, I fly to Sydney to spend time with Linc and my daughter, Peta. We love to catch the train to the beach or the ferry to Manly. Peta, Linc and I always go the city and the Botanical Gardens and to ‘The Vivid’ as Linc likes to call it.”

One of Megan’s favourite things to do is travelling, backpacking and camping. She loves camping in Tasmania’s National Parks and hiking and climbing to the top of Cradle Mountain.

Megan is a huge supporter of the Canterbury Bulldogs. Her love for this team started at a young age as Megan and her brother were born at Canterbury Hospital. Megan says, “it’s an obvious choice for myself and my entire family to be Canterbury Bulldog supporters in the NRL”. One of the fondest memories from Megan’s 50th birthday was a road trip with her mum, brother, nephews and daughters to watch the Bulldogs team play at Belmore. “It was such a great weekend for us all to spend together” Megan said.





Ballina Shire
Alstonville Showgrounds

5th May
2018

Head to relayforlife.org.au/ballina
to register today!

Unsure what Relay's all about? Let's break it down for you.

You don't have to run! It's a RELAY, not a race!
WE want YOU to have loads of FUN!
YOU don't have to be on the track all the time!

Enjoyed your last Relay? Time to sign up again!

*General Registration Fee \$20 per person relayforlife.org.au/ballina (02) 6639 1304

Walk With Crowley

Relay for Life

LOCATION

Alstonville Show Ground

START TIME

Saturday 5th May

12.00pm - Family Fun Day

3.00pm - Opening Ceremony
and first lap

FINISH TIME

Sunday 6th May

8.00am

Relay for Life

Dust off your walking shoes and join Crowley Care in the Ballina Relay for Life at the Alstonville Showground.

We are recognising local cancer survivors, patients and their carers, honouring and remembering loved ones lost to cancer and raising much needed money to help save more lives.

This is a family friendly 20-hour event where we encourage anyone that is able to walk and laugh the night away. You can stay as little or as long as you please.

Registrations for Ballina Relay for Life 2018 are now open, and it costs \$20 to register. Registration includes a Relay for Life shirt.

In the lead up to Relay for Life in May, we will participate in a range of fundraising activities to exceed our team goal of raising \$2,000.

Return and Earn

All proceeds from bottles, cans and recyclables collected from 1 April will be donated to the cancer council as part of Crowley Care's fundraising. We will also have a collection point at our relay site to collect any bottles on the day.

Jellybean Guessing Competition

Pop into Reception or visit us at our Relay site to guess the number of jellybeans in the jar. We will draw the winner at 7.00 am on Sunday 6 May.

Raffle

Purchase a raffle ticket from Reception or visit Crowley Care's site at the Relay to win one of our exciting hampers. Tickets are \$2.00 each.

We will also have other activities at our site on the day to assist in raising extra funds for the worthy cause.

To join Team Crowley Care, please search for 'Crowley Care' on the Relay for Life website, www.relayforlife.org.au or ask our Customer Service Team for a form at reception.





Crowley Auxiliary Report

Tess Colenso **Crowley Auxiliary President**

It is with pleasure that I present the Auxiliary 2017 Annual Report.

We have 35 Auxiliary members and our numbers seem to be growing. What a wonderful year 2017 was. We held a Mothers' Day Luncheon, two BBQ's at Bunnings, the Corrie's Spring/Summer Fashion Parade, Winter High Tea and a Spring Luncheon with a couple of raffles thrown in for good measure.

We also held a Devonshire Tea stall at the Annual Crowley Family Show Day, which resulted in a tidy little profit and a fun day had by all. Anne McIntosh organises the Lolly Trolley and the Tuesday morning tea for the residents. The residents love to see the Auxiliary women each Monday and Tuesday to have a chat and catch up.

In 2017 the Auxiliary purchased two weight-bearing machines, six slings and one blood pressure machine totalling \$10,546.24. An exceptional effort and we still have a healthy bank balance to start 2018!

The highlight of our year was the BBQ at Bunnings. Tony Baldwin, the Hotel Services Manager at Crowley, suggested the BBQ at Bunnings would be a good money-making event. I nearly fainted and I told him that we were too old to do a BBQ!

Well I am not sure if I should say this, but he was right again as we made nearly \$5,000 over the two days. It was a wonderful day both financially and socially.

The Auxiliary was joined by the Crowley staff who gave their time freely to help out the Auxiliary. We were very thankful to them all. We could not have done the BBQ without their help.

With all the laughter and socialising that was happening, the Bunnings Coordinator commented to me that Crowley must be a happy place to work and live. In addition, the day certainly showcased the Crowley Care Family.



Another highlight of our year was at our Spring Luncheon. Jill Huxley, one of the Crowley Independent Living residents and one of the torch bearers for the Commonwealth Games to be held this April, gave us a talk on where the torch will be seen in NSW. To finish off a great luncheon, Margaret Curtis explained all about the harp and she played some beautiful music for us. It was a lovely way to finish off our year.

Special thanks must go to Michael and Kelli who support the Auxiliary, and of course the office staff who help us with our function bookings. I would especially mention Laura who co-ordinates the functions with us and she follows up on all our advertising and attends all our functions, taking photos to make sure that the Auxiliary is very much represented in the Crowley Chatterbox magazine. Many thanks Laura.

I would also like to thank Tony Baldwin and his staff for all the catering and the exceptional service they all give the Auxiliary. It is very much appreciated. Get ready Tony, 2018 is going to be right up there and bigger than 2017!

Personally, I would like to thank all the Auxiliary members for their support and dedication. We have a wonderful group of women, and of course George our Treasurer. Our meetings are very relaxed, and we enjoy a cup of coffee or tea after the meeting. Sometimes I think the good ideas come from the chats after the meetings.

Closing, I would like to once again thank you all and I am sure that 2018 will be a successful one.



2018 NSW
**SENIORS
FESTIVAL**

60TH ANNIVERSARY

CROWLEY CARE SENIORS FESTIVAL CELEBRATIONS 2018

WEDNESDAY 4 APRIL - SUNDAY 15 APRIL

DATE	TIME	EVENT	LOCATION
Sporting Hero Dress Up Day			
Wednesday 4 April	10.30am	Crowley Mini Commonwealth Games & Morning Tea	Entertainment Room
	1.30pm	Bingo	Entertainment Room
	3.00pm	Happy Hour	Entertainment Room
	7.00pm	Commonwealth Games Opening Ceremony Viewing	Entertainment Room
Thursday 5 April	10.00am	School Visit: St Francis Xavier Primary School	Entertainment Room
Friday 6 April	10.30am	Happy Hour Singers	Entertainment Room
	1.30pm	Activities with Xavier College Students – Pizza Party!	Entertainment Room
Tuesday 10 April	10.00am	St Anne's Long Day Care Centre Visit	Entertainment Room
	1.30pm	Movie Afternoon: Hidden Figures	Entertainment Room
Lost in Space Dress Up Day			
Wednesday 11 April	1.30pm	Bingo	Entertainment Room
	3.00pm	Happy Hour	Entertainment Room
International Day of Human Space Flight			
Thursday 12 April	10.00am	Visit to Holy Family Primary School	Holy Family Primary School Skennars Head
	2.00pm	Space Talk – Ros Evans	Entertainment Room
	3.00pm	Men's Group	Blue Lounge
Friday 13 April	9.00am	Morning Melodies Outing	Ballina RSL

LET'S DO MORE TOGETHER

Community Connection

U3A Seniors Expo

When: Friday 6th April
9.00am – 1.00pm

Where: The Richmond Room,
Regatta Ave, Ballina

The U3A Seniors Expo provides information on educational and leisure opportunities for seniors, with displays, workshops and information sessions. Other senior service providers have been invited to take part. The expo is a free event and there will be prizes to be won for attendees.

