# the chatterbox

NEWS FROM CROWLEY CARE

FEBRUARY 2019

crowley care

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**COVER PHOTO**
Bette enjoying the celebrations at our annual Crowley Residential Care Christmas luncheon.

# A Moment with Our CEO

Hello everyone,

Welcome back to our first edition of Chatterbox for 2019.

### Unique Opportunity

We kick off the year with a bit of a unique opportunity as it's not often we have vacancies in our beautifully appointed Independent Living Apartments and Villas.

It's partly because of the success of our new residential care facility with some Independent Living (IL) residents deciding to make the move across to the new facility. Moving into our Independent Living village is much more than living in lovely surroundings. When you join our IL community you become part of the extended Crowley family, enjoy a wonderful lifestyle and have access to our unique model of care. Chat to Dave Crosby if you are interested in joining us.

### Planning our future

At this time of year we turn our minds to goal setting because it's important we never rest on our laurels and continuous improvement is part of our culture. This has many aspects to it and includes setting personal improvement goals for everyone who works at Crowley and overall goals for the organisation as part of our strategic planning cycle. In fact all the major developments and changes you see at Crowley are the result of this cycle of continuous improvement and planning. I have a firm belief that any improvement we make needs to provide better services and care to our residents and their families. After all that's the reason we are here! Our current Strategic Plan expires on June 30th and so our Board is now turning its attention to the next phase developing a new Strategic Plan for the next three years.

### Making meal times better

A great example of planning and continuous improvement has been the success of our new high-tech meal trolleys. You may have seen them. They give our residents the best possible meal experience. For several months we've been trialling two Unitray trolleys in our new wing and as a result of the trial we've ordered another four trolleys. The Unitray system delivers precise temperature controlled hot and cold meals at the same time to our residents. The "feedback" has been fantastic and we are now focussed on rolling the system out further. For our residents it means we can better meet their individual needs at meal times.

### Welcome Father Max

On behalf of everyone at Crowley we welcome Father Max Gow, the Parish Priest at Alstonville who is standing in as the Administrator for the Ballina Parish whilst Father Michael Nilon is on extended sabbatical leave.  I know you will all make Father Max extremely welcome.

Michael Penhey
Chief Executive Officer

# Out & About

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

Oh what fun it was to ride our 'sleigh' past the beautiful Christmas lights on display in our neighbourhood this festive season!

All aboard for our annual Christmas lights drive! Kay and Clare had prime seats for the viewing.

Moyna and George were all smiles when they buckled in for our Christmas lights drive.

It was the battle of the creatives when Betty joined the Xavier Catholic College students in making decorations for Christmas. Some beautiful ornaments were created in the process, and we think they are all winners!

What a pro! Gloria wasn't shy when she got the chance to ride a red motorbike for Christmas.

All aboard! Tom enjoyed a spin around the block when Ulysses Motorcycle Club came for their annual visit.

Patty enjoyed feeling the wind in her hair as she wizzed past us on her bike ride.

Allan was revved for the fun afternooon with Ulysses Motorcycle Club on their annual Christmas visit.

The boys from the Ulysses Motorcycle Club were happy to take Bev out on the back of their bikes!

Santa's merry helper! Merv was front and centre to spread Christmas cheer in Rosebank.

# Out & About

When Xavier Catholic College came to visit we were blessed to see some of the artwork they had created.

It was incredibly touching to see that the students had taken inspiration from their time spent at Crowley to create portraits of our residents!

John, Laurie and Allan had beautiful renditions of their image created by some of the year 10 students.

It is always amazing to see young talent, especially right here in Ballina, and we are very thankful that we are able to share in their creativity.

We read a good quote that goes *"earth" without "art" is just "eh"... and these young artists are a true testament to that.*

# Knitting for Babies in Kenya

An initiative from the Rotary District 9640 has seen Gloria, Bev, Kath and Heather working hard on a community-based project, creating baby clothing for newborn babies in Kenya.

This wonderful project has given our residents great self-achievement in participating in this work of love.

This project touched our residents' hearts as we learnt many African babies are sent home from hospital wrapped in newspaper to keep them warm. Crowley proudly supplied all the tools and wool for our residents to knit a total of twelve jumpers.

The clothing has been sent to the babies at Umoja Children's Village Ukunda, Kenya.

# Love Your Life
## 2019 NSW Seniors Festival

Love Your Life! There's so much to love about life at any age and there's so much to love about NSW Seniors Festival.

This year, NSW Seniors Festival will take place between Wednesday 13 and Sunday 24 February. For the first time, Valentine's Day falls within these dates. 'Love Your Life' is a playful spin off the celebration of romantic love.

We hope you'll find new ways to Love Your Life during the Festival!

Here at Crowley we are looking forward to celebrating the festival with an acknowledgement of some of the things that help us to love our lives; fun, love, creating, wellness, music, family and friends! Check out our program to see what we will be hosting and when you can join us to "Love Your Life"!

The NSW Seniors Festival is the largest festival for seniors in the Southern Hemisphere. If you are over 60, NSW Seniors Festival gives you the chance to make new friends or get together with old ones at an array of local community events.

We hope you can join us for one of the exciting events we will have here at Crowley over the duration of the festival.

