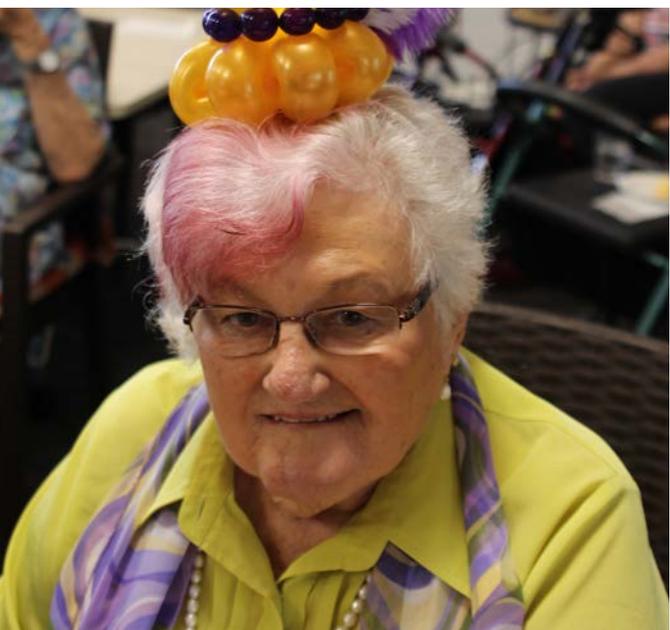


the chatterbox

NEWS FROM CROWLEY CARE

DECEMBER 2018 - JANUARY 2019





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COVER PHOTO

Father Anthony Casey enjoying the festivities and Christmas cheer at the Crowley luncheon.

A Moment with Our CEO

Hello everyone,

What a momentous year it's been at Crowley, with much achieved, much to be proud of and many people to thank. Our achievements are only possible with the active support of our residents, clients, families, staff, suppliers, volunteers and the broader Crowley community who follow us.

Our difference is in how we approach our daily journey, the positive way we engage with each other, the care we have for others and the lasting relationships we forge. It gives Crowley a special vibe we have proudly captured in our new Annual Report and advertising campaign.

Our new Annual Report

Our new 2018 Annual Report is published and captures the key highlights achieved across the year. It is available for viewing on our website. The theme of this year's Annual Report is transformation - how we have continued on our journey towards excellence as an organisation by transforming our buildings, our care models and our systems.

With each Annual Report we try to tell our unique story by capturing the Crowley difference. Our Annual Report this year also reflects our ongoing journey at Crowley, to be ahead of the game as we strive to meet and exceed our community's expectations in all that we do.

Making changes successfully requires the support and buy-in from the entire Crowley community and as I mentioned in the Annual Report I feel privileged and grateful for the daily positive feedback we receive on how we are travelling. Our staff are simply tremendous in how they are embracing these changes and our residents and families have been overwhelmingly supportive.



Our new Advertising Campaign

Our profile in the community and what we say needs to be consistent with our values and who we are at Crowley. Our new advertising campaign proudly captures our uniqueness with a series of advertisements that I believe reflect the Crowley way. The advertisements highlight how team Crowley is prepared to go the extra mile and how we are different as an organisation and proud of it. The new advertisements are appearing in local media and at The Ballina Byron Gateway Airport.

To you and your loved ones, I wish you a restful and festive season. Once again thank you for your support this year, it truly has been momentous on many fronts. God bless.

A handwritten signature in black ink, appearing to read 'Michael Penhey', written in a cursive style.

Michael Penhey
Chief Executive Officer



What a Year!

Kelli Potts
Executive Manager Operations and Finance

This is our last edition of the Chatterbox for 2018. Its been an amazing year. Our Crowley family has grown and it feels amazing! We have welcomed 32 more residents, their friends and families, and 60 plus new staff. All have fitted into the family beautifully and we are enjoying getting to know them.

As we look back over the last 12 months, I am amazed at the transformations that have taken place here at Crowley. Our physical transformations alone are amazing in what we have achieved, and that's without mentioning all the behind the scenes changes as well – our operations and systems have transformed just as much as our physical transformations as you will see in our Annual Report.

None of this would be achievable without the help of our staff, residents and families. Thank you all for a wonderful 2018 and I look forward to sharing many great moments with you all into 2019 and beyond.



Australia Day Dress Up

**Friday 25 January &
Saturday 26 January 2019**

Join us to celebrate this great
place we call home.

You could wear a t-shirt, hat or
a full Australia Day Suit just like
Bob Hawke!


Australia Day

Australia Day Council of New South Wales

Holiday Hours

It's that time of the year again!

The stockings are stuffed, the trees are lit and the magic of Christmas is in the air. During this time, public holidays interrupt our operating hours.

Customer Service:

Our Customer Service Team will be available as usual during the holiday season, only closing for the public holidays on the following dates:

Tuesday 25 December 2018

Wednesday 26 December 2018

Thursday 27 December 2018

Tuesday 1 January 2019

Coco's Beauty Salon at Christmas:

HAIR:

Tracey will continue services up to and including Christmas Eve (Tuesday 24 December) she will be back in the salon on Thursday 3 January 2019.

BEAUTY:

Michelle will remain open during the holiday season, only closing for the public holidays:

Tuesday 25 December 2018

Wednesday 26 December 2018

Thursday 27 December 2018

Tuesday 1 January 2019

Out & About

Our residents have been busy during the last month at Crowley Care! Check out these highlights:



We stepped back in time while enjoying memorabilia with John Simm from Crawford House in Alstonville.



Margaret and Bette got creative with some beads during our afternoon craft session.



St Anne's Long Day Care joined Paddy's Band for some singing and grooving, which was a welcome treat!



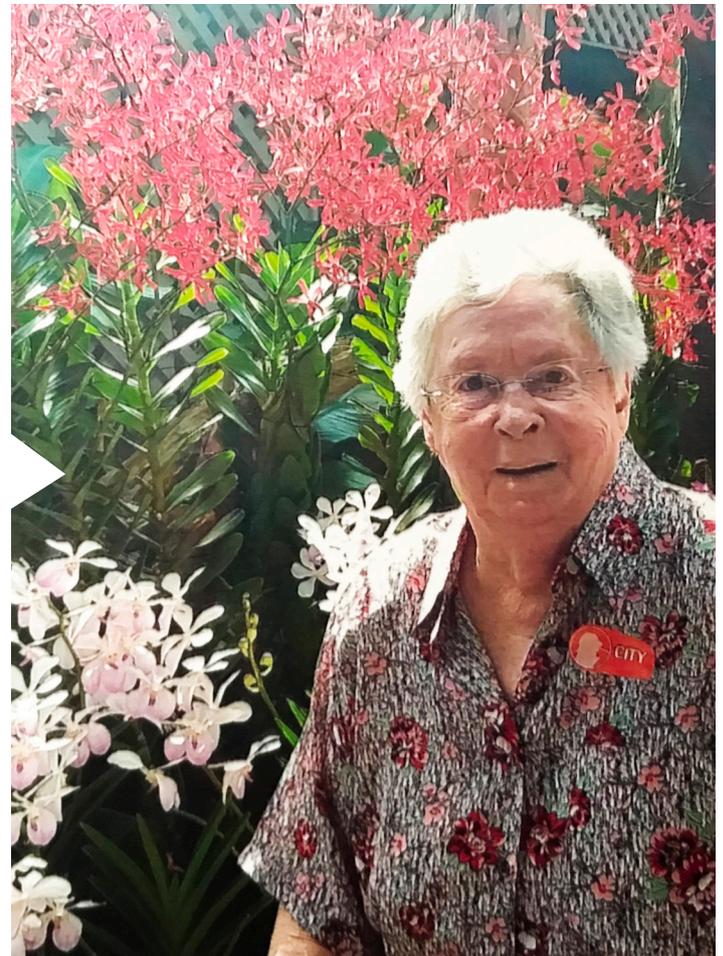
Joyce Brown showcasing at the Northern Rivers Art Gallery, where she is a well-known visitor.