Howie Brothers Concert

When: Thursday 12th April
10.00am Doors
Show 10.30am – 12.00pm

Where: Ballina RSL Club, Grant Street,
Ballina

The Howie Brothers, John and Graeme, are one of Australia's leading country music/ easy-listening acts. The brothers have been performing and recording for over 30 years and are renowned for their distinctive vocal harmony sound.

The logo for Silly Sock Day features the word 'SILLY' in large, colorful letters. The 'I' is a solid orange vertical bar, and the 'L' is replaced by two colorful, striped socks. Below 'SILLY' is the word 'SOCK DAY' in a similar colorful, blocky font. The letters are in various colors: 'S' is purple, 'O' is teal, 'C' is green, 'K' is yellow, 'D' is orange, 'A' is purple, and 'Y' is red.

Wednesday 2 May

STAFF MEMBERS PLEASE NOTE: Respectful attire, name tags and regulation footwear must be worn by all staff on all occasions.

Advocacy in Aged Care

Christine Lawton **Residential Care Facility Manager**

An advocate in Aged Care is someone who stands beside you and works on your behalf and with your best interests at heart.

This may be your family, a friend or someone who has been formally appointed by law such as a Power of Attorney (POA) or Enduring Guardian.

An advocate is there to:

1. listen to your concerns and support you in making decisions
2. assist you in dealing with concerns or complaints
3. speak on your behalf with your Aged Care Facility
4. provide you with information about your rights and responsibilities

We ask that you notify us on admission if you have a POA or Enduring Guardian and provide us with copies of the paperwork. If you do not have any of the above but are interested, you can contact the following agencies:

1. National Aged Care Advocacy Line on 1800700600 or www.myagedcare.gov.au/how-make-complaint/advocacy-services
2. Senior Rights Service on 1800424079 or www.seniorsrightsservice.org.au



These services are free of charge and we have brochures available at Reception.

There is a Charter of Residents Rights and Responsibilities in both the Residential Care Information booklet that we give to prospective new residents and the Residents Handbook that we provide to new residents on admission to permanent care. I would encourage residents, family and advocates to familiarise yourselves with this Charter.

As the Residential Care Facility Manager, I feel I can also be an advocate for our residents with people such as Doctors, external agencies and sometimes with families. I am available for residents and families to contact.

Crowley staff are here to provide an inspirational living experience through rewarding relationships with a focus on the individual. This is our vision statement and our staff provide their care based on these principles.





Australian Government

Department of Health

CHARTER OF CARE RECIPIENTS' RIGHTS AND RESPONSIBILITIES – RESIDENTIAL CARE

Aged Care Act 1997, Schedule 1 User Rights Principles 2014

1. Care recipients' rights - residential care

Each care recipient has the following rights:

- a) to full and effective use of his or her personal, civil, legal and consumer rights;
- b) to quality care appropriate to his or her needs;
- c) to full information about his or her own state of health and about available treatments;
- d) to be treated with dignity and respect, and to live without exploitation, abuse or neglect;
- e) to live without discrimination or victimisation, and without being obliged to feel grateful to those providing his or her care and accommodation;
- f) to personal privacy;
- g) to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction;
- h) to be treated and accepted as an individual, and to have his or her individual preferences taken into account and treated with respect;
- i) to continue his or her cultural and religious practices, and to keep the language of his or her choice, without discrimination;
- j) to select and maintain social and personal relationships with anyone else without fear, criticism or restriction;
- k) to freedom of speech;
- l) to maintain his or her personal independence;
- m) to accept personal responsibility for his or her own actions and choices, even though these may involve an element of risk, because the care recipient has the right to accept the risk and not to have the risk used as a ground for preventing or restricting his or her actions and choices;
- n) to maintain control over, and to continue making decisions about, the personal aspects of his or her daily life, financial affairs and possessions;
- o) to be involved in the activities, associations and friendships of his or her choice, both within and outside the residential care service;
- p) to have access to services and activities available generally in the community;
- q) to be consulted on, and to choose to have input into, decisions about the living arrangements of the residential care service;
- r) to have access to information about his or her rights, care, accommodation and any other information that relates to the care recipient personally;
- s) to complain and to take action to resolve disputes;
- t) to have access to advocates and other avenues of redress;
- u) to be free from reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his or her rights.

2. Care recipients' responsibilities - residential care

Each care recipient has the following responsibilities:

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



Have Your Say

Gail Norton
Human Resource Manager

Residents' meetings are held monthly in one of our lovely lounge rooms in the facility.

These meetings allow residents the convenience to discuss matters of their choice and to chat about the care and services they receive in the facility. Coming together as a group is an opportunity to share ideas, suggestions, opinions and any issues that may arise. Residents often offer suggestions about activities they would like to see incorporated in the future.

During the years I have been attending these meetings, a couple of things are quite evident to me. Our Leisure staff listen and take on board the feedback offered by our residents and will often adjust an activity to suit. I have also been impressed with how often a quiet resident will find their voice and express their views on a matter. This is exactly what makes us happy. After all, it is about you, our resident, and how we can create a day for you that is more than addressing the mundane things in life.



The monthly Activity Calendar always creates a sense of anticipation and residents are warmly encouraged to attend an event or activity that interests them.

As the HR Manager, I oversee these meetings with one of our Leisure and Lifestyle staff members. We extend a warm welcome to any family members who would be interested in joining us.

The Wishes & The Journey

End of Life Care

Kelly Roberts **Clinical Manager**

Any discussion around end of life care centres around “how do I want to die”. For every one of us, this is an inevitability and the last bastion of our control over our lives. It is also a subject on which everyone has an opinion.

What we know with certainty that helps in this phase is having those around us knowing what it is that we want. What is important to us at the end of our lives?

Advanced Care Planning allows all of us to be clear about what it is that we want, should we ever be unable to express this clearly and with meaning.

The Clinical Team at Crowley, made up of nursing and medical staff, are well placed to

discuss what your wishes may be. We remind everyone - staff, volunteers, families, residents and clients to consider putting in writing, what they want for their individual end of life care.

There are many versions of documents that can outline what a person may want. It is important that however you choose to express your wishes, they are witnessed, and a copy is given to a member of your health team, GP, carer network, family or pastoral minister.

Please ask a member of the Crowley Clinical Team or Customer Service Team should you want more information around Advanced Care Directives or how to begin the discussions around end of life care.