# CROWLEY CARE

## WEDNESDAY 13 – SUNDAY 24 FEBRUARY

## LOVE YOUR LIFE

| DATE | TIME | EVENT | LOCATION |
|---|---|---|---|
| Wednesday 13 February | 1.30pm | **LOVE FUN** – Games Afternoon | Entertainment Room |
| Thursday 14 February | 10.00am | **LOVE LOVE** – Valentine's Day Celebration | Entertainment Room |
| Friday 15 February | 10.00am | **LOVE CREATING** – Craft Workshop | Entertainment Room |
| Monday 18 February | 10.00am | **LOVE WELLNESS** – Exercise Class & Fruit + Cuppa | Entertainment Room |
| Wednesday 20 February | 10.00am | **LOVE MUSIC** – David Reeve & Morning Tea | Entertainment Room |
| Friday 22 February | 12.00pm | **LOVE FAMILY & FRIENDS** – Fish & Chip Picnic | Entertainment Room |

# Celebrating the Festive Season

**Laura Ellis-Harry**
**Quality Officer**

Happy New Year and welcome to another exciting year at Crowley Care. The end of 2018 was buzzing with much joy, excitement and plenty of good cheer! We had so much fun over the festive period with some special moments and end of year functions.

We kicked off the festive celebrations with the Residential Care residents, family and friends Christmas luncheon. We then moved quickly on to the Crowley Home Care Christmas party, Crowley Staff End of Year Party, and the Crowley Independent Living Christmas party followed by our annual Crowley Christmas Day luncheon.

Our Christmas luncheon had a new 'buffet' format this year with typical comments "the best yet" and "Tony should do that every year – it was amazing!"

We look forward to some more exciting events with you moving forward into 2019 and hope that you all might join us over the course of the year at one (or all) of the many exciting functions and events we have planned!

Bill

Bev

# New Admissions

**Christine Lawton**
**Residential Care Facility Manager**

It is a big decision to come to the realisation you can no longer live independently in your own home and the next step is entering an aged care facility.

There are many emotions associated with this and new residents and their families have many questions and decisions to make.

Here at Crowley we work with you and your family to ensure the transition is positive and an inclusive experience.

Within the first month of moving in the staff will conduct assessments to gain an overview of your current and expected needs. These help us develop an individual care plan for you. A case conference with you and your family will be scheduled at a mutually convenient time within the first six weeks. At this time, we can find out if your needs are being met, any changes that you would like to see, and how the experience has been for you so far.

Each resident has a comprehensive health review attended by a Team Leader conducted on a regular basis with you – the resident. As a result of this a Registered Nurse will review the care plan and then make contact with your primary contact. They will discuss with them any changes that have been agreed to your care plan.

We encourage residents and their families to contact us at any time if you have questions or concerns about their care or any aspect of their life here at Crowley.

# Clinical Care and the Clinical Team Crowley

**Kelly Roberts**
**Clinical Manager**

We are often asked what Clinical Care means.

Clinical Care refers to care delivered to a person that is tailored to their specific health needs. Individuals such as doctors, nurses, surgeons and a wide range of health professionals have traditionally provided clinical care.

Here at Crowley we recognise no one person is responsible for care delivery, rather it is an entire team who collaborate for a positive health outcome for the resident or client. This holistic approach is led by the Clinical Team.

The Clinical Team consists of individuals trained in various fields. One member of the team may be trained and educated in wound care, another, the GP, may have an interest in cardiac disease, the Physiotherapist might specialise in rehabilitation and the Enrolled Nurse may have expert skills in nutrition. Together, each team member plays a part in the Clinical Care delivered.

It is important to acknowledge that Aged Care facilities are not hospitals and the residents are not always 'sick'. Rather they come to live in an environment with care and as in any other community, there are occasions when they become unwell and may need some extra 'clinical care' and support.

At Crowley we have a Clinical Care Team that supports staff, residents, families and other health professionals to provide and maintain a high level of care. Each member of the team brings a unique set of skills and experience, working together to ensure residents have the right person giving the right advice or treatment, at the right time, to achieve the right outcome.

Our team comprises Registered Nurses, Team Leaders, Enrolled Nurses, Physiotherapists, Exercise Physiologists and a Nurse Practitioner (NP).

We are fortunate over the past few years to have added to our team visiting specialists such as Dr Lisle, Dr Kossoff and Dr Townend. This is in addition to the GP's, Dentists, Speech Pathologists, Podiatrist, Dietician, Social Workers and Mental Health Workers who consult with residents on site.

As the Clinical Manager (NP), I guide and coordinate the team across the facility and work closely with our Facility Manager – Christine Lawton to ensure resident care is delivered at a standard we can all be proud of. I also serve as the conduit between the facility team, allied health, GP's and specialists.

Importantly, we also consider families and loved ones to be members of our team. Without their support, advocacy and expert knowledge of the resident our work would be much more challenging.

If you feel either yourself or a resident could benefit from a visit from a member of the Clinical Team, you can discuss this with the Team Leader in your area and they will complete a referral to me, the Clinical Manager.

# Crowley Connections
## Jo Williams

Jo has been a member of the Crowley family for five years and loves every minute of her day here. When chatting with Jo a great sense of passion is evident – passion for her job, the Crowley residents and her colleagues.

Jo is a Team Leader within our Residential Care team. Before working in aged care, Jo worked in the disabilities sector for 20 years. However, she has many fantastic stories of other positions she has held over the years, starting as a motorbike post lady when she left school to a very interesting position she held with Bristow's Helicopters Australia while she and Scott (her husband) lived in Karratha WA.

Jo loved this role and within weeks of starting with the company she was promoted and was able to go on test flights over the Pilbara, an experience she will never forget. The helicopters were Super Puma's which required two pilots to fly them and held 18 passengers. A major part of their business was to transport people and equipment out to the massive oil rigs in the Indian Ocean.

Jo has been married to Scott for 18 years and says Scott is her best friend and the most amazing stepfather to her children Luke and Teegan. Jo's children have given her many reasons to be proud. Teegan lives in Narrabri and is studying to be a chef, a passion Jo shares with her daughter. Luke is a Sergeant in the Royal Australian Air Force in Newcastle and is married to Charmaine. Together Luke and Charmaine have given Jo her two greatest joys in life – her grandbabies Scarlett, 3 years old and Jett, 7 months.

