

the chatterbox

NEWS FROM CROWLEY CARE

JULY 2018





CONTENTS:

July Issue

03 **A MOMENT WITH OUR CEO**
Catch up with Michael Penhey on life at Crowley

04 **REDEVELOPMENT UPDATE**
Find out what's new onsite

06 **LAST MONTH AT CROWLEY**
Get the latest gossip on the goings on

12 **RESIDENTIAL CARE NEWS**
Behind the nurses station at Crowley

20 **INDEPENDENT LIVING NEWS**
What's been happening in the village

26 **HOME CARE NEWS**
Out and about with the team in pink

28 **HOTEL SERVICES NEWS**
Ways you can boost your home and health

29 **RECIPES FROM THE CHEF**
Yummy treats for your holiday celebrations

31 **MAINTENANCE NEWS**
Tips and tricks from the team

32 **ORGANISATIONAL NEWS**
News from behind the scenes of Crowley

37 **FACEBOOK POSTS**
Feature posts from our social media

39 **GAMES CORNER**
Try your hand at these mind melting quizzes!

COVER PHOTO

Independent Living residents Pat and Bill Parsons enjoying a dance during an evening out.



A Moment with Our CEO

Hello everyone,

Thank you

We often receive cards from relatives of residents thanking Crowley for our support and kindness. Recently I was struck by a card from a daughter and son-in-law of a resident that I'm proud to share with you because it is full of heartfelt gratitude. It reads: "Too often in this world we fail to take the time to stop and acknowledge the small actions and moments which make a difference to others. We are writing to say a genuine thank you to all the staff at Crowley who have done many small actions which made a difference for us... All of the staff we have encountered have shown kindness, patience, humour, understanding, care and a genuine interest in Mum as an individual."

The card said other wonderful things about Crowley and as CEO it is very reaffirming to receive such great feedback.

Hair, beauty and a Hollywood cafe

Our new Hair and Beauty Salon on the new Plaza is open and is proving popular with residents. If you haven't yet seen the Salon I urge you to pop in and take a look. I'm not surprised bookings are rolling in.

Right beside the Salon, our new cafe "Barney's" is fast taking shape. With a 1950's Hollywood Glamour theme (and a name to match) Barney's I'm sure will become the daily social hub for the Crowley community. Complete with popular cafe style booths, when open, Barney's will connect and flow through to the new Entertainment area. The new cafe is bigger, better and with more dining options. It will be a great place for visitors, families and residents to connect.



New Serpentine wing full

Our new Residential Care facility is filling fast with the 21 room bottom floor wing Serpentine already fully occupied. Our progressive opening of the new facility is on schedule with demand for rooms remaining strong. The next phase will be the opening up of the Missingham Wing on the top floor.

Our staff have done an outstanding job embracing the changes and making our residents feel at home in the new facility. Along the way we have overcome small teething issues as we opened up the new building and our residents and families have been very understanding. Thank you.

Whilst the new building is beautiful, it is because we have people in it, that it feels like Crowley – full of chatter, laughter and conversations.

A Bishop's blessing

We are grateful that Bishop Greg Homeming will bless our new redevelopment at a ceremony at Crowley on August 8th. Further details regarding the day will be coming to you shortly.

A handwritten signature in black ink, appearing to read "Michael Penhey". The signature is fluid and cursive, written on a white background.

Michael Penhey
Chief Executive Officer



Redevelopment Update

Kelli Potts
Executive Manager Operations and Finance

Our new Hairdressing Salon and Beauty Room are open for business!

We excitedly opened the doors of our new Hairdressing Salon and Beauty Room this month and our hairdresser Tracey and beauty therapist Michelle have had a great time welcoming all their clients to this newly opened space. These spaces have been designed with resident and client comfort in mind with a separate space for hairdressing and beauty treatments. A touch of glamour has been added with the gold pendant lights, velvet arm chairs and feature wall panelling.