Case Management & Admin Fees

Sherrie Viney **Acting Home Care Manager**

In my short time as Acting Home Care Manager, I've received requests for clarification on what case management and administration fees are for.

Home care package clients receive monthly statements that itemise your HCP income, including the subsidy the government provides you, any supplements received and your basic daily fee contribution.

They also include your expenses including the services you receive, administration and case management fees.

What are administration fees?

You would appreciate that all businesses have administrative and operational overheads in order to operate, allowing for the delivery of services.

Service providers are required to provide you with individualised budgets and monthly statements and meet government reporting and accountability requirements. Other costs related to the administration fee include:

- CDC administrative overheads, includes rostering your services
- Corporate costs
- Staffing costs
- Capital costs
- Insurances
- Government reporting
- IT overheads
- Maintenance of service agreements
- Police checks and establishing agreements with sub-contractors
- Developing financial statements and budgets

What are Case Management fees?

The role of a Case Manager or Client Case Officer is to advise and support you, link and refer you to services and support measures that are meaningful to you to help you stay at home longer with good planning. Case management requires expertise and includes:

- Assessments
- Care planning
- Setup costs for new clients
- Coordinating service requests and referrals
- Review and reassessment
- Processing of purchase requests and reimbursements
- Facilitating the upgrade of your level of package if you need more assistance, by reporting to My Aged Care
- Making adjustments when things have changed for you, for example after a hospital visit you may need more help
- Managing and maximising your budget
- Ongoing monitoring and as required reporting to those involved in your care and services plan – this may include your nominated representatives, health and medical team, other care providers and the staff that visit you

Case management is beneficial for assisting you to navigate the health care system, and to obtain better outcomes and goal achievement.

At Crowley, we pride ourselves on the quality of the service we provide and the relationships we have with our clients.





Getting Ready for Home Care

David Crosby
Customer Service and
Independent Living Manager

“The queue is out the door!”

A number of our local Community and Crowley Independent Living residents already benefit from the assistance a Home Care Package through Crowley provides.

There are also residents in our community and Crowley Independent Living residents patiently waiting in the queue to receive their own Home Care Package.

More than 100,000 older Australians are waiting for either a Home Care Package or an upgrade to their approved package level.

The government has responded to these ever-increasing numbers. Their evidence suggests improving the assignment, take up and opt out of Home Care Packages process will help. The aim is to reduce the time it takes to either activate or opt out of an assigned package and to increase the take-up of available packages.

What is changing?

The government will now write to people on the Home Care Package waiting list three months before a package is likely to be assigned to them. This will allow you to complete your income assessment and research an Approved Home Care Provider, to be ready to activate your new Home Care Package once your formal assignment arrives.

If you receive the New Home Care Readiness Letter in the mail, please contact Crowley on 1300 139 099. Our Customer Service Team will be very happy to step you through the letter and the next steps for you to take.

If you're not in the queue and feel you would benefit from assistance at home, Crowley can assist you with navigating My Aged Care and get you on the list.

Home Care Client Profile

Jim Hilaire



“I married Edna 65 years ago and never looked back.”

Where were you born?

Crown Street, Sydney on 26 December 1928.

Where did you grow up?

I grew up in Enmore Sydney. We moved around everywhere. Many houses were empty in Sydney at that time. I went to live with my grandmother when I was six years old.

Did you have any brothers or sisters?

I have two younger brothers. Stan, who passed away in 2014, and Barry, who is 84 years old.

Both my brothers moved to New Zealand when I was only 14 years old with our father. I chose to stay in Sydney with my grandmother.

What did you do when you left school?

After the war an organisation called “Manpower” organised work cards and gave you a job with who ever needed workers. My first job was with Taubman’s Paint Factory, and later I worked for the Post Master General (PMG) workshop.

Tell us about your family

I married Edna 65 years ago and never looked back. We had two sons, David and Allen and a daughter Leanne.

Tell us about your interests/hobbies or passions

I enjoy watching TV – sport and anything else. I find it a challenge. I have Macular Degeneration and only see small fragments, relying on my peripheral vision. Doctors have deemed me legally blind, but I can still get around my home and rely on my lovely wife or the care staff that come to visit from Crowley when out and about. Edna and I love going to the local RSL and supporting them.

What are two good decisions you have made?

1. Getting married to Edna
2. Always owning our own home no matter where we lived

What is your favourite memory of your life so far?

Edna and I have travelled a lot and my favourite memory is travelling around Australia over eight years in our caravan.

From the IL Desk

Jenny Kliese Independent Living (IL) Coordinator

A lot of you are already using the very useful Webster Pack. This convenient and handy tool is great. Yes, I can hear you; "I am very capable in organising my own medication." However, the positives outweigh the negatives.

Here at Crowley, our IL team works to support and empower our residents to stay in their homes and be as independent as they can. If this means accepting a little help in daily activities, then we are here to come up with suggestions or options to help make life hassle free.

Webster Pack features

- Medications all together for easy and safer use
- Visible reminder making it easy to keep track of taking medications
- Can be used by those with vision impairment
- Helps maintain your independence
- Very portable
- Delivered to your home
- Pharmacist keeps track of prescriptions
- Useful to emergency services (ambulance) in a critical emergency
- Pack lists (on the back) a description and dosage to identify medications
- Stress free, any changes are dealt with by the pharmacist

You can organise a Webster Pack with your pharmacist or General Practitioner. The Webster Pack can also be delivered to your door weekly. Another handy tool to use with your Webster Pack is a Pil-Bob – they are easy to use, no spills or lost pills.



Phones to be tested in April

1-16/5 Florence Price
Place Apartments

1-29 St Pauls Close

1-9 Redford Place



IL Ladies Bus Trip

Thursday 12 April

8.30am departure from Crowley Education Centre

\$5 bus fare + morning tea, lunch and drinks

After our big trip in February we are heading off for a relaxing day closer to home in April, we will visit the recently opened Lismore Regional Gallery where we will enjoy a leisurely look around the beautiful spaces and artworks. Then a cuppa at the onsite Café at your own leisure. After this, we will depart Lismore for a short drive down to Summerland House Farm in Alstonville for a relaxing lunch and look around the gardens, nursery and Farm Shop.

RSVP to Crowley Reception by Monday 9 April

IL Mens Bus Trip

Thursday 10 May

8.30am departure from Crowley Education Centre

\$5 bus fare, \$4.30 ferry ticket + morning tea, lunch and drinks

For the May bus trip we are heading south to Iluka and Yamba. As a group we have not been to Iluka for a number of years. We will head to New Italy for a quick cuppa before heading to Yamba to catch the Ferry for the ride over to Iluka. After disembarking and touring Iluka we will have lunch at the Iluka Bowling Club. After lunch, we will join a guided tour of the Iluka Fisherman's Co-op.