Holy Family students put on a surprise performance for our residents, and what a heart-warming experience it was.



Top left to bottom right: The visiting dogs love to get a cheeky scratch from our residents. Ian and Lorna spent some one on one time with a cute pug, while Bette and her visitor took a very good boy for a walk around the facility.



Kath's Singapore Trip 2018

This year my daughter and I went to Singapore for seven days.

We stayed in the same hotel as President Trump while he was on an official visit. The FBI accompanying him had their meals in the same dining room as us, so we felt well connected! We enjoyed a jungle breakfast, orangutans and a tour of the zoo.

I loved the Garden by the Bay, it was magnificent. I could have sat there watching it in the night sky forever, as the great big Begonias were lit up. We were there from 5pm until 11pm at night.



International Explorations

Christine Lawton
Residential Care Facility Manager

Hi everyone. Since I last wrote an article for Chatterbox I have been on 6 weeks long service leave. I was lucky enough to go overseas for that period.

I started my travels in Lisbon, Portugal with three days exploring. I then was joined by my youngest son for another two days. What a fantastic city! So much history, beautiful tiled buildings, lots of hills and stairs and those delicious Portuguese tarts. Yummo!



From there we caught the train to Porto and had two days looking around before a week's walking, about 120kms on the Portuguese Coastal Camino. This had been on my bucket list for a few years and to celebrate turning a significant age I decided I would tick it off.

I was lucky enough that my son Bradley decided to join me. It was an amazing experience walking through the Portuguese and Spanish countryside, mostly on the coast, but also going through fields and forests, uphill and down dale.

You meet many people from lots of different nationalities along the way. You walk with them, share delicious meals, stay in the same accommodation and form friendships.

I count this as one of my achievements, even though the first couple of days were hard and I thought 'What am I doing this for?'



After the walk I stayed in the North of Spain for six days at Santiago de Compestela, the official end of the Camino, and San Sebastian.

Bradley went travelling for another three weeks in Europe and has now moved to Wales to work and live for up to two years or more. It was a sad day when I had to say goodbye to him, but the upside is that I will have to visit him while he is there!

I next went to Ireland where my Mother joined me, and we spent two weeks road tripping around that beautiful country along those narrow country roads, soaking up the history, meeting friendly Irish people, eating incredible seafood and of course having a Guinness or two. The Bed and Breakfasts in Ireland are amazing; the hosts are very hospitable, rooms comfortable and those Irish breakfasts are legendary.

Thank you to Kelly Roberts and all the Residential Care staff for continuing on the Crowley way while I was on leave. We are lucky to have an amazing and dedicated team here at Crowley.



Healthy Ageing

Reducing Risks for Disease

Kelly Roberts
Clinical Manager

Many people are aware how to remain healthy as we age, but many are unaware of the effects our habits can have on our wellbeing. This month, we look at risk factors for developing diseases and how to reduce risks.

Common diseases that develop in later life can include Dementia, Heart disease, Strokes and Type 2 Diabetes. Did you know that any disease that impacts on the body is likely to also impact on the brain?

There are many blood vessels in the brain system as well as in the rest of the body. Disease can impact on these brain blood vessels, just as it can on other body systems. There are several strategies that can help keep both your body and mind healthy as we age.



- **Stay Active**

Exercise improves blood flow to your heart and to your brain. It is still the number one strategy for staying well into older age and reducing disease risk. You don't have to take on boot camp each day. Find something you enjoy and stick to it regularly.

- **Learn Something New**

Many people trying to improve brain function will continue with activities that they are familiar with such as sudoku or crossword puzzles. What can really stretch your brain, is trying to learn or practice something new. This might include learning a musical instrument, a second language or joining an art group, even if you don't feel your talents lie in that area. It can help to promote new and stimulating relationships and you may surprise yourself and find a hidden talent. The Doug Moran Portrait prize was recently won by a lady who had only taken up painting two years prior and she had no formal art training prior to entering the competition.

- **Keep Weight Within a Healthy Range**

Being overweight and obese can add to your risk of developing high blood pressure and disease. If you haven't got them already, buy yourself a set of scales and keep an eye on your weight.





- **Lifestyle**

Give up smoking and cut down alcohol intake. Aim for two alcohol free days each week and keep intake to a minimum.

- **Nutrition**

There are many emerging studies demonstrating the benefits of good nutrition as we age in preventing disease and reducing risks. This will include ensuring a regular intake of fruit and vegetables, reducing meat and increasing your fish intake. Fibre is a must and although many people report having more of a sweet tooth as they get older, it's the sugar that can pile on the calories and damage our teeth.

- **Stay Positive**

Reducing stress is a big benefit to health and if you find this isn't always possible, learn how to manage stress better. This may involve talking with a health professional or counsellor about ways to manage stress and having the opportunity to share with someone else what may be happening or simply to have a good cry. Work on staying positive in your outlook and practice seeing things from the sunny side up.

- **Sleep**

We should never underestimate the benefits of a good night sleep. Aim for 6-8 hours if you can. If you're having trouble with sleep, there are many natural approaches you can try. See your GP or Nurse Practitioner if you need advice.





Memorial Service

On 20 November we held our annual Memorial Service celebrating the lives of clients, residents, family and staff we sadly lost this year. Residents, clients, families, and staff came together and quietly reflected on our loved ones and the wonderful lives they lived.

Families and friends brought photos and other personal items to place on the altar, shared special memories and offered beautiful prayers.

A lovely service was followed by a special morning tea where we enjoyed company and fellowship.

Thank you to everyone who attended, and a special thank you must go to our volunteer Judy Conson for her incredible work. The love she gives our Memorial Service makes it very special.



LOOKING FOR THE PERFECT GIFT FOR YOUR LOVED ONE THIS CHRISTMAS?

CROWLEY HAS YOU SORTED!

We offer gift vouchers for some of our services,
including Barney's Cafe and Coco's Hair and Beauty Salon



Available to purchase
from Crowley today!



Off & Racing!

Spectacular hats and outfits were aplenty here at Crowley for the 2018 Melbourne Cup!

Crowley residents and staff always enjoy getting dressed up to celebrate together. This year's Cup was celebrated in absolute style with a beautiful luncheon in the Activity Centre and an action packed viewing party in the Entertainment Room.







From the IL Desk

Jenny Kliese

Independent Living (IL) Coordinator

We recently had an enjoyable afternoon information session on Medication Management with Steve Wilson, a local Pharmacist. IL residents who attended found the afternoon very informative.

Our Information/Education presentations will be ongoing throughout the IL calendar year with varied presentations bi-monthly. So keep a look out in David's Monthly Memo and in The Chatterbox.