Next time you walk by, be sure to pop your head in and say hi.

Our refurbishment of Lillipilli reached another milestone this month with the completion of rooms 79 and 80. And we are happy to say our Maintenance Team will shortly begin work on the next two rooms in this space.







Out & About

Lunch Outings

We recently had a picnic at Meldrum Park in Ballina. Not only a fantastic day for a picnic but we had an awesome view to match. Boats heading in and out the river, people fishing and kayaking and some cheeky birds trying to steal our food. It was a perfect day. Second was our visit to the Ballina East Golf Club for fabulous Chinese cuisine, with the favourite dish being garlic sizzling prawns and deep-fried ice cream. Have you or your family eaten out lately? Let us know places you have dined, so we can add them to our list.

State of Origin

We have done it! The first two rounds of the State of Origin were a clean swipe to the Blues. Congratulations to Judy Hoolihan for taking the first win in our annual Footy Tipping Competition. Don't forget your blue or maroon colours to wear for the final round on Wednesday 11 July. All residents welcome to come and get together to watch the game on the big screen in the Entertainment Room.





On The Road Again

Our scenic drives over the last month included a trip up to Richmond Hill along the Wilson River toward Bexhill. We stopped under an old fig tree in Bexhill to have a hot cuppa and chat about the area. We counted numerous trucks, in particular two milk trucks that passed us, stirring up some great memories. Our next adventure was to Lennox Head, Suffolk Park and then a skip down the highway to grab a McDonald's ice cream. Lastly we headed towards Brunswick Heads, over the old bridge for a glance over the water. To finish the drive we cruised into Ocean Shores. Being amongst these coastal towns really shows you just how lucky we are to live in such a beautiful area. Residents are looking forward to their next trip, which will be to Evans Head.

Birthday Celebrations

Hip hip hooray! What a wonderful month of birthdays we have had in Residential Care this last month. We love celebrating birthdays and look forward to all the upcoming ones!

Out & About Last Month at Crowley

Strung Together

Crowley residents enjoyed a morning out at the Community Gallery with Jet (coordinator) and other community members. It went off with a big bang as residents nailed in the nails to their board to create the masterpieces you see here. Participants were encouraged to harness their creative potential through hands-on art activities, and afterwards we were spoilt with lovely scones, fresh cream and homemade jam.

UPCOMING EVENTS

Crowley Choir

Our next Crowley Choir performance will be on 9 July 2018 at 3:00pm in the Entertainment Room. The theme for this performance is "A Winter Wonderland". We are all looking forward to this performance.

Ballina Coast Guard Outing

Our next residential men's outing will be to the Ballina Coast Guard Tower on 20 July. Please see L&L staff to place your name on the bus list.

Craft Sale

Crowley Craft Sale will be held on 26 July at 1:30pm in the Entertainment Room. There will be a lot of beautifully created items for sale, so come and have a look... you never know what you might find!

July Resident's Meeting

Our monthly resident meetings are held once a month in the Entertainment Room at 10:30am on the last Friday of the month. Come along, enjoy morning tea and see some new faces. Our July resident's meeting will be held in the Entertainment Room on 27 July at 10:30am after morning tea. This is a chance for our residents to ask questions, give suggestions, welcome new residents and catch up with friends. Please come and join us.



Crowley Auxiliary

Bunnings Cake Stall Sell Out



In June the Crowley Auxiliary held the Bunnings Cake Stall in Ballina. The day was a massive success to say the least! The folk at Bunnings said they have never seen a better cake stall; the tables were bowing with the loads of sweet treats contributed by the wider Crowley community.

The Auxiliary were shocked and amazed by how much was donated and we must admit we thought we would be bringing treats back to share, but after commencing the sale at 9am we had an absolute SELL OUT by 11.30am, making over \$1200 for the Auxiliary!