RSVP to Crowley Reception by Monday 7 March

IL Hours Over Easter

30/3/18	Good Friday P/H Normal A/H Procedure
31/3/18	Easter Saturday Normal Hours 8.00am to 12.00pm
01/4/18	Easter Sunday Normal Hours 8.00am to 12.00pm
02/4/18	Easter Monday P/H Normal A/H Procedure



From Moments to Memories

David Crosby
Customer Service and
Independent Living Manager

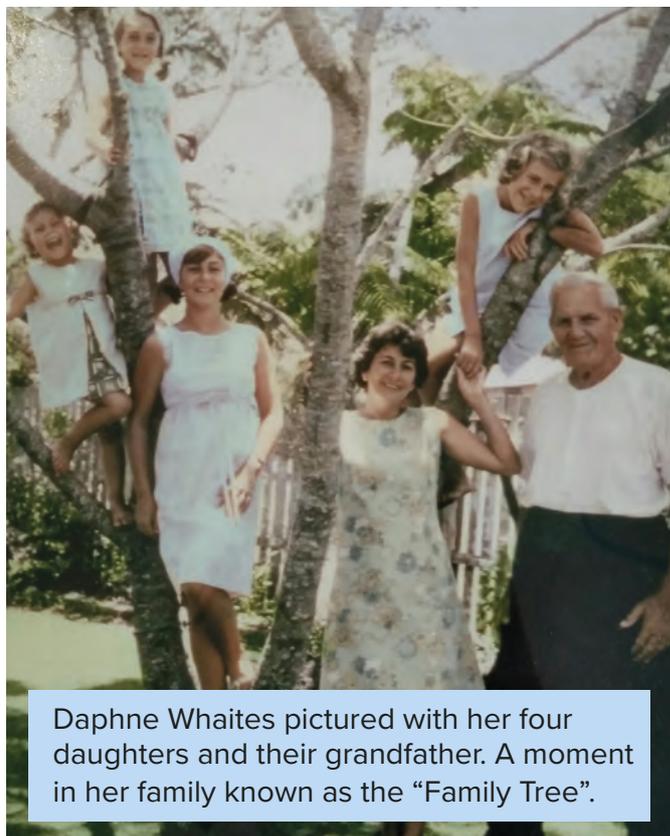
In the Independent Living February memo, I asked our residents to share a proud moment or memory.

Every resident at Crowley has a story and I am filled with gratitude when a resident shares a special moment of their life with me.

Sharing a little piece of ourselves is a great first step in getting to know someone, and part of the difference you experience living and working at Crowley.

I read a quote recently, “Live for the moments you can’t put into words.”

Below are some of our resident’s proud moments. Life is a collection of moments we should cherish as tomorrow they will be memories.



Daphne Whaites pictured with her four daughters and their grandfather. A moment in her family known as the “Family Tree”.



Pat and Bill Parson together with their family. This snapshot in time taken in 1974, after the Parson family moved from Canberra to Mt Eliza Victoria. A moment full of pride, as the family start the search for another school, uniforms, books, and sporting clubs after their move.



Top left: Dallas and Carol Smith shared a very special moment together some 56 years ago on the 3 March 1962 - their wedding day.

Top right: Joy Morhaus travelled to Brisbane to holiday with her pen pal, and together visited a reptile park. A leap forward in confidence and a moment captured that has lasted a lifetime.

Bottom right: Bill Colenso and his grandson Kai recently made some memories in the Crowley Men's Shed. There is something special about the relationship between a grandfather and their grandchild.





DRESS UP DAY LOST IN SPACE

WEDNESDAY
11 APRIL

Join us for a day that is sure to be out of this world! Dress up in star printed clothing, or dazzle in some futuristic fashion.

BOOK CLUB

with Judy Riley

The February Crowley Book Club meeting saw the launch of our exciting new format. The chosen book was a memoir called “The Country Wife” by Anne Gorman. Some of our readers enjoyed it and some were of two minds.

Anne was encouraged by her daughter to put pen to paper and to tell her story. It tells of Anne’s early life, which was rather difficult. An absent mother, a father who died young and sexual advances from one of her brothers. However, things change, and she received a good education, went to university, married and became a farmer’s wife in the Riverina.

Some of the happenings were akin to our own lives. For example, the WW2 rations, the loss of loved ones, the Vietnam War and the social changes that occurred because of these national and global events.

After her husband passed away Anne went on to raise five children and continued to manage the wheat and wool production of the property she shared with her late husband.

She went on to have a highly successful career and worked with the Government Task Force in the International “Year of the Child” presentation for the United Nations. She also established An Institute of Executive Coaching. Some of her clients included BHP, Telstra, ANZ and some Federal Government Departments. In summary, an interesting read about the life of Anne Gorman, who with a good education and a willingness to achieve, made a success of her life.

The selected book for our next meeting is “Did You Ever Have a Family” by Bill Clegg. Should be so interesting...

All welcome and best wishes for your happy reading.



An Afternoon at the Movies

Wonder

Are you a movie junkie or fancy yourself a fan of Hollywood? Did you know that Crowley hosts a monthly movie screening? Everyone is welcome to come along to watch the big screen in the new Education Centre for the small cost of a gold coin donation. The details of this months screening are as follows:

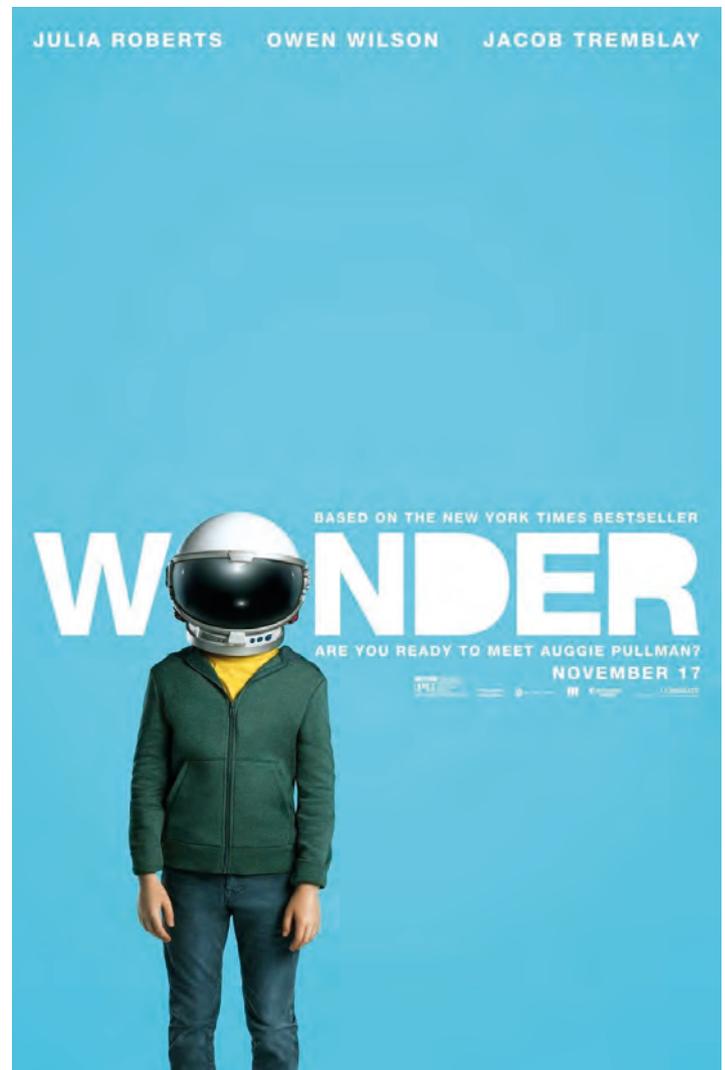
Movie: Wonder
Genre: Drama, Family
Directed By: Stephen Chbosky
Written By: Based on novel by R.J. Palacio
Starring: Jacob Tremblay, Owen Wilson, Izabela Vidovic, Julia Roberts

Based on the New York Times bestseller, WONDER tells the inspiring and heartwarming story of August Pullman. Born with facial differences that, up until now, have prevented him from going to a mainstream school, Auggie becomes the most unlikely of heroes when he enters the local fifth grade. As his family, his new classmates, and the larger community all struggle to find their compassion and acceptance, Auggie's extraordinary journey will unite them all and prove you can't blend in when you were born to stand out.