Depending on the shift, her days start with an early morning coffee with Scott or lunch with friends before an afternoon or evening shift. When she gets to Crowley, she has a busy time of handover, medications, wound care, attending to calls from residents and supporting her colleagues. Jo is a big part of the Crowley team, always receiving wonderful feedback from her peers, residents, and their families. Jo says her favourite part about her position at Crowley is getting to know everyone “I love talking to people both residents and staff and hearing their stories.”

In her downtime, if not on a quick road trip down to Newcastle to squeeze Scarlett and Jett, you will find Jo enjoying one of her many passions that includes; gardening, baking, candle making or spending time with Scott or her friends.

Over the past three years Scott and Jo have been renovating their home in Alstonville. They have realised they both enjoy these projects and plan to start ‘flipping houses’. Jo is even doing some extra study in interior design and real estate to stay on top of the trends and plans of action when attacking renovation projects to get the best outcomes.

Wow, what a busy lady!

# Gerry & Gerry Junior

In early spring after a particularly rough storm it was reported to Reception by Gerry, who lives in Independent Living, that a young magpie had fallen from his nest.

We called WIRES but they were not able to help at that time. After some research and a call for advice to a local vet, a wonderful Crowley staff member took the baby magpie home.

We called him Gerry Junior and he needed feeding every couple of hours for the first few weeks. Gerry (Senior) stopped by Reception every day to hear the news of Gerry Junior's progress, sometimes seeing a photo or two.

After seven weeks Gerry Junior was strong and healthy but could not be reunited with his family because he was hand raised by human's and rejected by other magpies. Just at the right time Bridget and Sophie, The Fauna Fetchers, came to save the day.

Gerry Junior has a new friend, Wendy the magpie, and travels with the Fauna Fetchers to teach others how to handle wildlife. Gerry Junior is being trained and is a great student. The girls brought him in to Crowley to visit the residents and be re-acquainted with Gerry who was surprised to see how much he had grown.

Chatterbox caught up with Bridget from the Fauna Fetchers recently to see how he was going, and we can report the following:

“He is going really well. We did at first find his development a little slow, so we took him for a secondary check-up to get all the worming treatments possible. We suspected throat worms, which is common in magpies and crows, as he was not gaining weight as he should. Evidently, he is just very easily distracted due to his quirky personality, so he simply forgets to eat and continues to have fun and play rather than eating. Therefore, we have had to be conscientious with his feeding routine and reminding him to eat. Funny guy!

The biggest thing that stands out about Gerry is his wonderful personality. He is always happy and an absolute pleasure to look after. His walk is a wonderful source of entertainment too; the best way to describe it is a semi wobble/hop plus sheer determination. I do not think there is one bad bone or feather in his body; he has all our dogs wrapped around his little claw! We have often found him swinging off Cleo the German Shepherd’s tail!”

Keep a look out for our Crowley Magpie Gerry Junior when you see the Fauna Fetchers, as he is becoming an important part of their education show about the joys of interaction with wildlife and how we can peacefully cohabitate with Australia’s abundant wildlife.

Gerry Junior - our famous Crowley Magpie!

# Introducing the Feedback Kiosk

**Dave Crosby**
**Customer Service and Independent Living Manager**

Please welcome the Crowley Feedback Kiosk. Located at the Customer Service desk, the single touch feedback device collects an experience score from respondent along a scale from 'World Class' to 'Not Great' using colourful emoji faces. So far, we have received 192 responses with 125 of these scoring their experience at Crowley as world class!

This simple data allows us to track in real time the experience of residents and visitors down to the day and even hour of the day. The feedback allows us to understand when we are delivering a world class experience, and then analyse what actions may have contributed to that outcome, so we can provide a world class experience at Crowley every hour of every day.

The kiosk also allows you to provide a comment if you choose. These are some of my favourite so far when given a world class score. "Gorgeous smiles," "love it, love it, love it," and "awesome people work at Crowley."

Next time you are passing reception give us your feedback. It's just a single tap!

# Adoring alpacas

Is there anything better than a cuddle with a furry friend?

Last month we were treated to a visit from two lovely alpacas from Erwin Alpacas. How lucky were we!

We all felt very loved as they made their way through Crowley, giving kisses to everyone they met!

Our two new cuddly companions were sure to spend some quality one-on-one time with our residents during their visit.

The smiles on our residents faces tell the story with the joy this visit provided. We look forward to seeing them again soon.

# From the IL Desk
## Need More Help at Home?

**Jenny Kliese**
**Independent Living (IL) Coordinator**

Welcome to 2019 we hope you had a lovely Christmas and New Year. In Independent Living this year we would like to connect and see you more at activities, Barney's and functions. Ideas are welcome.

As mentioned previously we are going to run education and information session for IL residents friend and friend and the Crowley community. The first information session for 2019 is as follows

Fair Trading will be attending on 12 February 2019 at 1.30pm in the Education Centre Room 1 to deliver a presentation on SCAMS. This will also include information on Fair Trading's role in the community with basic information regarding the Do Not Call Register.

**Handy Hint**

If your air conditioner won't turn on it might not be the air conditioner it's self but the remote.. it might need new batteries (usually AAA).

### 2019 Residents Footy Tipping Competition

Yes, it's that time of year to dust your footy colours off. The season starts next month!

If you want to join in the fun, just register with the Customer Service team. The first game is Thursday 14 March 2019. You do not have to be an expert; it is the luck of game!

### Phones to be tested in February

| | |
|---|---|
| 55-100 | St Francis Place |
| 15-28/12 | Florence Price Place villas |

IL residents doing their bit for the environment, busy clearing and regenerating the high tide level trail near the apartments.

# INDEPENDENT LIVING EDUCATION SERIES

## SPECIAL GUEST SPEAKER FROM THE DEPARTMENT OF FAIR TRADING

Join us for an interesting afternoon with information about current scams, how to recognise them, how to avoid them and how to report them.