We would like to say a big THANK YOU to everyone who contributed to the stall. We had record sales on the day and, as we have said, it was something Bunnings has never seen before – in the amount of stock, the sales, the support and the selling out! We know our community events would not be what they are without the support from our Crowley community – thank you!



Community Connections

Lismore Aviation Expo

The Lismore Aviation Expo will take place Sunday 29 July at the Lismore Aviation Centre, 3 Chain Road, South Lismore.

Entry to the event is \$5.00 with a range of activities for young and old.

The event consists of static aircraft and aerobatic displays, trade stands, adventure and joy flights, children's entertainment and food stalls.





Winter Wonderland

Laura Ellis-Harry
Quality Officer

On Thursday 14 June we held Crowley's Australia's Biggest Morning Tea - a beautiful morning with yummy treats and lots of fun!

The theme was Winter Wonderland that saw an array of staff and residents dressed up in silver and blue. We had snowmen, polar bears and a waddle of penguins!

Australia's Biggest Morning Tea is a special day where we all come together as a community to fundraise for the Cancer Council. We had a 100 Club, a raffle and gold coin donations on the day, collecting a good amount. These funds have been transferred directly to the Cancer Council to fund their various projects and support further research into Cancer prevention and treatment.

Big congratulations to our raffle winner Ruth Brown from Independent Living, and Diana Teague - our 100 Club winner.

Thank you to everyone who attended and assisted on the day. It was a wonderful day filled with fun and our lovely Crowley community.



Wine, Cheese and a Few Good Stories

Dave Crosby
Customer Service and
Independent Living Manager

On Thursday 21 June, the Crowley Library was filled with aspiring authors, avid readers and book worms celebrating the 2018 Crowley Short Story Competition. The crowd indulged in a buffet of cheese platters, wine and engaged in some lively chatter before gathering into the intimate setting of the Library.

We were very grateful to have two special guests join us, being two lovely local authors - Kerry Tolson and June Budd. As well as judging this year's competition, our judges each read an entry from the competition, as well as a sample of their own work.

A wonderful congratulations to our participants this year! It is your participation that makes the evening such a success and enjoyment for all. Collectively, on behalf of those who attended and Crowley, a big thank you is extended to Kerry and Joan for judging and attending our wine and cheese evening.

Reading has an amazing power to both lose ourselves in and find ourselves with, as well as take us to places without leaving where we are. Whether you're a child learning to read, or enjoying a book by yourself, exploring stories is such a simple yet valuable activity we share together. The 2018 Story Booklet is available from Crowley Reception if you're interested in a good read. Remember Dr Seuss said, "You're never too old, too whacky, too wild, to pick up a book and read to a child."





Keeping Healthy in Winter

Christine Lawton
Residential Care Facility Manager

Following on from Kelly Roberts' article last month, here are further tips for staying healthy in the colder months:

1. Eat a well-balanced diet - this provides you with the essential vitamins and minerals to boost your immune system
 - Eating green, yellow, orange, red and purple foods is the best way to ensure you get the nutrients you need
 - Always start the day with a good breakfast
 - Super charged soups with lots of veggies and protein are great for lunch or dinner. There has been research and apparently chicken soup is great for treating colds (just as our grandmothers have probably told us all)
 - Always drink plenty of water
 - Our dietician approved menu in Residential Care covers all of the above



2. Avoid large crowds and other sick people
3. Disinfect surfaces at home regularly
4. Keep up the exercise
5. Avoid stress as this can weaken your immune system
6. Hand wash, hand wash and hand wash some more
7. Dress appropriately for the weather
8. Keep your room, unit or house warm

Have a healthy winter.