Reviews:

"Wonder is a touching tale of love and friendship, buoyed by strong performances from Jacob Tremblay and the rest of the cast."
- Screen Rant

"Julia Roberts and Owen Wilson earnestly pour their hearts into this poignant, realistic story about a son who is different."
- Plugged In



Crowley Screening

Movie: Wonder
When: Wednesday 11 April
Where: Crowley Education Centre
Room 1 (Upstairs)
Time: 1.00pm
followed by Afternoon Tea
Cost: Gold Coin donation
RSVP: To Crowley Reception
Monday 9 April

Crowley Men's Shed

Now Taking Commissions

Tony Baldwin **Hotel Services Manager**

Good health is based on many factors including feeling good about yourself, being productive, contributing to your community, connecting with friends and maintaining an active body and mind.

Becoming a member of a Men's Shed provides a safe and active environment where men can find many of these things in an atmosphere of old-fashioned mateship.

I am a huge advocate for the Men's Shed movement and the important role it plays in mateship and health promotion among the men's community within Australia.

The Crowley Men's Shed is a prime example of just how great a Men's Shed can be, providing a great place to meet with friends, work on some common goals and maintain a community connection.

The Crowley Men's Shed has completed numerous small projects for us over the years and excelled. As such, they have a reputation – a great one!



Recently The Sticky Wicket Sports Bar and Restaurant in Byron Bay approached me to facilitate a commission for the Crowley Men's Shed to fabricate some table numbers for the restaurant. Being a sports bar, they had an existing pattern of a small cricket bat on a stand. Our Men's Shed team excelled at the task and made 30 great pieces for the bar.

The Crowley Men's Shed is open to commission and "fix-it" jobs. We have a group of dedicated members who enjoy fixing, tinkering and creating.

They also have a constant supply of herbs for sale at the shed, as well as raised garden beds and other handicrafts. The shed is open on Tuesday and Thursday mornings when you can catch up with the gents and speak with them about any projects you may have or any items you can suggest for them to construct.



WOW DAY

WEAR ORANGE WEDNESDAY TO SUPPORT SES VOLUNTEERS

FUNDRAISING DRESS UP DAY

WEDNESDAY 23 MAY 2018

WEAR ORANGE

GOLD COIN DONATION ON THE DAY

Wear Orange Wednesday or WOW Day is our chance to support and show our thanks to the State Emergency Services. There are over 9000 volunteers in just NSW alone who train and work so hard to be able to help our communities when we are in trouble. At Crowley on WOW Day, we will have various points for gold coin donations on the day. All the money raised is donated directly to the NSW SES. Our staff, residents and visitors on the day are encouraged to wear Orange and show our support for the SES.

News from the Men's Shed

Ian Gregor Independent Living Resident

We are well into our usual routine during our regular shed opening times on Tuesdays and Thursdays. So far this year we have been busy with a number of "fix-it" jobs for residents as well as undertaking several commissions that have been a challenge.

Residents, visitors and passers-by may have noticed we regularly display larger items for sale outside and in

front of the shed. This has had a side effect in that it opens up floor space in the shed for our ongoing activities as well as producing a small income. Single and twin tub raised timber planter boxes, natural timber towel racks, outside timber seats and a restored rocking horse have all been on display recently.

Our gardeners have been busy with new plantings and have been at war recently

with local snails. Frank's Healthy Herbs are again making their 2018 appearances at very attractive prices either from Frank at the Shed on Tuesday and Thursdays or via the honesty box at the front of the shed when the shed is unattended.

We try to help residents and their visitors and welcome all suggestions for our activities.

Crowley Auxiliary Mother's Day Luncheon

Wednesday 9 May
12.00pm

\$28pp
BYO DRINKS

Crowley Activity Centre

RSVP: Wednesday 2 May

Please book and pay at Crowley Reception

Banjo's Banter



With the wet weather over the last month, we thought we would ask our visitors to Banjo's: "What is your favourite thing to do in the rain?".

Lyn Jackson

I like to read. I love to use the Crowley Library and often go over there to read a book or newspaper

Eddie Chawner

I stay indoors and enjoy watching a video

Robin Wilson

I always do crosswords when it is raining

Len Allison

I like to stay in bed – I sleep a lot better when it's raining

Recipes from the Chef

Golden Syrup ANZAC Cheesecake

INGREDIENTS

BASE

1 1/4 cups rolled oats
3/4 cup plain flour
1/3 cup desiccated coconut
75g butter
1/4 cup golden syrup
1/3 cup brown sugar

CHEESECAKE

500g cream cheese, softened
2/3 cup castor sugar
1 tsp vanilla essence
3 eggs

GOLDEN SYRUP SAUCE

60g butter
1/4 cup brown sugar
1/3 cup golden syrup
2 tbsp thickened cream



Preheat oven to 150°C (130°C fan-forced).
Grease and line a 20cm round springform pan.

To make the base

Combine rolled oats, flour and coconut in a bowl. Place the butter, golden syrup and brown sugar in a saucepan and heat over medium heat. Cook, stirring for 5 mins or until butter is melted and the mixture is smooth. Turn off heat and allow to stand for 2 minutes. Add the butter mixture to the rolled oat mixture and stir to combine well. Let the mixture stand for 5 minutes, then press it over the base and up the sides of the prepared pan.