Phones to be tested in December & January

1-9 Redford Place

16-38 St Marks Place

39-54 St Johns Close

1-16/5 Florence Price Place Apartments

1-29 St Pauls Close Apartments

IL Holiday Hours

25/12/17	Christmas Day Public Holiday Normal A/H Procedure
26/12/17	Boxing Day Public Holiday Normal A/H Procedure
27/12/17	Crowley Public Holiday Normal A/H Procedure
01/01/18	New Year's Day Public Holiday Normal A/H Procedure
26/1/18	Australia Day Normal A/H Procedure

IL Residents "What Have We Been Up To?" by Jill Taylor

Recently I was surprised by my son when I was taken to "An Evening with Jonathan Thurston" at the concert hall at the Star Casino at Broadbeach. I had a wonderful evening listening to his life story and career in Rugby League (pictured above). It was very interesting with lots of laughs had!

A Moment to Remember

Dave Crosby
Customer Service and Independent Living Manager

In thousands of towns around Australia and indeed the world, our nation paused for one minutes silence at the eleventh hour of the eleventh day of the eleventh month, and Ballina was no different.

On Sunday 11th the Ballina RSL sub branch hosted the 100th anniversary of this historic moment. Crowley residents and staff were among those in attendance. Crowley was also extended an invitation to lay a wreath during the ceremony which was gratefully accepted. I had the privilege to lay the wreath on behalf of Crowley residents, staff and families.



BOOK CLUB

with Judy Riley

The book that we explored during our last meeting was “The Dress” by Jane Rosen, also known as “Nine Women, One Dress.”

The story takes place in New York, where legend has it every season a much-desired and one-of-a-kind dress is created. This dress is sought by many who each have different reasons for wanting the garment, and so the story begins...

Some women desire the dress to pursue career goals, while others think it will bring them the love of their lives. Each character has a different reason behind their hunt for the dress, and it is interesting to see what lengths people go to for some fabric.

Famous designer Yves Saint Laurent once said, “What is important in a

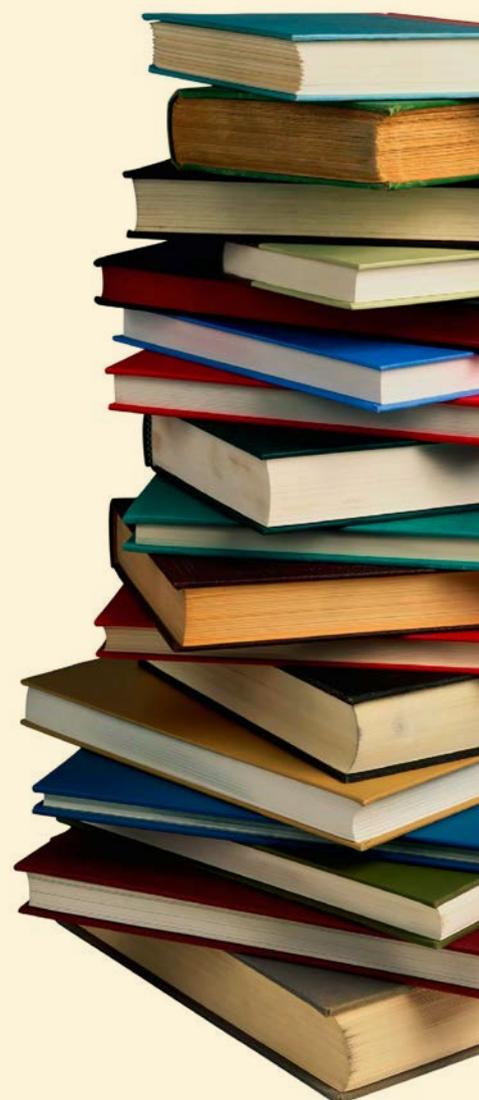
dress is the woman who is wearing it,” and what a lovely principle to have!

The book is written in serial form, weaving in and out of characters’ lives and famous New York locations – if you have been to New York, this book would be a nice walk down memory lane. The chapters are quite short, making the book easier to digest, although we all agreed that the structure was a little confusing.

We resume our meetings in the library on 24 January 2019, where we will meet again and showcase something that we have read during our Christmas break. Everyone is welcome to join, even if it’s just to listen.

Happy Reading and Seasons Greetings to you all.

Judy Riley





Crowley Home Care Clients, Family & Friends Christmas Party

Join us for lunch to celebrate the festive season and
spend some time with fellow Home Care Clients
and The Crowley Home Care Team

Monday 3 December

12pm

Crowley Activity Centre

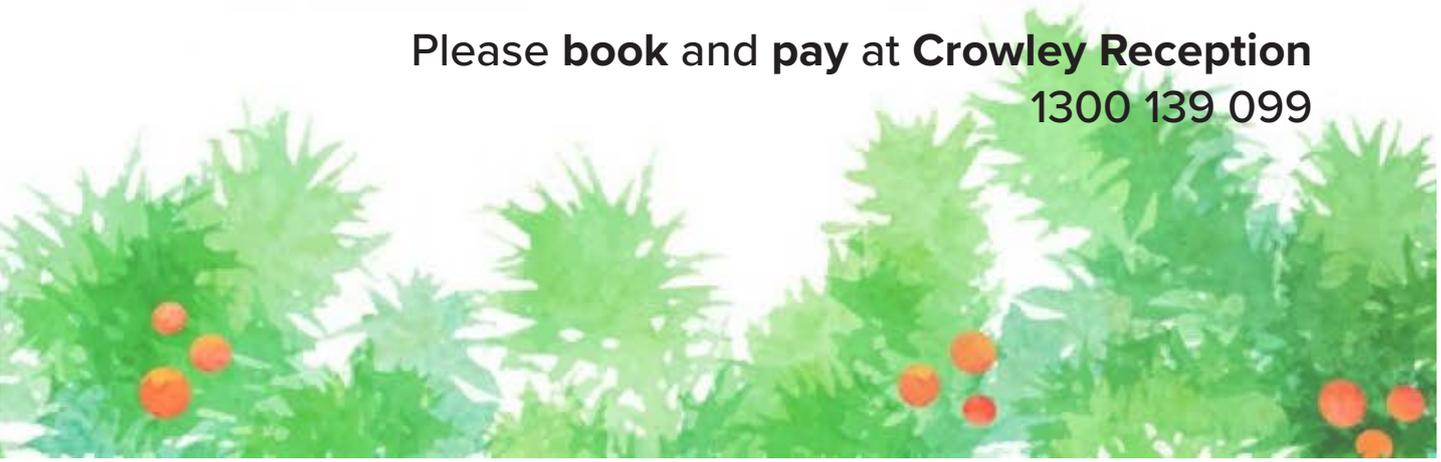
Free for Crowley Home Care Clients

\$20 per guest

BYO Drinks

Please **book** and **pay** at **Crowley Reception**

1300 139 099



A watercolor illustration of Christmas ornaments and pine branches. The background is white with faint, light blue pine branches. In the foreground, there are four large, colorful ornaments: a red one on the left, a yellow one in the center, a pink one on the right, and a blue one at the bottom right. The text is overlaid on this illustration.

Crowley Residential Care Residents, Family & Friends **Christmas Party**

Saturday 1 December

11.15am

Crowley Activity Centre

\$20 per person
for family and friends

No cost to Crowley Residential Care Residents

BYO Drinks

Please **book** and **pay** at **Crowley Reception**
1300 139 099



Crowley Independent Living Christmas Party

Please join us for...