## Tuesday 12 February 2019
## 1.30pm
## Crowley Education Centre

*Afternoon tea provided*

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## Crowley Men's Shed opens for 2019 on Tuesday 5 February

We welcome any gents to come and join us for a cuppa and a chat.

CROWLEY MENS SHED
*The sharpest tools in the shed since 2012*

Shed Hours:
Tuesday 9am – 12pm
Thursday 9am – 12pm

# An Afternoon at the Movies
## Book Club

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:** | Book Club |
| **Genre:** | Comedy, drama, romance |
| **Directed By:** | Bill Holderman |
| **Written By:** | Bill Holderman, Erin Simms |
| **Starring:** | Diane Keaton, Jane Fonda, Candice Bergen, Mary Steenburgen, Craig T. Nelson, Wallace Shawn, Andy Garcia |

The Next Chapter is Always the Best.

Diane (Diane Keaton) is recently widowed after 40 years of marriage. Vivian (Jane Fonda) enjoys her men with no strings attached. Sharon (Candice Bergen) is still working through a decades-old divorce. Carol's (Mary Steenburgen) marriage is in a slump after 35 years.

Four lifelong friends' lives are turned upside down to hilarious ends when their book club tackles the infamous Fifty Shades of Grey. From discovering new romance to rekindling old flames, they inspire each other to make their next chapter the best chapter.

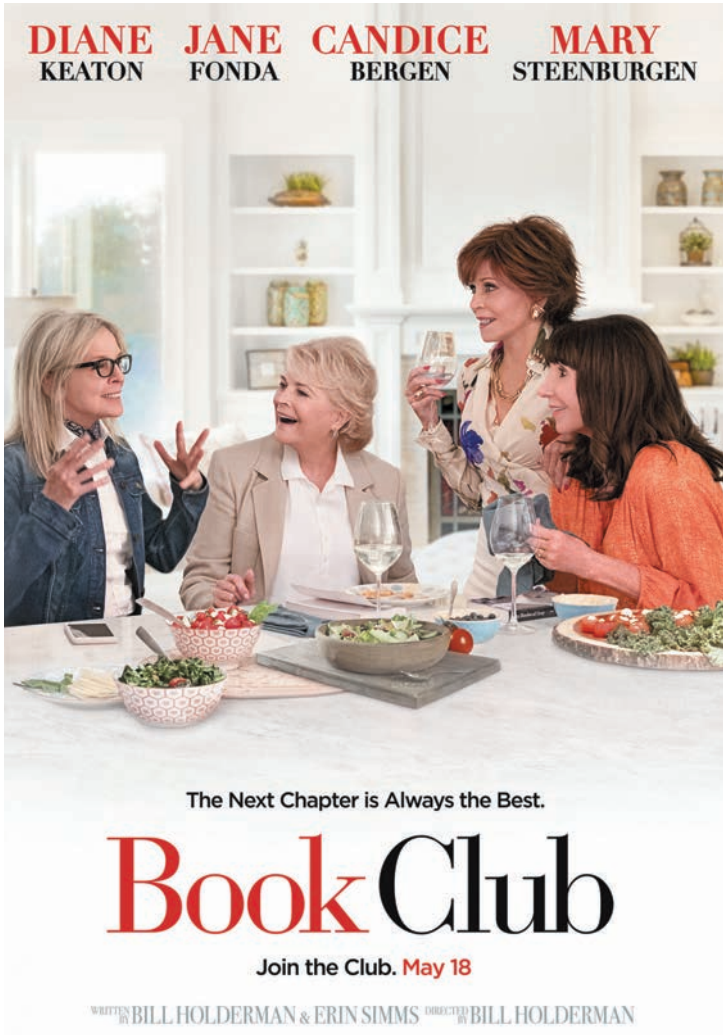
**Reviews:**

A chance to see four terrific actresses having varying degrees of fun with matters of sisterhood, sex and hope.

*- Wall Street Journal*

No matter how you feel about the Fifty Shades of Grey books, it's a treat to watch this quartet of excellent actresses on screen together

*- Common Sense Media*




## Crowley Screening

| | |
|---|---|
| **Movie:** | **Book Club** |
| **When:** | **Wednesday 13 February** |
| **Where:** | **Crowley Education Centre Room 1 (Upstairs)** |
| **Time:** | **1.00pm followed by Afternoon Tea** |
| **Cost:** | **Gold Coin donation** |
| **RSVP:** | **To Crowley Reception Monday 11 November** |

## IL Ladies Bus Trip
Thursday 14 February

8.45am departure from Crowley Reception

$5 bus fare + morning tea and lunch

Just in case any of the ladies have dinner dates for Valentine's Day we are staying local this February. We will leave Crowley and head to Thursday Plantation for a look around, departing there we will travel to The Northern Rivers Community Gallery to check out the new exhibitions. It will be ladies' choice for morning tea – either at Thursday Plantation or The Gallery Café. After finishing at the Gallery, we will head out to Club Lennox for lunch.

RSVP to Crowley Reception by Monday 11 February

## IL Mens Bus Trip
Thursday 14 March

8.30am departure from Crowley Reception

$5 bus fare + morning tea and lunch

The gents are staying local in March! After departing Crowley, we will head to the Seabird Rescue Centre for a visit, then onto Thursday Plantation for morning tea and to learn more about Tea Tree Oil. Following this, we will head to the Ballina RSL Bowling Club for a drink and lunch. While here, we will be able to see some lawn bowls experts in action. After lunch, we will take a little drive out to MOCAT Museum at Wardell before heading home.

RSVP to Crowley Reception by Monday 11 March

# ST PATRICK'S DAY DRESS UP

## Friday 15 & Sunday 17 March 2019

Help us celebrate the excitement of St Patricks Day!