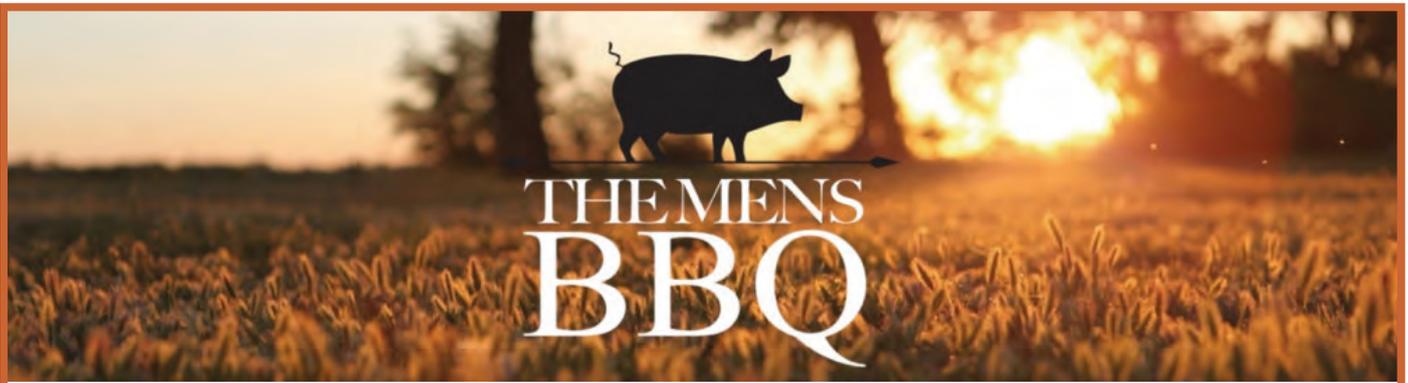
To make the cheesecake

Beat the cream cheese, sugar and vanilla with an electric mixer until light and fluffy. Add the eggs, one at a time, beating until just combined.

Pour over base and level the top. Place pan on a baking tray and bake for approx 50 minutes or until filling is just set. Cool the cheesecake in the oven for an hour, with the door slightly ajar. Then cool to room temperature before putting in the fridge for a few hours.

To make the sauce

While the cheesecake is cooling, place the butter, brown sugar and golden syrup in a small saucepan. Cook, over medium heat, for 5 minutes or until smooth. Stir in the cream. Bring to the boil and then simmer for 2 minutes. Remove from heat and cool to room temperature. When the cheesecake has set and cooled, drizzle the golden syrup sauce over and serve.



Join us for a BBQ and drinks in the

Crowley Activity Centre

Thursday 12 April

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday 9 April

ANZAC DAY SERVICE

Tuesday 24 April

Crowley Activity Centre

11am

RSVP to Reception by: 17 April

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 and be seated by 10.45am to avoid disturbing the service.

Update From Maintenance

Albie Viel **Maintenance Manager**

Daylight saving concludes on 1 April and is the time for all of us to check the function of our smoke detectors and replace the 9-volt battery if it is not a rechargeable one.

In our Village we have a mix of photoelectric rechargeable and 9-volt battery smoke alarms. As time goes on we are phasing out the 9-volt battery smoke alarm.

On most detectors, a green LED light indicates the power is on and a red LED light flashes every 30 to 40 seconds when performing a self-test, indicating the smoke detector operating correctly.



Hints to maintain your smoke detectors:

- For those who are able, please test your smoke alarm monthly by pressing the test button gently with the end of a broom handle until the alarm sounds. Then press the hush button. You could also ask a friend or family member to do this for you when they are visiting.
- The smoke alarm may be cleaned with a vacuum cleaner to remove dust and insects. The main reason smoke detectors alarm falsely is because of insects entering the smoke alarm at night or early in the morning. Make this little job a quick part of your cleaning routine.
- 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 that the smoke detector has failed.

Recently I was called out to another instance of smoke detector “abuse” – the upper body strength of our residents never ceases to amaze me! When you see the poor smoke detector hanging from the ceiling like the one pictured you wonder if more than just a broom was used. Remember, when a smoke detector alarms a soft press of the hush button with a broom handle should stop the alarm.

FACT

Francis Upton and Fernando Dibble of America are recognised as the inventors of the portable electric smoke alarm.

What Our Residents & Relatives Think

Michelle Golding Quality Manager

Each year our annual QPS Resident and Relative Satisfaction Survey is conducted. This survey is completed by the residents and relatives of Residential Care to provide feedback and advice on our services and care, to drive continuous improvement and to provide the best care for our residents.

Crowley engages Quality Performance Systems (QPS) to conduct this survey on our behalf. QPS Benchmarking is a leading provider of health care benchmarking products and services in Australia and New Zealand.

2017 results have now been collated and benchmarked by QPS. These results are very impressive and makes me feel very blessed and proud to be a part of Crowley. There are many statistics to share but these are just a few.

Resident Satisfaction

The Resident Satisfaction Index was 86.08% this was an increase from 2016's result of 84.61%. An overall increase of 1.47%. 171 facilities participated in this survey and Crowley was ranked 58th.

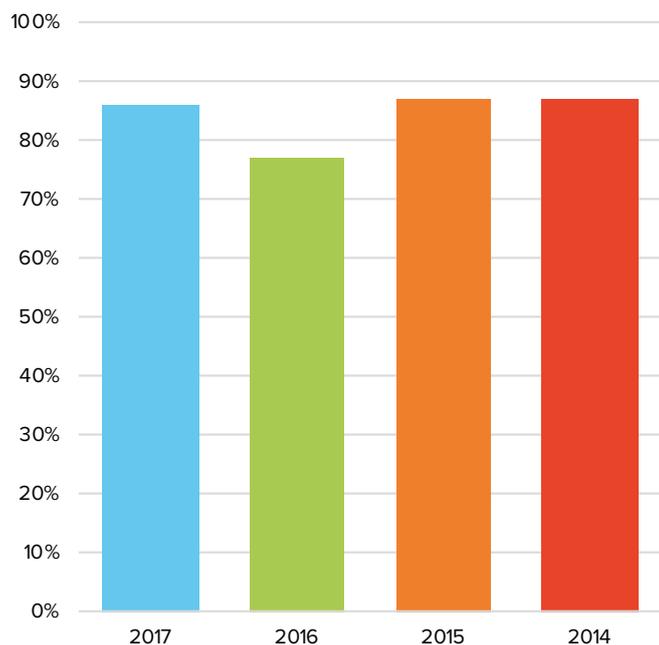
The result for the Wellbeing and Overall Satisfaction section for 2017 is 86.09% this is an increase from the previous year's result of 4.34%.

Relative Satisfaction

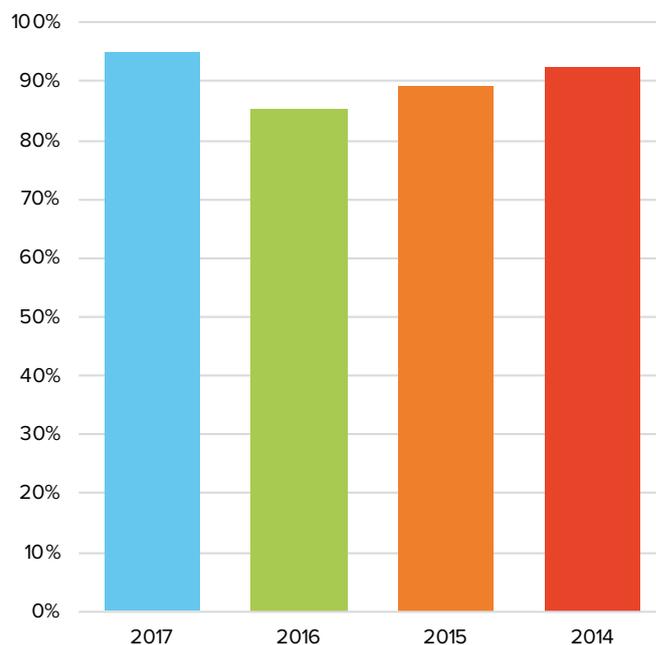
The Relative Satisfaction Index was 90.72% an increase from 2016's result of 86.63%. An overall increase of 4.09%. 160 facilities participated in this survey and Crowley was ranked 24th.