Speech Pathology

Crowley Hosts Students

Kelly Roberts **Clinical Manager**

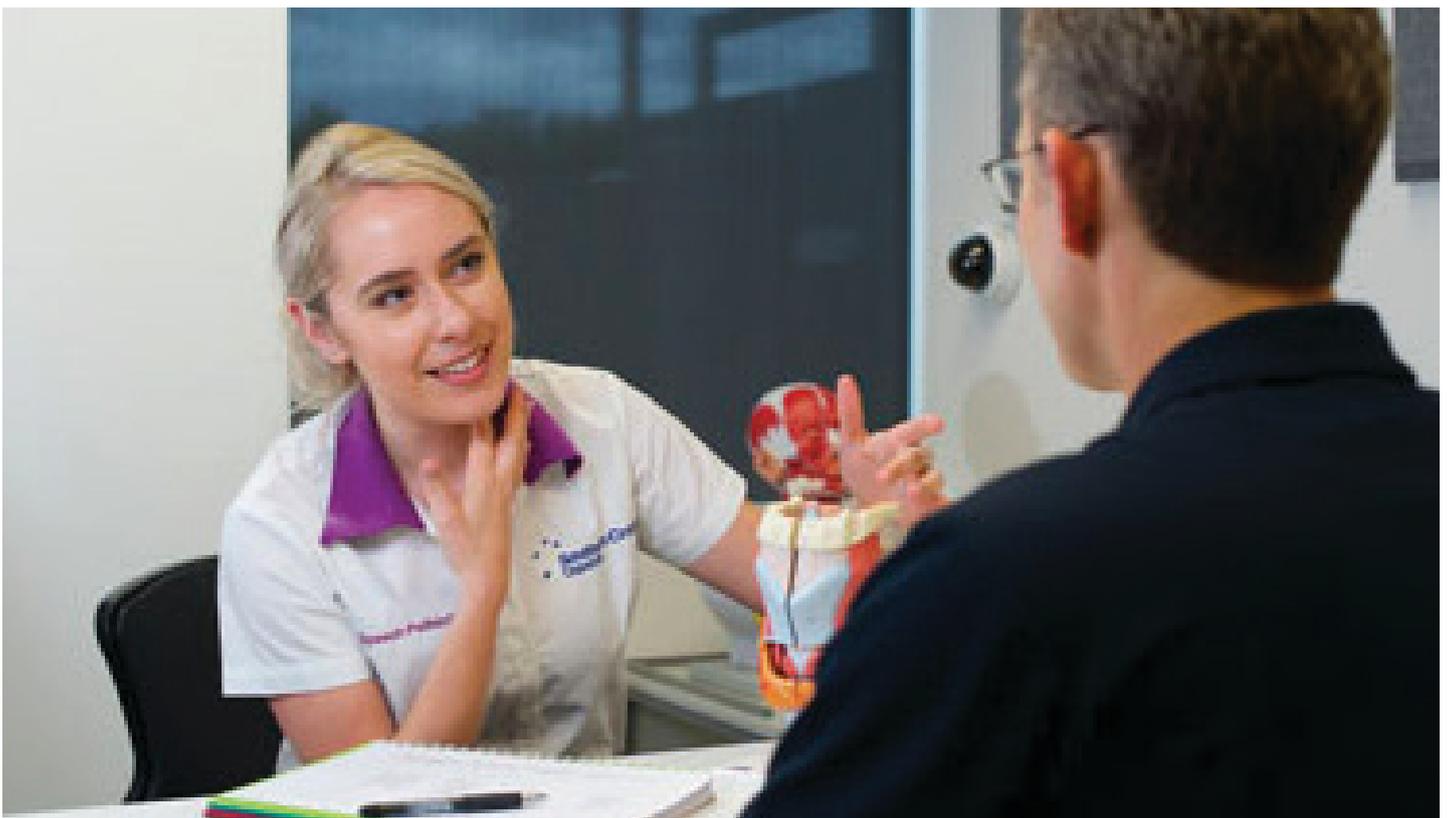
We are fortunate to host several groups of university students each year. Currently we have physiotherapy students, social work students and speech pathology students from Southern Cross University and Sydney University.

These students travel to regional areas to attend their placements and enhance their learning and skills. They also bring to Crowley a wealth of new knowledge and enthusiasm in their chosen fields.