All Staff, Residents & Visitors invited to dress up on

Friday 15 & Sunday 17 March

# Supporting our Veterans' to Live Life to its Fullest at Home

**Sherrie Viney**
**Home Care Manager**

Crowley is a well-established DVA contracted provider of Veterans' community nursing and Home Care services in our region.

For more than three decades Crowley Care has also provided Home Care services within the local community and now provides all levels of Home Care packages to our community.

Veterans over 65 years of age are eligible to apply for a Home Care package at any time they feel the need for support to continue to live independently at home.

As a home care package requires some assessment and approval, good planning and thinking about future needs is advisable.

We encourage our Veteran nursing and Home Care clients to contact Crowley if you feel you may need a little more assistance with:

- Preparing meals at home, or receiving delivered meals
- Transport to the shops, or running errands
- Or you feel it's time to age gracefully by accepting a helping hand with someone to drive or carry your shopping
- To walk with you and or provide companionship
- Getting you to an appointment especially when you're not feeling well enough to go alone
- Providing your carer with a break from their carers role
- Maintaining your garden and lawns regularly, or
- You would like to socialise more by getting out and about to places that interest you

As a Veteran, the Crowley team can provide you with sound and trusted advice on:

- How to access a Home Care package in conjunction with your DVA services and entitlements
- How to generate a referral to the Aged Care Assessment Team (ACAT) for you or on behalf of the Veteran you care for
- How to navigate My Aged Care

As a Veteran and on approval of your Home Care package, the Crowley team can:

- Provide you with a relaxed in-home information session on Crowley Home Care package services
- Continue to provide you with the services to meet your identified and personalised needs and goals with a Home Care package
- Continue to provide you with the Crowley staff member you already know and trust and most importantly, they know you.

It is always good to be prepared in any life situation... So, give us a call on 1300 139 099 for more information. You may be eligible for a government funded Home Care package.

# Home Care Client Profile
## Beatrice Boland

**Where were you born?**

I was born in Eastwood Sydney in 1922

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

I lived in Eastwood

**Do you have any brothers and sisters?**

I have two older brothers - Bruce and Gordon

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

I worked for an optician in Sydney

**Tell us about your family?**

I married Ken and we had two sons - Dennis and Colin, and I now have 5 grandsons and 8 great grandchildren

**Tell us about your interests, hobbies and passion?**

I love knitting, reading and my family

**What was a good decision that you have made?**

Marrying the love of my life and moving to Evans Head

**What is your favourite memory?**

The day I married Ken

**What is your favourite food?**

Cinnamon doughnuts and cappuccino

# Christmas Day at Crowley

**Tony Baldwin**
**Hotel Services Manager**

Functions and events at Crowley continued the exciting journey from ‘good to great’ in 2018. Many will agree the ‘cherry on top’ was our Christmas Day Luncheon Buffet.

On the day we served lunch for more than 200 people including Residential Care and Independent Living residents, their friends and family, and Crowley staff.

It was an outstanding celebration with many guests commenting on the wonderful atmosphere and the professionalism of the staff on the day. Others complimented how beautifully the tables were set up and the delicious lunch and wide variety of yummy selections on offer.

It was great to see staff from every area roll up their sleeves and make this a wonderful day for all, giving their entire focus, many even volunteering their time on Christmas Day to be with residents and families who mean so much to us all.

2019 is shaping up to be another exciting year for Crowley and we have already scheduled some exciting events and functions. Stay tuned!

# Recipe from the Chef
## Healthy Mexican fried rice

### INGREDIENTS

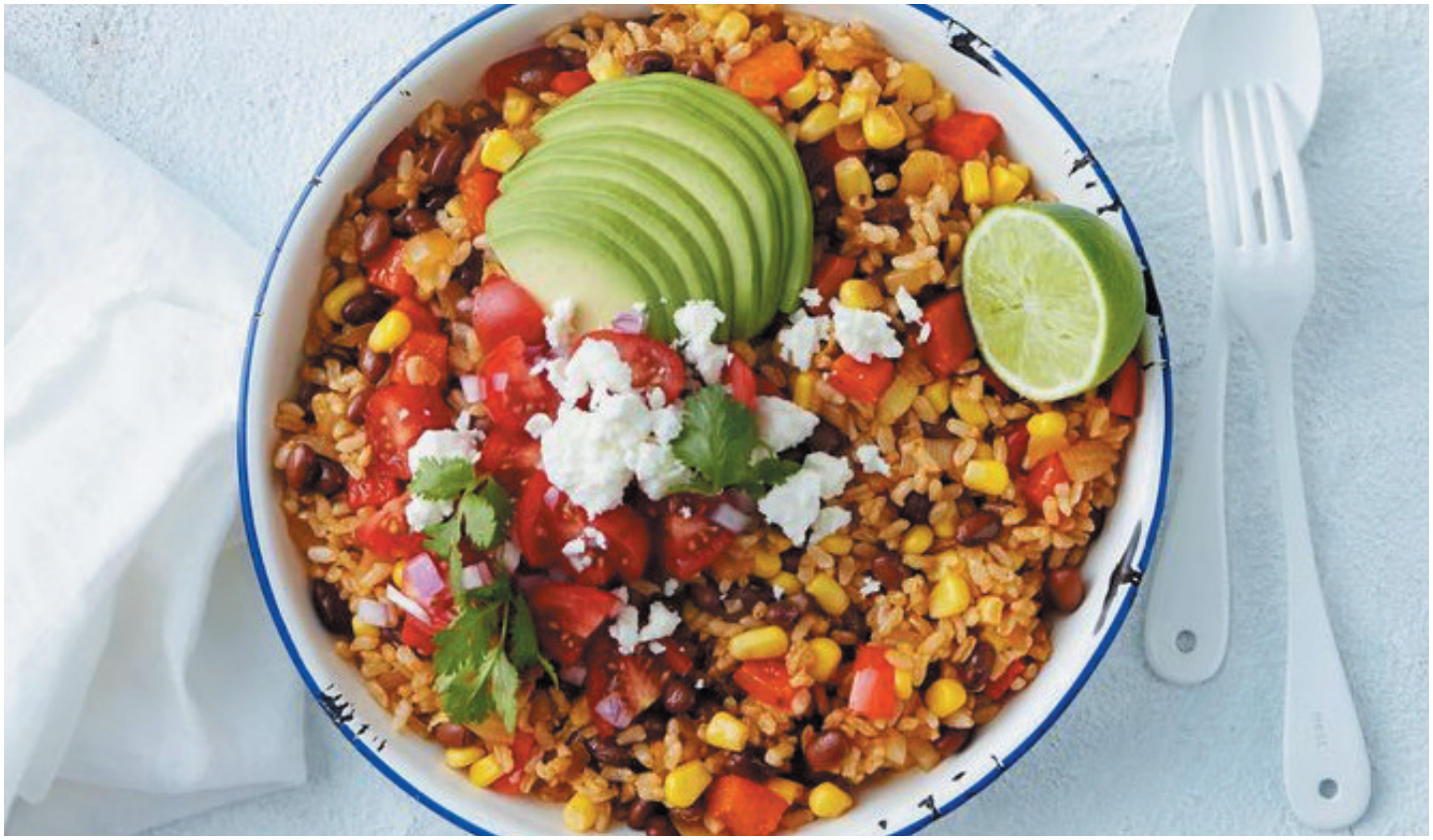
- 200g (1 cup) brown rice
- 1 tablespoon olive oil
- 1 brown onion, chopped
- 1 red capsicum, deseeded, chopped
- 2 garlic cloves, crushed
- 2 teaspoons Mexican chilli powder
- 400g can black beans, rinsed, drained
- 300g can corn kernels
- 2 tablespoons fresh lime juice
- 200g grape tomatoes, chopped
- 1/4 small red onion, finely chopped
- 1 small avocado, quartered, sliced
- 125g feta, crumbled
- Fresh coriander, to serve
- Lime wedges, to serve