In both our resident and relative survey the question of how likely you would recommend this home to family and friends was asked.

**Crowley Resident Satisfaction
Wellbeing and Overall Satisfaction**



Crowley Relative Satisfaction



Resident Survey

How likely would you be to recommend this home to family and friends?

- The staff make it wonderful
- Quality of care
- I've heard so many good rumours
- Altogether friendly approach by staff and very kind
- I wouldn't hesitate to recommend Crowley
- Its jolly good and I'm contented and happy here
- It's the best place to be
- To be close to family in case of need
- It's the best home around
- Its easy going and there's always something going on
- It's got everything I want and need
- I think its good for safety and security
- It's home and I feel safe and secure
- Good and supportive environment
- Everything is first class

Relative Survey

How likely would you be to recommend this home to family and friends?

- My mum has been treated as she would be in our own home – care has been professional and kind. Food has been excellent
- Our dad considers Crowley his home, and he is well cared for here
- It's the best Nursing/Residential Care Facility in the region – I would not want my relative anywhere else even though issues arise as in most situations
- Crowley is a wonderful facility – everything runs like a well-oiled machine and we always feel welcome
- I cannot express how happy our family is in the way our husband/father is being cared for
- From the moment mum arrived she was taken care of – employees know her and greet her by name
- Crowley is as close to perfect as possible



Non-Denominational Easter Service

Easter Sunday - 1 April 2018
Entertainment Room

Morning Tea - 10.30am
Service - 11.00am



Making Feedback Flow

Home Care Client

Thank you for the beautiful flowers and birthday wishes I received yesterday afternoon. Despite being a little uncomfortable with all of the attention. I do appreciate the thought you put into it. I honestly was not expecting anything. Once again thank you for the beautiful flowers.

Home Care Client

Crowley staff are a breath of fresh air

Home Care Client

Very pleased with your service, specifically as soon as AIN witnessed and reported my Mum's health concerns we had a RN out there to see her.

Residential Care Family Member

Thank you for always greeting with a warm friendly smile. What a great team the reception team at Crowley are compared to other facilities.

Residential Care Family Member

Words cannot express our gratitude for the care you provided to our Mum. She was only here for less than 5 months but in that time, she was in such good hands. Unfortunately, her failing heart meant that she did not get to experience the full community that Crowley offers... but I know in different circumstances she would have loved all it has to offer. Caring for someone at the end their life can be difficult and challenging but you all go about it with a caring smile and spring in your step. So, thank you to all who so respectfully cared for Mum. You are wonderful people.

Residential Care Family Member

To all the beautiful staff at Crowley. Thank you so much for caring for our beautiful Mum. She always had a smile and a thank you when you cared for her.

Focus on Quality

How we Handle Feedback at Crowley

Michelle Golding **Quality Manager**

Crowley welcomes enquiries, compliments, complaints and suggestions about the care and services we provide whether positive or negative.

We call this feedback and recognise the value of this feedback for continual quality improvement. At Crowley we want you to tell us what we're doing well, we appreciate hearing from you and if you have a concern we want to hear from you as well.

Feedback is collected from many different mechanisms such as:

- Suggestions for improvement
- Stakeholder complaints
- Survey data
- Incident accident reports
- Internal and external audits and inspections
- Staff appraisals
- Resident meetings
- Staff meetings

We are committed to:

- Acknowledging the importance of stakeholder feedback
- Providing an accessible avenue for all stakeholders to provide feedback or raise concerns about matters relating to Crowley
- Ensuring all feedback is managed fairly, promptly, confidentially and efficiently
- Encouraging a blame free resolution focused complaints culture
- Promoting learning opportunities that look at why and how it can be improved

Guiding principles of Crowley Complaint Management:

- Clients, residents and stakeholders are encouraged and enabled to provide feedback about Crowley services, including complaints
- All complaints are acknowledged and responded to fairly, professionally and in a timely manner
- Complaints are assessed by considering risk factors, the known facts, the wishes of the complainant and accountability of staff
- All complaints are dealt with in a manner that is effective, complete, fair to all parties and provides just outcomes
- Complaint information is openly communicated while protecting confidentiality and personal privacy
- All complaints are recorded to enable review of individual cases, to identify trends, risk and report on aggregated complaint information
- Complaint management policy, practices, and data are regularly evaluated, and the information is used to improve services

What do I do if I have feedback?

You are welcome to speak with a staff member at any time or we also welcome feedback via email and phone.

Feedback cards are located throughout Crowley at Reception, Banjos, Education Centre, Activity Centre and in the Entertainment Room.

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



Marketing Update

Sarah McMahon
Quality Officer

Travel Mugs with a Bonus at Banjo's

Look what's new at Banjo's! We've recently stocked travel mugs for hot beverages at Banjos.

Crowley loves helping the environment recycling plastic, tin and glass bottles, so we thought we would take it a step further!

When you purchase your Crowley mug for \$8.00 you will receive your first beverage free and be rewarded for using the mug with a 50-cent discount on each hot beverage purchased.

Give Cancer the Boot – Relay for Life

Get your boots ready to Give Cancer the Boot! The Cancer Council are once again hosting Relay for Life and we would love you to be a part of Team Crowley.

This year's theme "Give Cancer the Boot" also sets the scene for a Country themed Relay. Bring your family to the Alstonville showgrounds on

Saturday 5 May to participate in the child friendly activities from 12.00pm including petting zoo, jumping castle, and face painting.

If you are a Survivor or Carer you are also invited to participate in the opening lap at 3.00pm on Saturday 5 May with afternoon Tea hosted by the CWA following the lap.

If you do not feel you are able to relay, we will be providing other opportunities to donate to the cause through fundraising activities.

Did you find us on Facebook?

We are up and running with our Facebook page and have added exciting stories featuring our residents, staff and all things Crowley, including a sneak peek into the redevelopment and much more.

Please "like" us and follow us on Facebook and share our posts with your family and friends.

Unannounced Visit at Crowley

Michelle Golding **Quality Manager**

On 6 March, The Quality Agency conducted an unannounced assessment contact.

During their visit they reviewed:

- 1.4 Comments and Complaints
- 2.13 Behaviour Management
- 3.2 Regulatory Compliance

As part of their auditing process, the surveyors reviewed our documentation, talked to staff and residents and looked at continuous improvement methods that we have implemented.

The surveyors recommended that each expected outcome was met.

Well done Team Crowley!



Money Matters: Gifting to Staff



Susie Glasson **Business Manager**

The giving of a gift is a lovely way of thanking people for their caring and kindness and the staff at Crowley definitely value your thoughts of appreciation.

However, Crowley's "Acceptance of Rewards and Gifts Policy" states that staff are unable to accept gifts or rewards.