Friday 14 December

12pm for 12.30 start

Crowley Activity Centre

\$20 per person

BYO Drinks

Please book and pay at Crowley Reception

1300 139 099



Crowley Care Christmas Day Luncheon

Tuesday 25 December

12.15pm

Entertainment Room

\$50 per person

No cost to Crowley Residential Care Residents

BYO Drinks

Please **book and pay at Crowley Reception**

1300 139 099



Mass Services

Christmas 2019

Ballina Lennox Head Catholic Church

St Francis Xavier Ballina

Christmas Eve Vigil Monday 24 December	5.30pm 7.30pm Carols sung from 7pm before the Mass at 7.30pm	Corner of Cherry & Crane Streets Ballina NSW 2478
Christmas Day Tuesday 25 December	9am	

Ballina Uniting Church

Christmas Day Tuesday 25 December	9am	54 Cherry St Ballina NSW 2478
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Holy Family Lennox Head

Christmas Day Tuesday 25 December	7.30am	
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Anglican Parish of Ballina and Lennox Head

St Mary's Ballina

Sunday 16 December	6pm Blue Christmas	38-42 Norton St Ballina NSW 2478
Friday 21 December	7pm Nine lessons and carols	
Christmas Eve Monday 24 December	6pm Family service 11pm Midnight mass	
Christmas Day Tuesday 25 December	7am Holy communion 9am Holy communion	

St John the Baptist Lennox Head

Christmas Eve Monday 24 December	7.30pm Holy Communion	
Christmas Day Tuesday 25 December	8.30am Holy Communion	



Alstonville Wardell Catholic Church

Our Lady of the Rosary Church Alstonville

Christmas Eve Monday 24 December	5pm Children's mass (in McCarthy Hall) 7pm Christmas Vigil	44 Main St Alstonville NSW 2477
Christmas Day Tuesday 25 December	8.30am	

St Patrick's Church Wardell

Christmas Eve Monday 24 December	5pm Vigil
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Alstonville Uniting Church

Christmas Eve Monday 24 December	8pm Kids church (at Rous Mill Hall)	14 Bugden Ave Alstonville NSW 2477
Christmas Day Tuesday 25 December	9am	

Lismore Catholic Church

St Carthage's Cathedral Lismore

Christmas Eve Monday 24 December	5.30pm Vigil mass	6 Leycester St Lismore NSW 2480
Christmas Day Tuesday 25 December	9am Mass	



An Afternoon at the Movies

Love Actually

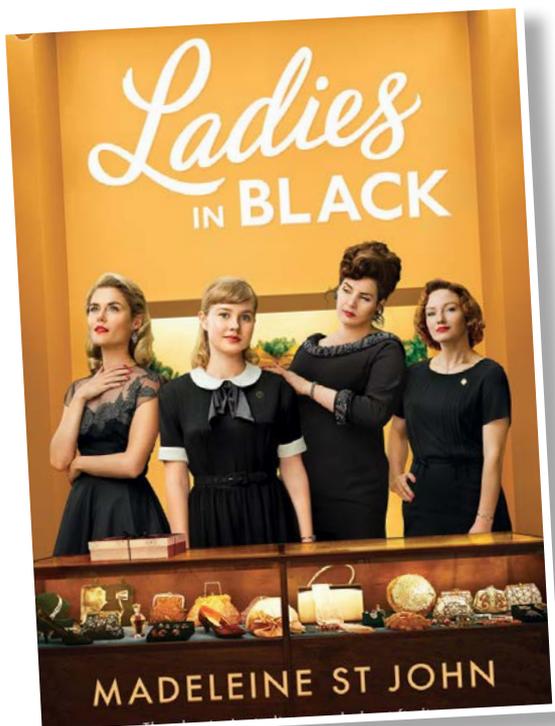
Movie: Love Actually
When: Wednesday 12 December 2018
Where: Crowley Education Centre Room 1 (Upstairs)
Time: 1.00pm followed by Afternoon Tea
Cost: Gold Coin donation
RSVP: To Crowley Reception Monday 10 December 2018

A movie which is arguably one of the best modern Christmas movies follows nine intertwined stories that examine the complexities of the one emotion that connects us all: love. Among the characters explored are David, the handsome newly elected British Prime Minister who falls for a young junior staffer, Sarah, a graphic designer whose devotion to her mentally ill brother complicates her love life, and Harry, a married man tempted by his attractive new secretary.



An Afternoon at the Movies

Ladies in Black



Movie: Ladies in Black
When: Wednesday 9 January 2019
Where: Crowley Education Centre Room 1 (Upstairs)
Time: 1.00pm followed by Afternoon Tea
Cost: Gold Coin donation
RSVP: To Crowley Reception Monday 7 January 2019

Ladies in Black is set in Sydney in the summer of 1959, against the backdrop of Australia's cultural awakening, breakdown of class structures, and liberation of women. It tells the coming-of-age story of suburban schoolgirl Lisa, who while waiting for her final high school exam results with dreams of going to the University of Sydney, takes a summer job at a large department store. Here she works side-by-side with a group of saleswomen who open her eyes to a world beyond her sheltered existence, and foster her metamorphosis.



IL Ladies Bus Trip Thursday 6 December

9am departure from Crowley Reception

\$5 bus fare + \$6 for train + lunch

Following the cancellation of our October trip, we hope to try again for December with a slight change. We will depart Crowley and head for “The Farm” at Byron for morning tea and a look around. Departing The Farm, we will head to the Byron Solar Train for a round trip on this recently opened attraction. After our train trip, we will head to Brunswick Heads to the hotel for lunch.

RSVP to Crowley Reception by Monday 3 December



Community Connections

North Coast Street Machines Annual Show ‘n’ Shine

Date: Sunday 13th January 2019

Time: 9.00am – 4.00pm

Location: Ballina Rugby League Football Club

Cost: Adults \$5.00 Children \$1.00

North Coast Street Machines car club are celebrating their 29th annual Show ‘n’ Shine.

There will be a variety of Street Machines, Vintage and Veteran cars, Hot Rods and special interest vehicles. Planned activities on the day include lucky draw prizes, trade displays, food and refreshments and kids’ activities.





Keeping Cool in Summer

Sherrie Viney **Home Care Manager**

We love our sunburnt country...

Australian summers are hot, and for all home dwellers energy bills are top of mind when thinking about cooling appliances and temperature control in the home.

For the older person living at home it is imperative to stay cool and comfortable, avoiding the risk of heat exhaustion or heat stroke.

Here a few cost-effective tips to help stay cool over the coming summer months:

- Shade windows: draw curtains, blinds, shutters and awnings early in the day to keep the sunlight from hitting the windows. Block out hot afternoon sun as well. If your home is insulated it will keep heat inside, so it is best to cover windows to avoid this occurring
- Tinting: consider window treatments such as tinting to reduce heat
- Air conditioners: use a programmable thermostat, close doors to unused rooms, and regularly maintain air conditioners. Replace filters and re-gas to avoid straining the air conditioner. If you have a large home, consider a window-installed air conditioner if you only want to cool the one room you use the most
- Fans: use cost-effective ceiling or stand up fans to cool yourself. Be sure to turn it off when you're not in the room; fans cool people, not rooms
- Open windows: when evening falls and temperatures cool down, open windows and doors to allow cool air to flow inside
- Change your cooking: avoid using the oven in summer. Instead, use the stovetop or microwave for a cooler alternative
- Vents: use spot ventilation with the installation of exhaust fans in "hot" areas such as the kitchen, bathroom, and laundry
- Weather strips: consider weather stripping air leaks around windows and doorways to keep the warm air out

Remember your Home Care package might be able to help you make some changes or purchase something to make your summer more comfortable.

Call your Client Case Officer at Crowley today to discuss your options on 1300 139 099.

Home Care Client Profile

Jean Vidler



Where were you born?