**Step 1** Cook the rice in a large saucepan of boiling water for 25 minutes or until tender. Drain well, then spread onto a large tray and place into the fridge, uncovered, for at least 1 hour.

**Step 2** Heat the oil in a large frying pan over medium heat. Add the onion and capsicum and cook for 5 minutes or until soft. Add the garlic and chilli powder and cook, stirring, for 30 seconds or until aromatic.

**Step 3** Add the rice and cook, stirring, for 2 minutes until lightly fried and well combined with the onion mixture. Add the beans and corn and continue cooking, stirring often, until heated through. Pour lime juice over and toss to combine.

**Step 4** Combine the tomatoes and onion and season to taste. Divide the rice mixture among serving bowls and top with the tomato mixture, avocado, feta, coriander and lime wedges.



# 2019 CROWLEY RESIDENTS Footy Tipping Competition

## Round 1 starts Thursday 14 March!

Register your interest at Reception

# Update From Maintenance
## Annual Fire Safety

**Albie Viel**
**Maintenance Manager**

For the maintenance department February is when the annual fire safety statement is presented to Local Council and forwarded on to the NSW Fire Brigade.

We notify Council that all fire safety measures have been carried out to the original building approval throughout the year.

These include checks for: fire detection, alarm monitoring, sprinklers, fire equipment, fire walls, fire and smoke door operations, exit and emergency lighting test, exit door latches and pathways.

For Crowley these requirements include the Residential Care, Education Centre and Library, and the Independent Living Apartment buildings. In the past Crowley has managed this by engaging qualified contractors and scheduled checks.

In late 2017 the NSW government introduced new legislation with the most significant change that all fire safety systems must now be assessed and endorsed by a certified Competent Fire Safety Practitioner.

Building owners are now required to enlist the services of a Competent Fire Safety Practitioner to conduct an in-depth holistic assessment of the Essential Fire Safety Measures in their building, to ensure the fire safety equipment meets the performance requirements of the original installation.

Join us for a BBQ and drinks in the
**Crowley Activity Centre**
**Thursday 14 February**
12.00pm
$5 per person
BYO Drinks

RSVP: To Crowley Reception by Monday 11 February

# Tell us what we did well and what we can do better...

We value your feedback at Crowley Care and we'd love to hear from you. It's as easy as 1, 2, 3!

- Fill in a Feedback Card (located around Crowley) and pop in the Suggestion Box in the Foyer, or
- Send us an email to info@crowley.org.au, or
- Call us on 1300 139 099

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# Focus on Quality
## New Aged Care Quality Standards

**Michelle Golding**
**Quality Manager**

Your safety and wellbeing is our priority.

At Crowley we work to provide a safe environment and safe systems of work that minimise fire, security and emergency risks in accordance with Accreditation Standards and Legislation.

We continually improve on our systems and processes to ensure we remain compliant with Legislation and best practice.

This year we reviewed and updated our Emergency Plan, and we have undergone an external review of our fire systems and developed new Emergency Charts that are strategically placed throughout the buildings.

Our Emergency Charts contain detailed procedures for staff to follow in the event of an emergency.

| | |
|---|---|
| **CODE RED** | Fire and Smoke |
| **CODE PURPLE** | Bomb / Arson Threat |
| **CODE BLUE** | Medical Emergency |
| **CODE BLACK** | Personal Threat |
| **CODE YELLOW** | Internal Emergency |
| **CODE ORANGE** | Evacuation |
| **CODE GREY** | Missing Resident |

The new chart now includes “CODE GREY” how we respond to missing residents.