Crowley and our staff believe that the reward of shared

experiences with residents, clients and working with likeminded people is what is most important.

We know sometimes you may wish to do more than just say a heartfelt thank you to those caring staff. An acceptable alternative to giving a gift is to write your thoughts in a letter or a card or complete one of Crowley's feedback forms. Staff will appreciate it!

ARIES HOROSCOPE

March 21 -
April 19

Aries have great leading abilities and are continuously looking for all sort of action and they cannot sit still. They are utterly courageous and actually thirst to undertake risky situations. They have enormous stores of energy, no matter how old they are. They will be always eager to complete tasks.

Element: Fire

passionate, temperamental, interesting, achiever

Ruling Planet: Mars

motivation, power, beginnings, instinctive

Compatibility: Libra, Leo, Sagittarius

Aries Strengths: courageous, determined, confident, enthusiastic, optimistic, honest

Aries Likes: comfortable clothes, taking on leadership roles, physical challenges, sports

Aries Dislikes: inactivity, slow way of life, hesitations, work that doesn't involve one's talents and gifts of the identity

Lucky Numbers: 1, 8, 9, 17

Colour: red

April Birth Flower: daisy and sweet pea

April Birthstone: diamond



Join us for an
afternoon of song with

Sebastiaan

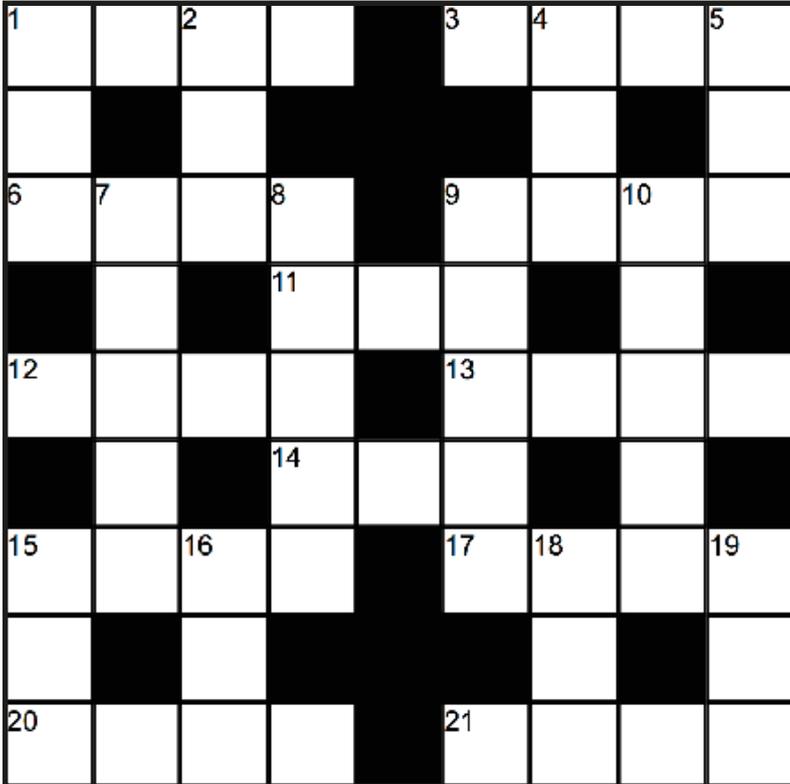
Wednesday 18 April
1.30pm

Crowley Entertainment Room

RSVP to Reception by Monday 16 April

GAMES CORNER

CROSS WORD CLUES

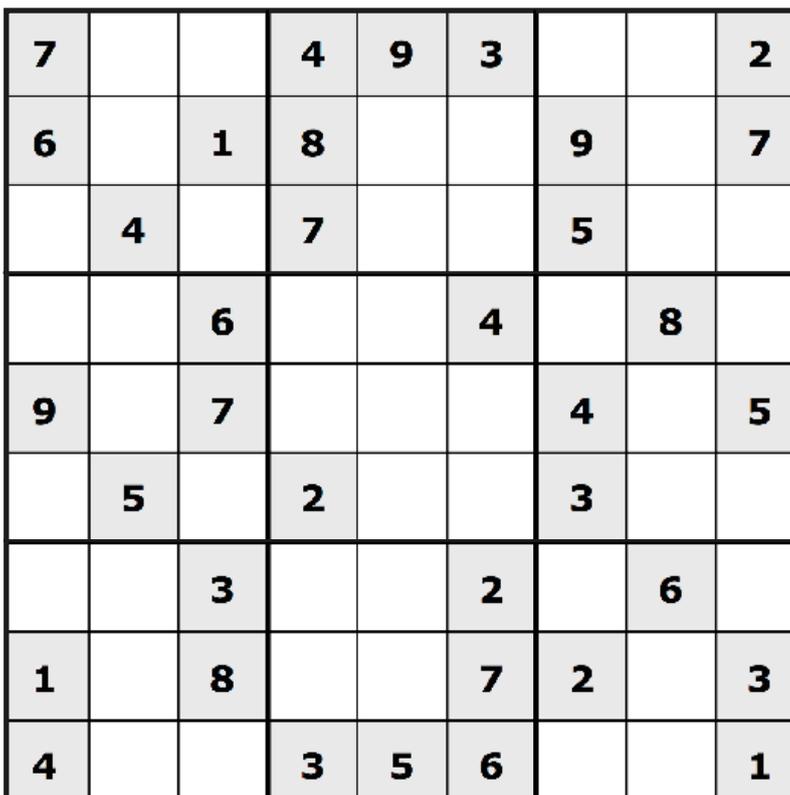


Across

1. Toothpaste container
3. Bouncy toy
6. Skewer
9. Innermost part
11. Kanga's kid
12. Capable
13. Repulsive to look at
14. Earth's atmosphere
15. Extend credit
17. Second hand sound
20. Stitched up
21. Scot's family

Down

1. Between las and dos
2. Constrictor snake
4. In the past
5. Tell a fib
7. Dining room furniture
8. Sandwich covering
9. Legal setting
10. Museum piece
15. Part of UCLA
16. Not used before
18. Ailing
19. Mattel doll



At the urging of his wife and doctor, 50-year-old Harry finally made it to the gym.

“Ok”, said the trainer “I’m going to set the treadmill for ten minutes, if you want to go longer just press start again.”

At first Harry was doing fine but after 5 seconds he started getting tired, and after a minute he jumped off gasping for breath.

Walking to the side to sit down, he passed by a friend of his.

“Man”, said Harry. “I could barely last a full minute on that treadmill.”

“Alright alright”, said his buddy, “no reason to brag!”





Bev Devine, along with other Crowley residents are taking part in a new arts initiative – BOLDsparks held at the Northern Rivers Community Gallery.



Carol Hogan assisting a student from Holy Family Primary School read some stories.



Christine Groth-Fallows telling some yarns to the Men’s Club from “The Grumpy Old Gits Guide to Life”. What a great opportunity to get together with friends and have a laugh.

Robyn Reid keeping Tony Baldwin in line whilst enjoying a coffee at Banjos Cafe.



Local contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

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.