We have learned from our speech therapy students the wide variety of assessments and interventions that speech therapy can provide. Many people would be aware or may have been referred for an assessment of their swallowing. This may be when difficulties are experienced with eating or drinking or perhaps after experiencing a stroke.

However, many speech pathologists also provide actual therapy for speech and voice. This may involve strengthening the muscles in the mouth and throat, longer, stronger breathing techniques and strategies to enable clearer speech and longer sentences.

Speech therapists also work with clients to improve communication using picture boards or computer devices that provide the missing speech for a person unable to communicate their wishes verbally. If you feel this is a service that may assist you or a family member in any way, please contact the Clinical Manager at Crowley to discuss whether a referral to a speech therapist may help you and how this can be arranged.



Money Matters

Important Decisions

Susie Glasson **Business Manager**

In our April edition of Chatterbox, Dave Crosby talked about life being full of decisions and what would happen if we couldn't make our own decisions due to illness or accident. This could happen to anyone of us.

There are documents that can be put in place to ensure we still have a voice about our life, our health and our finances even if we can no longer make decisions for ourselves.

Enduring Power of Attorney

An Enduring Power of Attorney document gives someone else the ability to act on our behalf in financial matters if for some reason we cannot act ourselves. Only an Enduring Power of Attorney continues to operate after the loss of mental capacity. An Enduring Power of Attorney can pay our bills, sell assets and manage bank accounts. They cannot however make lifestyle, accommodation or medical decisions on our behalf. The document can come into effect immediately or after a specific event (e.g. certification from two doctors of loss of mental capacity or as enacted by you).

Enduring Guardianship

An Enduring Guardianship document gives someone else the ability to act on our behalf in matters of accommodation, health care, medical/dental and services. This document also continues to operate after the loss of mental capacity. An Enduring Guardian can consent to normal medical treatment for us, however they cannot make financial decisions on our behalf. An Enduring Guardian cannot make decisions that are against the law, alter or make a will or consent to special medical treatment.



Advance Care Directive

An Advance Care Directive involves us, our close family and health professionals talking about our values and the type of care we would like if we were injured or seriously ill. This document outlines our wishes to help our family and loved ones to make decisions when and if we are unable to do so. This can include decisions about medications/hospitalisation if we have pneumonia to decisions about our preference for medical intervention.

Currently there is no Advance Care Planning legislation in NSW so there is no one form to complete to document our wishes. When considering which form to use it is probably best to choose one that suits your needs and purpose. Crowley can provide one for you to review if it assists you.

It has been demonstrated that health outcomes improve for you and your family when these concerns, decisions and choices have been discussed. It is best therefore, to give your close family and friends copies of your Advance Care Directive as this can prevent distress and conflict when the time comes for your wishes to be implemented.



Choosing a Power of Attorney or Guardian is a big decision, so we need to choose someone we can trust to act in our best interests and carry out our wishes. A Power of Attorney or Guardian can be any competent adult, however, they need to be aware of the decisions they may need to make and they need to know you well enough to make the choices you would make for yourself.

As Dave stated in April, regardless of age or stage in life, these legal documents are recommended for all. These documents ensure we still have a voice about our life, our health and our finances at a difficult time. They also assist our families and provide comfort when difficult decisions need to be made.