Under the Aged Care Act 1997 Crowley has a responsibility of compulsory reporting of unexplained absences to the Department of Health. A resident is considered missing when they are absent and we are unaware of any reasons for the absence.

**How can you help us?**

Christmas and New Year is a busy time at Crowley with lots of families visiting loved ones, residents and clients going on holidays and day trips. To help us know where you are please keep us informed.

Please ensure:

- When visiting Crowley you enter and exit through our Main Foyer and sign in and out in the visitors log located at Reception – this is to ensure in the event of an emergency we can account for everyone in our building
- In the event the fire alarm sounds residents are to remain in their rooms, and we ask visitors to please stop and stay where you are and await further instruction from our staff
- Residential Care residents leaving the facility please advise staff of your whereabouts and sign out at Reception
- If you live in the community, please advise the Home Care Office if you are going on holidays or in hospital
- Independent Living residents please advise Reception if you are going on holidays, overnight stays or hospital visit and it will be entered into our absentee book

# Making Feedback Flow

**What a fabulous Christmas Luncheon we enjoyed in 2018. Here's what our residents had to say about it.**

**What did you enjoy most about the Christmas Day Luncheon at Crowley?**

- The service was excellent! The food was delicious and the dessert display was fabulous!
- Enjoyed the whole "box and dice", service was good, friendly and responsive. Food was excellent and plenty.
- Friendly staff, great food.
- The fantastic community atmosphere, friendship. Great food.
- Everything – I mean EVERYTHING!
- Presentation was superb. Nobody had to wait for anything. Plenty of staff and happy faces.
- Everything was perfect buffet was excellent – catered for all food types. Photo room was the best – got heaps of photos!
- Food especially the sweets could not be bettered.
- The variety of food and the presentation. The exceptional service from all the staff.
- The atmosphere was wonderful and relaxed. The buffet was beautifully presented with lots to choose from. The tables were gorgeous. The whole event was a very happy affair. Well done to Tony and all the staff!
- The presentation and variety of different foods.

**Here are some of our favourite comments we heard following our Christmas Luncheon.**

- What a fabulous team effort by the Crowley Mob! Really looking forward to Christmas 2019 – book me in now!
- Congratulations to the Crowley Team on this effort. Crowley Cares!
- Looking forward to 2019's version.
- Congratulations to Tony and staff for a job well done.
- Well done!
- Always great dinners!
- Do the photo booth again.
- Food was all delicious. Please do it again next year.
- Sincere thanks to Tony and all the staff for their dedication and love for an exceptional day.

**Survey Season Ends for Residential Care**

Well done and thank you to all our Residential Care residents and families who have completed their annual survey and returned it. We are in the process of collating all the results and look forward to sharing those with you over the next few months.

Here is a snippet of what our residents are saying about Crowley:

- It is home
- The care is exemplary.
- Bus drives are super, and every care is taken
- Wonderful care always provided. No complaints at all
- It's so nice here, people are friendly and so helpful
- When you can't live at home Crowley is the next best place to live
- The pleasant atmosphere – grounds, gardens accommodation and most of all the hardworking, capable, willing staff. God bless them all.

# Student Placement

**Gail Norton**
**Human Resource Manager**

Each year Crowley offers placements for nursing students and carers to support their experience in an aged care setting. This is a requirement for Certificate 3 in Individual Support with the minimum requirement for carers being 120 hours of work placement as well as assessing competencies in the workplace.

Exposure to a facility allows students to put their learnings in context and gain some real-life experiences in their chosen field, something that textbooks can only go so far in teaching or preparing you.

One of the keys to a successful placement experience is earning the respect of the team with whom you are working. This requires professionalism, being prepared to listen, following instruction, and a willingness to go the extra mile.

While seeing the reality of the ageing process can be a challenge for some, though most find the difference they can make through their role personally rewarding.

Placing students at Crowley allows us to 'look' at potential staff with a view to recruitment. Passion, commitment and a respect for the elderly are just a few of the qualities at Crowley we feel are essential to providing outstanding care to our valued residents.

# 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 - January 30**

**Technology and the Home Care Team**

Check out our new phones for the Home Care Team! These phones are an essential resource for our staff in the community providing technology at their fingertips.

Like Comment Share

**New Post - Crowley Care - January 10**

**Christmas at Crowley**

As the final Christmas tree comes down, we wanted to take one last opportunity to share with you some of the fantastic photos we captured over the festive season.

Like Comment Share

**New Post - Crowley Care - December 17**

**Christmas Cheer from St Anne's**

St Anne's students brought some Christmas cheer to Crowley with their wonderful performances for our residents. The students made and presented our residents with a beautiful gift to treasure.

Like Comment Share

# AQUARIUS HOROSCOPE

## January 20 - February 18

Aquarius-born are shy and quiet, but can also be eccentric and energetic. They are deep thinkers and highly intellectual people who love helping others. They are able to see without prejudice, on both sides, which makes them people who can easily solve problems. Although they can easily adapt to the energy that surrounds them, Aquarius require time alone in order to restore. People under the Aquarius sign see the world as a place full of possibilities.