20 November 1927 at the first Fire Station in Ballina.

Where did you live as a child?

At Ballina Fire Station which was next door to the Ballina Council chambers. I lived next door to the Crowley's who started Crowley Care. We were friends and grew up together.

Do you have any brothers or sisters?

I have six brothers. My Dad George said we have to keep going until we have a girl, because she will look after me in my old age (big smiles and tears from Jean, remembering her Dad). We were very close.

What did you do when you left school?

I went to school in Ballina, until I was 14 and I couldn't wait to leave school, to start work at the biggest restaurant, Maloney's. I started setting flowers on the tables. Mum grew them in her garden at the Fire Station. I would take the flowers and set them on the tables in Maloney's. I then graduated to ice cakes and service, ending up in the kitchen cooking. I love cooking.

Tell us about your family.

I was married to Desmond Vidler (deceased). I have four daughters and one son, eight grandchildren and three great grandchildren. Desmond's grandfather came from America to Ballarat as a guard at the Eureka Stockade. He was given the opportunity to stay in Australia and build a house at the Rocks in Sydney. The sailors would stay with him when they came to Port. Eventually he purchased the land next door and built more houses for sailors. He brewed his own "alcohol", eventually applying for a licence to sell it to sailors. That's how he started "pubs" in the Rocks in Sydney.

Tell us about your interests, hobbies or passions

I love going for walks with Tatum from Crowley, reading, knitting, gardening, growing herbs and succulents from cuttings. (Jean has won awards for her gardens and flowers over the years and her daughter writes about Gardening in Australia for a magazine in Washington.)

What are two good decisions you have made?

Getting married and having a family. All the children have successful careers and families of their own.

What is your favourite memory?

Growing up in a Fire Station and seeing three fire stations built in Ballina, then watch them grow.

Jean wanted to go to her Debutante' but didn't have dress material until her Mum saw the mosquito netting and said to Jean: "If we wash the mosquito net we can make a dress." And so they did!! The dress has been highlighted at different displays over the years.

What is your favourite food?

Fish. I grew up with my brothers fishing. My husband was a competitive fisherman for Lismore Workers Club Fishing Club. He won trophies and they have trophies in the Club with his name on them.

Jean has so many stories to tell. She is a fascinating lady, Her photos and memory are inspiring.

Hotel Services Update

A's Across the Board

Tony Baldwin
Hotel Services Manager

Crowley Scores “A” for Food Safety

In the last Chatterbox I mentioned we were preparing for our annual visit from the NSW Food Authority. On these visits the auditor performs a food safety inspection and verification audit of our food safety plan. These visits ensure everything within the Crowley kitchen and food service areas is of high quality, assessing everything from food preparation, transportation and heating to storage.

Since the introduction of the Vulnerable Persons Food Safety Scheme, here at Crowley we have consistently achieved an “A” rating each year for our conduct and implementation of our Food Safety Program.

Our audit was held in the first week of November and it is once again a pleasure to report that Crowley passed with an “A” rating.

Labelling Clothing

As we steam towards the holiday season, many of our residents will receive gifts of clothing and essentials from family and friends. We ask residents and families to ensure Crowley’s procedure for marking clothes is followed. This helps staff return the correct items to their rightful owner in a timely manner and ensures residents do not lose track of special items.

In the case of a new resident:

New resident’s clothing is dropped off at Reception for documenting and preparation for collection. Laundry staff are informed, and they collect the clothes and take them to the laundry where they are labelled with the resident’s information. The labelled clothing is returned to the resident’s room and the clothes are then put away by the care staff. A place on the laundry trolley is allocated for the new resident appropriate to the area they are living including a named hanging space and a laundry basket.

Existing residents:

When additional clothing is purchased or brought in for an existing resident, the process is the same. The clothes should be taken directly to Reception where they are documented and sent to the laundry for labelling. If reception is closed, clothes are to be given to the Team Leader of the area where the resident lives. They will then hand the clothing onto Reception when the office reopens.

Regular laundry:

The regular laundry service is done daily in each area. The clean laundry is returned to the different areas on trolleys and the care staff then put the clothing away. If any items of clothing for residents are not labelled, these are returned to the laundry and recorded in the Unmarked Clothing Book. We then wait for them to be claimed by the owner or their family.





Christmas Cheer

Christmas is the time to celebrate and let your hair down and many of the functions you attend will involve alcohol in some shape or form. So just how do you stay on the straight and narrow during the festive season?

Here are a few tips to help you manage your alcohol intake over the festive period:

- Set yourself a limit on how many drinks you want to have and tell your friends
- Alternate alcoholic drinks with non-alcoholic drinks such as water, fresh juice, mineral water or soft drink
- If you're drinking non-alcoholic drinks, do so out of a nice wine glass and you won't feel as though you're missing out and fewer people will ask what you're drinking
- Opt for the low alcohol version of your favourite beer, or drink wine as a spritzer mixed with soda water



- Eat a proper meal before you go out and avoid the salty appetisers and snacks which will make you thirsty and you want to drink more
- Empty your glass before going for a refill, this makes it easier to keep tabs on how much you have consumed
- If you're the host, make sure there are plenty of non-alcoholic options available for your guests
- Remember while it does feel refreshing, alcohol is dehydrating - drink lots of water!

By sticking to some of the above, you can still have fun and still be feeling great after the event.

Drink wisely, have a good time and most importantly please do not drink and drive!

Recipes from the Chef

Maple Glazed Ham

INGREDIENTS

- 350g fine-cut orange marmalade (we used Rose's Fine-Cut Marmalade)
- 1/2 cup (125ml) maple syrup
- 1/2 firmly packed cup (125g) brown sugar
- 1 cup (250ml) orange juice or apple juice
- 6kg whole leg ham on the bone
- Cloves, to stud

Place marmalade, syrup, sugar and juice in a saucepan over low heat. Cook, stirring, for 3-4 minutes until marmalade dissolves. Increase heat to medium-low and cook for 10 minutes or until reduced by half.

Preheat oven to 170°C. Use a small sharp knife to cut around ham shank in a zigzag pattern. Carefully run knife under the skin, around the edge of the ham. Gently lift off skin in 1 piece by running your fingers between the rind and the fat, and discard. Using a small sharp knife, score the fat in a diamond pattern, then press 1 clove into each diamond.

Pour enough water in a large roasting pan to come 2cm up the side (this will prevent the glaze burning as it drips). Place a wire rack in the pan and place ham on rack. Cover shank with foil.

Brush ham with a little glaze and bake for 1 hour, basting every 15 minutes with remaining glaze and adding more water, if necessary, until golden. Serve warm or at room temperature with caramel mandarins with cranberries.



4 Ingredient Choc Fruit Mince Pies



Working with 4 buttersnap biscuits at a time, microwave on medium power for 30 seconds until pliable.

Press into 2 x 12 hole round based patty pans. Repeat with remaining biscuits.

In a bowl, combine fruit mince and hazelnuts. Spoon into cases.

Drizzle with white chocolate. Sprinkle with sanding sugar or edible glitter. Chill for 10 minutes or until set.

- 250 gram packet buttersnap biscuits
- 410 gram fruit mince
- 1/2 cup chopped hazelnuts
- 100 gram white chocolate, melted
- sanding sugar, edible glitter, to serve

Mini Christmas Puddings

Place the white chocolate melts into a heatproof bowl. Microwave on medium.

Spoon the melted chocolate into a sealable plastic bag and snip one corner of the bag to make a piping bag.

Pipe enough white chocolate on top of the biscuits, allow to drip down the side to resemble custard flowing over the pudding.

Place a Jaffa on top and a small spearmint leaf each side of the Jaffa and secure in the melted chocolate.



- 100g white chocolate melts
- 12 Arnott's Royals chocolate biscuits
- 12 Jaffas
- Spearmint leaves, cut into smaller leaves

THE MENS BBQ

Join us for a BBQ and drinks in the

Crowley Activity Centre

Thursday 13 December

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday December

Get Ready For Christmas With Crowley's Men's Shed

The gents are looking forward to their **Annual Christmas and End of Year Sale**, which will be held on **Tuesday 11 December**.

This is the day the men open the shed doors and welcome us into their space. They will be onsite from **9am until 2pm**. Feel free to drop in and tick some more gifts off your Christmas shopping list.

We welcome all residents together with family and friends to come along to the sale day. The Men's Shed will be collecting ideas and suggestions for 2019 projects.

You can even place an order for something specific you are after.

The Nativity Scene has been stored and will be ready to take up its usual place on the lawn adjacent to the Men's Shed for December. There will be one more Men's Shed on December 17 and then we break until February.

The gents would thank their friends and supporters as well as Crowley management and staff for their support during 2018 and extend their very best wishes to everyone for Christmas and the New Year.



Update From Maintenance

End of Year Wrap Up

Albie Viel
Maintenance Manager

What a year!

This year's achievements have seen our maintenance staff complete the staff room renovation, beauty room and salon, planter box gardens outside the salon and the continuation of the Lillipilli room refurbishments with 10 rooms refurbished.

Future works in Lillipilli include an upgrade of the kitchen, nurse's station and lounge area.

The Independent Living units refurbishment has seen seventeen units undergo some level of refurbishment and still counting, with the quality of workmanship to a high standard.

After hours faults

For after hour's requests which include electrical faults, water issues and smoke alarm activation or faults call the reception number, 1300 139 099 and follow the links. Care staff will answer and then call myself and relay the message. Residents are asked to use this procedure as we are able to resolve many requests ourselves or contact contractors to complete repairs. This allows the emergency services to attend to people in greater need in the community.

Don't approach snakes

With the onset of summer, snakes have been sighted. Residents are reminded it is against Crowley policy for staff to attempt to catch or kill a snake. Residents can observe the location of the snake, notify Crowley Reception and then contact Wires on 1300 094 737.



HOW DO WE RATE AT CROWLEY?

survey
season



We value your feedback at Crowley and would love to hear from you.....

It's as easy as 123!

1. **Complete** the attached survey
2. **Return** via the envelope provided or pop in the locked box at Reception
3. **By** Wednesday 2nd January 2019

Focus on Quality

Why Do We Do Surveys?

Michelle Golding Quality Manager

Surveys are conducted annually at Crowley so we can identify our strengths and areas for improvement. Our surveys ensure our residents, clients, families and staff have input into future plans with suggestions that will drive improvement.

The five stages of our survey process include:

1. Design and consultation
2. Distribution of surveys
3. Collation, analysing and reporting of results
4. Planning actions
5. Implementing, follow up and communication

By now our Residential Care residents and families would have received our annual Resident & Relative Experience Survey. This is your opportunity to let us know how you feel about Crowley and what we can do better.

Please help us make Crowley even better by completing the survey and popping it in the survey envelope. We love to hear from you.

Your survey envelope can be hand delivered to one of our team members or popped in the locked survey box at Crowley Reception.

All surveys remain anonymous unless you wish to put your name on the survey.

Who is QPS (Quality Performance Systems)

QPS is a leading provider of benchmarking products and services in Australia and New Zealand.

The Benchmarking Program provides a comprehensive set of indicators aligned to industry standards which assist organisations like Crowley to measure internal performance and compare results to industry standards.





Making Feedback Flow

Residential Care Resident

Thank you and your staff to make my big 90 so special. My family got more of a surprise I have never had a party, so I did it myself with your help. They all know I am happy at Crowley.

Independent Living Resident

I was proud and privileged to attend the service this morning, happy that RSL have once again been in the business of donating poppies, and thank Laura, in particular, for having listened to me have a grizzle and adjust the service, and congratulate all those who gave their time to have it run so smoothly. Another well done for Crowley Care.

Residential Care Family Member

Thanks for the many ways in which so many of you cared for Dad and the family over the past few years. Thanks too for your expressions of sympathy.

Auxiliary

Laura, many thanks for helping to make our spring luncheon so successful, we really appreciate all you have contributed to our efforts this year and past years.

Residential Care Family Member

Warmest thanks for your caring thoughts and support after the loss of our dad. Thank you also for all those who attended Dad's funeral and assisted in the gathering after the funeral at Crowley. Everything went as we could have hoped and the staff were attentive and accommodating to all who attended. Dad would have loved the whole occasion.

Independent Living Family Member

Please accept our huge heartfelt thanks to ALL staff at Crowley for the care received by our late father. It was second to none. It has been obvious over the years that the work done by your staff is more than just a job to them, it's a passion. The care, concern, guidance and compassion for both our mother and our father, in good health and poor, was as genuine 'as it gets'. The care was not just displayed towards Mum and Dad but was extended to us too. We'd particularly like to thank Jenny and Jo. You are extraordinary individuals ... you are angels. We will always be incredibly grateful for the phenomenal part you played in our parents' lives and our lives too. Thank you.

Leisure & Lifestyle Update

A Bigger Team Brings More Fun

Gail Norton
Human Resource Manager

Our increased bed numbers has resulted in an upsurge in staff numbers including our Leisure and Lifestyle staff.

In November we welcomed Megan, Paige, and Dale to the Leisure and Lifestyle team. These three ladies will join our current staff, Juanita, Karen, Cheryl and Susan, and our volunteers who provide inspirational, meaningful and entertaining activities and care.

You may recognise Megan (below) as she previously worked as a carer in Residential Care before moving into the Independent Living team. Paige (right) came on-board last month joining the Independent Living team. Both Megan and Paige will work in IL and L&L. Dale (bottom right), our newest addition to the Leisure and Lifestyle team, started in mid-November. Welcome to Crowley Dale!

We are looking forward to changing up our 2019 Leisure and Lifestyle program as our new team members bring their personalities, passions and vision to Crowley.



Marketing Update

Annual Report

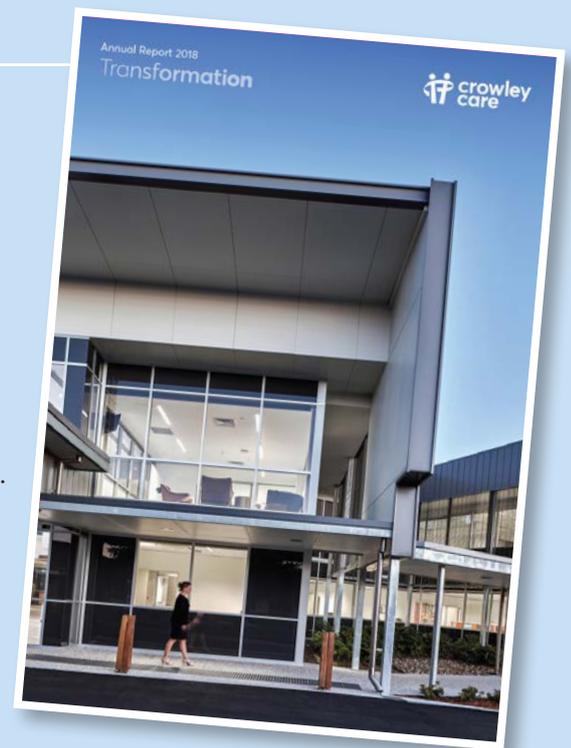
Sarah McMahon Project Officer

We are excited to release the 2018 Crowley Care Annual Report with this year's theme – Transformations.