**Element: Air**
Powerful, creative, adventurous, exciting

**Ruling Planet: Uranus, Saturn**
Original, eccentric, challenging, revolutionary

**Compatibility:** Leo, Sagittarius

**Aquarius Strengths:** progressive, original, independent, humanitarian

**Aquarius Weaknesses:** temperamental, aloof

**Aquarius Likes:** fun with friends, helping others, intellectual conversation, a good listener

**Aquarius Dislikes:** limitations, broken promises, being lonely, dull or boring situations

**Lucky Numbers:** 4, 7, 11, 22, 29

**Colour:** light-blue, silver

**February Birth Flower:** violet

**February Birthstone:** amethyst

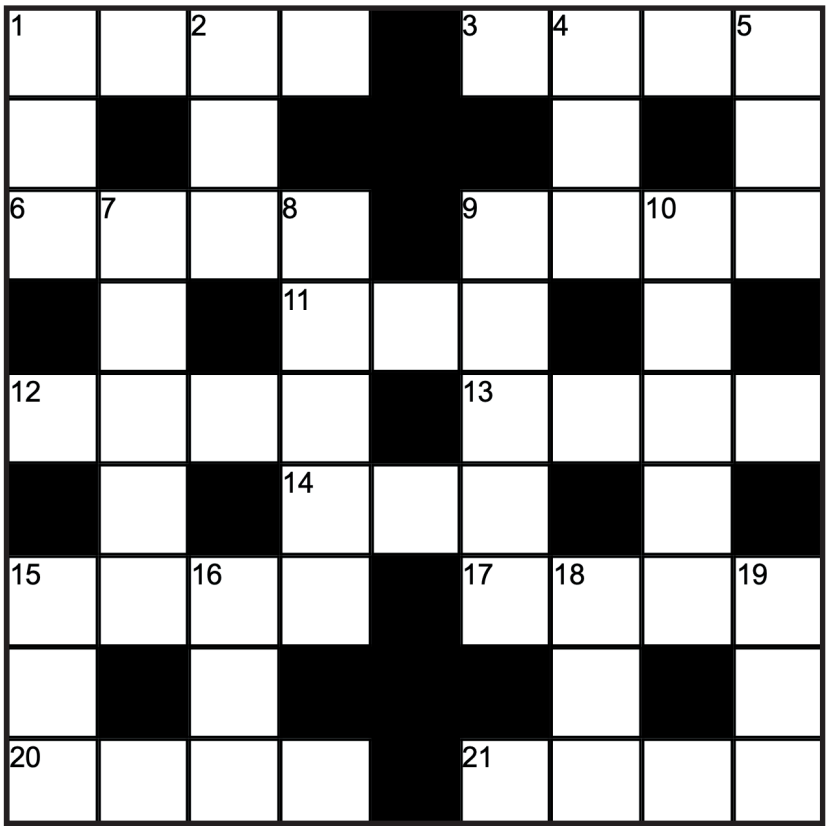
# VALENTINES DAY DRESS UP

## Thursday 14 February

**You could wear:**

Red, Pink, anything “love” themed or just a hat, a tie or a bow in your hair!

# GAMES CORNER



| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | 9 | 1 | 5 | | 2 | 7 | |
| 4 | | 1 | | 7 | | 6 | | 9 |
| | 3 | | | | 8 | | | |
| 3 | 9 | 6 | | | 5 | | | 1 |
| 7 | | | | | | | | 2 |
| 1 | | | 9 | | | 8 | 6 | 5 |
| | | | 7 | | | | 5 | |
| 5 | | 4 | | 2 | | 3 | | 6 |
| | 1 | 8 | | 6 | 3 | 4 | | |

# CROSS WORD CLUES

**Across**

1. Child's play
3. Dance movement
6. Cap and gown wearer
9. Alike
11. He's behind the catcher
12. Get rid of
13. Merit
14. Iota preceder
15. _____ of March
17. Patella's place
20. Light brown
21. Potato

**Down**

1. Silly Putty container
2. Large body of water
4. A hot drink
5. Round baked dessert
7. Circle shape
8. Tricks
9. Put into words
10. Combine
15. Make angry
16. Corn unit
18. Tot's rest
19. Final; finish

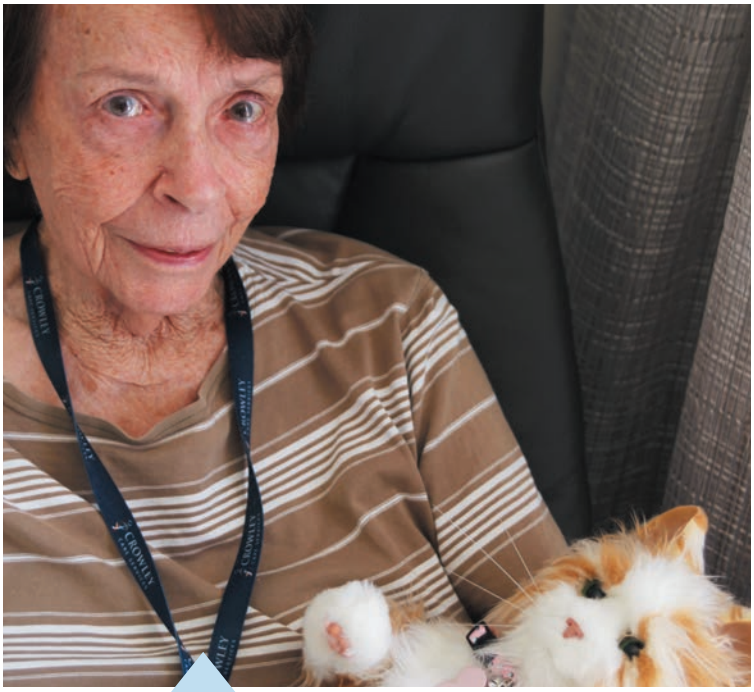
An old guy walks into a bar and the bartender asks for ID.

"You've got to be kidding," he said. "I'm almost 60 years old."

The bartender apologised, but said he had to see the license.

The guy showed his ID, then paid and told the bartender to keep the change. "The tip's for carding me," he said.

The bartender put the change in the tip cup. "Thanks," he said. "Works every time."



**Furry Friends**
Crowley has welcomed four new robotic interactive pets to our family through our diversional therapy. Our residents are enjoying getting to know Sylvie, Ginger, Fred and Sam with regular cuddles.
Chat to one of our Leisure and Lifestyle team members if you or your family member would like to meet one of our furry friends.

# 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.