It hasn't only been our built environment that has transformed in 2018. We made major advances transforming our care models and our systems. These major initiatives take Crowley to new levels of excellence, so we can be the best we can be for our residents and clients.

We would like to thank the residents and staff that have participated in the photography for the Annual Report. We hope you all had as much fun in front of the camera as we did behind it.

You can read the report on our website www.crowley.org.au or a hard copy is available at Reception.



Money Matters

Grab a Seniors Card for Discounts

Susie Glasson Business Manager

Are you aware you may be eligible for a NSW Seniors Card? The benefits of a Seniors Card are endless, including transport concessions Australia wide and discounts at cinemas, restaurants, grocery chains and much more.

To be eligible you must be a NSW permanent resident who works less than 20 hours per week on average over a year and are aged over 60 years.

Applications can be processed on line at www.seniorscard.nsw.gov.au, or by phoning Service NSW on 137788. You can also visit the Service NSW centre at Ballina Homemaker Centre, 26 Boeing Avenue, Ballina.



You will need your postal address, date of birth and green Medicare Card to complete the application.

Facebook Feed

Notifications from Crowley Care

Did you know that we have joined the Facebook community?

We love to share the wonderful things happening here and the fabulous people we have in our Crowley family, and Facebook gives us another way to tell people just how lucky we are!

Our page is full of exciting news - from birthdays and celebrations to events and updates, we have it all covered! You will never miss a beat with notifications sent straight to you every time we update!

Find us at facebook.com/CrowleyCare, or if you have already found us, be sure to share our page, encouraging your friends and family to join the group.

Here are a few of our latest posts... just in case you missed out!



New Post - Crowley Care - November 2

Country Music a hit at Crowley

What a wonderful morning of entertainment with Country Music stars, Steve Passfield and Kathryn Jones. Crowley residents were on the dance floor and their toes were tapping!



New Post - Crowley Care - November 21

Aloha!

Every day at Crowley is like a holiday and today we added an extra touch. Colourful shirts, flowers and lei's were not to be missed for our Hawaiian dress up day. Now all we need are the Pina Colada's!



New Post - Crowley Care - November 4

Melbourne Cup Preparations

Residents have been busy preparing decorations for our Melbourne Cup celebrations. The excitement is building for cup day!



A Year of Chatter

Looking Back at 2018

Wow – can you believe we are at the end of 2018 already?

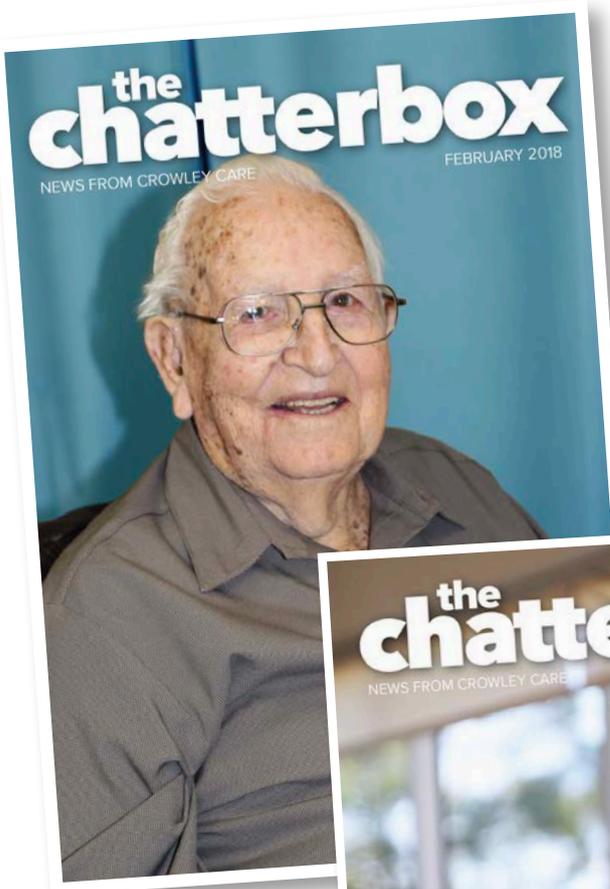
We have had a wonderful year here at Crowley, and a highlight as always is our Chatterbox!

Please enjoy a look back at the last year of Chatterbox and some of the beautiful faces we have had on our cover.

We hope you have enjoyed the last 12 month of Chatterbox editions just as much as we have enjoyed producing them!

We packed this double issue full of goodies to hold you over until we return in February. Have a very Merry Christmas and a wonderful New Year! See you in 2019!





SAGITTARIUS HOROSCOPE

November 22 -
December 21

Curious and energetic, Sagittarius is one of the biggest travelers among all zodiac signs. Their open mind and philosophical view motivates them to wander around the world in search of the meaning of life. Sagittarius is extrovert, optimistic and enthusiastic, and likes changes. Sagittarius-born are able to transform their thoughts into concrete actions and they will do anything to achieve their goals.

Element: Fire

Enthusiastic, passionate, interesting, achiever

Ruling Planet: Jupiter

Growth, abundance, expansion, higher learning

Compatibility: Gemini, Aries

Sagittarius Strengths: Generous, idealistic, great sense of humour

Sagittarius Weaknesses: Impatient, outspoken

Sagittarius Likes: Freedom, travel, philosophy, outdoors

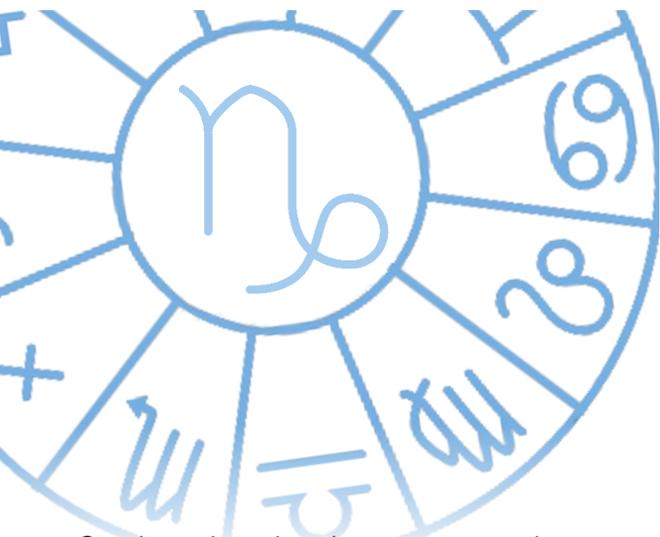
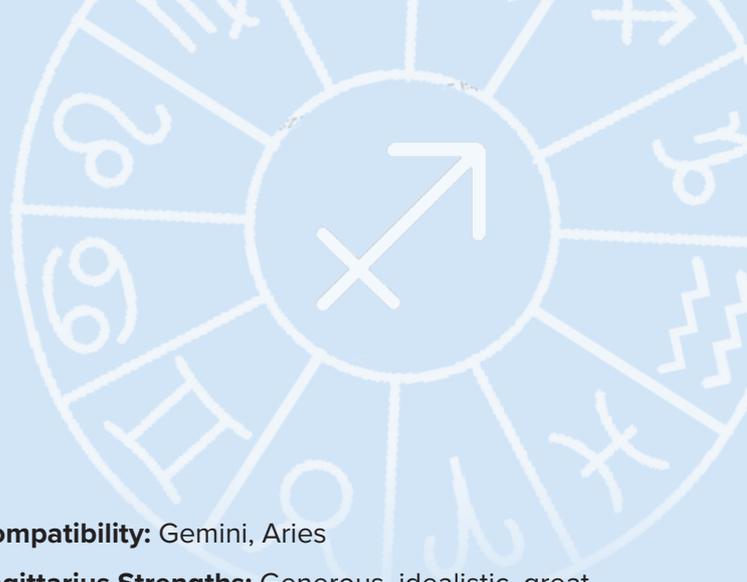
Sagittarius Dislikes: Clingy people, being constrained

Lucky Numbers: 3, 7, 9, 12, 21

Colour: Blue

December Birth Flower: Narcissus

December Birthstone: Tanzanite, Zircon, Turquoise



CAPRICORN HOROSCOPE

December 22 -
January 19

Capricorn is a sign that represents time and responsibility, and its representatives are traditional and often very serious by nature. They are masters of self-control and have the ability to lead the way, make solid and realistic plans, and manage many people at any time.

Element: Earth

Dependable, loyal, practical, grounded

Ruling Planet: Saturn

Structure, authority, discipline, time

Compatibility: Taurus, Cancer

Capricorn Strengths: Responsible, disciplined, self-control

Capricorn Weaknesses: Unforgiving, expecting the worst

Capricorn Likes: Family, tradition, music, understated status

Capricorn Dislikes: Almost everything at some point

Lucky Numbers: 4, 8, 13, 22

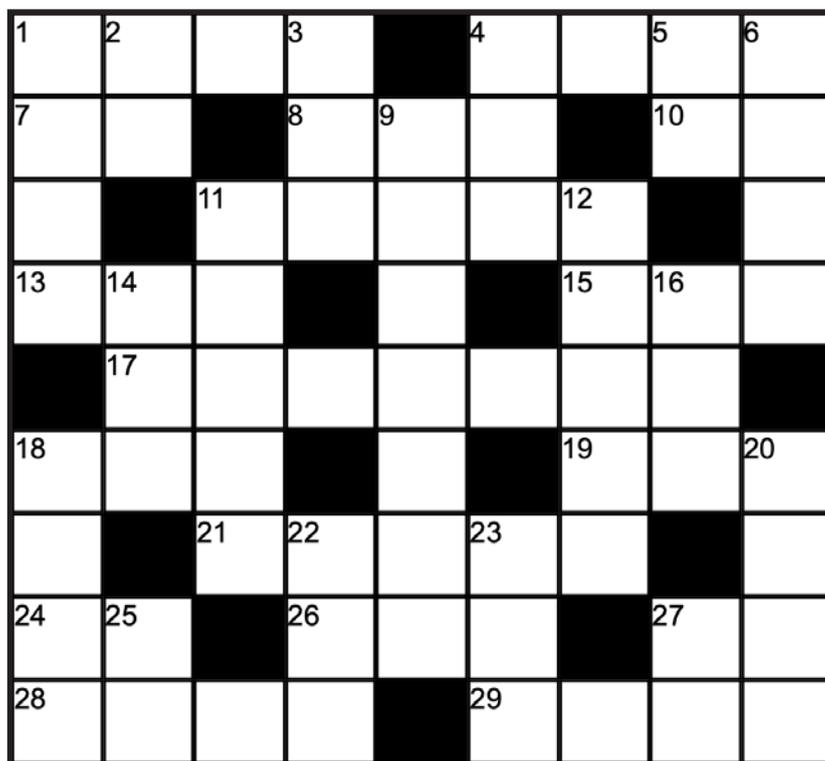
Colour: Brown, black

January Birth Flower: Carnation, Snowdrop

January Birthstone: Garnet

GAMES CORNER

CROSS WORD CLUES

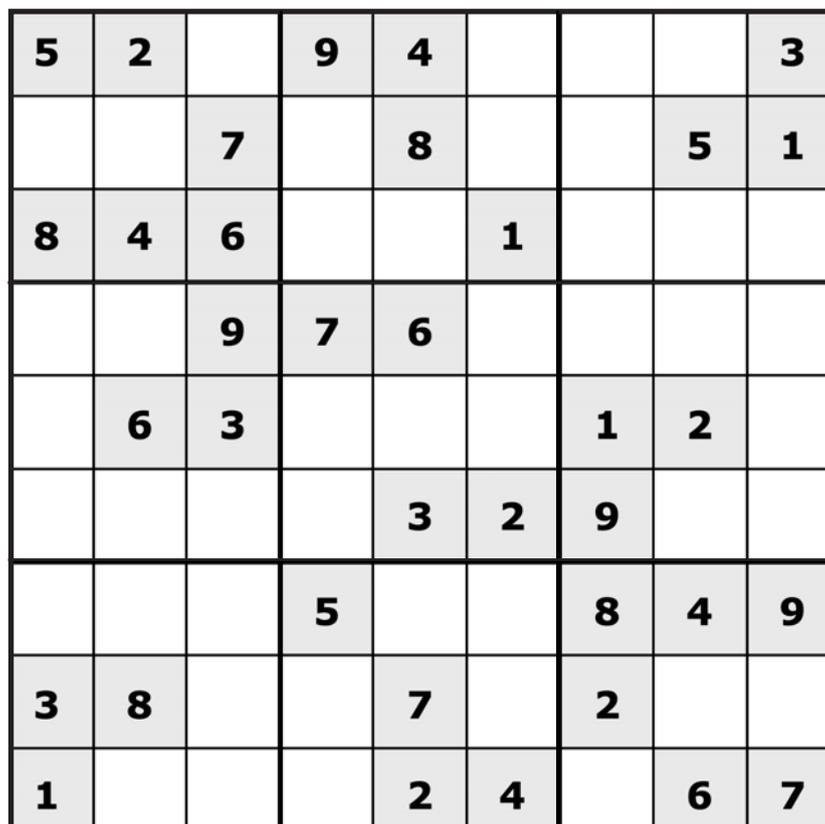


Across

1. On your side
4. New thought
7. Not Applicable
8. Choose
10. Rural route (abbr.)
11. Knightly mission
13. Promissory note
15. "Gee whiz!"
17. Located on a shore
18. Brewery container
19. Morning moisture on grass
21. Movie: _____ of God
24. Before noon
26. Dined
27. Either's partner
28. Move like a frog
29. Return to the ground

Down

1. Opposed
2. Between so and ti
3. Not me; thee
4. "____ a Wonderful Life"
5. Emergency room
6. Curved part of a foot
9. Lowly laborer
11. Saleman's goal
12. Warty creatures
14. Edible tuber
16. Bullring cheer
18. Young beef
20. Sentence part
22. Void
23. Moray, e.g.
25. Myself
27. In contact above



What did the bald man
exclaim when he received
a comb for a present?

Thanks; I'll never part with it!



It was a pleasure to host The Hon Ben Franklin MLC where he enjoyed our famous Fish and Chips and a tour of our new facility.



Tom was in the Country spirit whilst he enjoyed the performance by Steve and Kathryn for our Country Music Party.



Fr Michael Nilon was happy to support our team in pink for Pink Day at Crowley.

John certainly agrees that a dog is a man's best friend. We always love our visits from the Canine Perspective.



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.