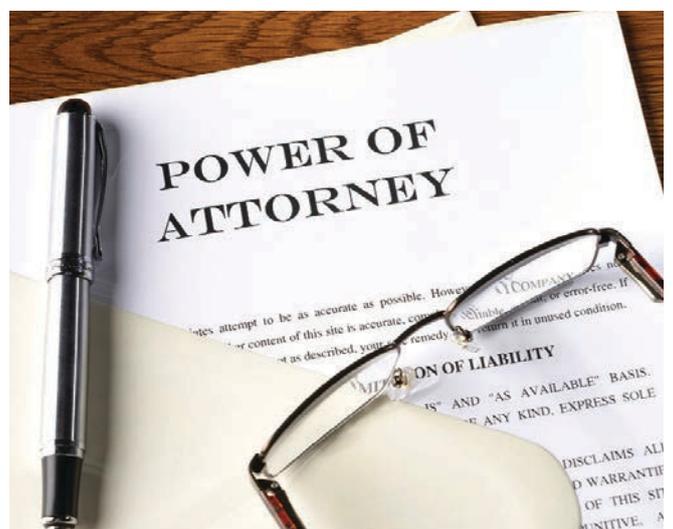
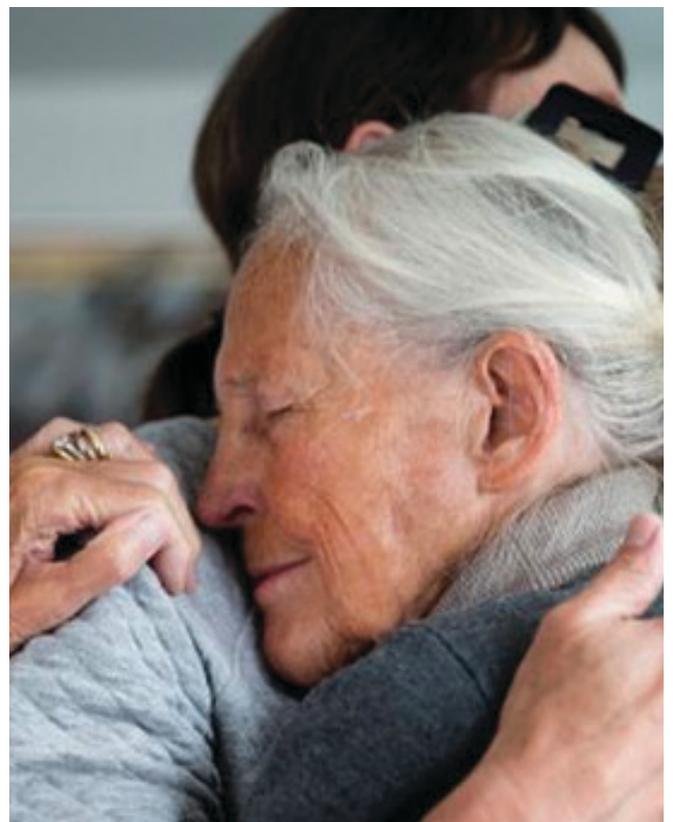
Next step

Information packs are available from the NSW Government or via your solicitor or legal advisor. Make an appointment with your solicitor to discuss these documents if you do not have them in place already. Make sure you discuss your Advanced Care Directive with your close family and friends so you are all on the same page and aware of what you want moving forward.

Finally, Crowley asks that you provide copies of these documents so we can ensure we rely on them if we need to. Please speak to any of our Crowley Team if you require any assistance with any of the above.

Important to note:

Enduring Power of Attorney and Enduring Guardianship all cease on the death of the person, then the Executor of the Will takes over all decision making.





Sister Larelle's Diamond Jubilee

Sarah McMahon **Project Officer**

Larelle Laverty, a Sister of Mercy nun and Crowley Independent Living resident, celebrated her Diamond Jubilee of Religious Life in May. Larelle professed her vows at St Mary's Parish Grafton in the Diocese of Lismore. To honour this momentous occasion, Larelle celebrated with members of the St Patricks Wardell Parish with a beautiful morning tea in Alstonville.

Larelle spent 35 years teaching secondary education in Casino, Kempsey and Grafton and when she retired from teaching she commenced parish work. After her years teaching, Larelle had a great yearning to assist children who were experiencing difficulties at school or home. She requested Bishop Satterthwaite to establish a place that she could care for and tutor these children.

Larelle's dream became a reality in 1991 when the Mercy Centre opened in Wardell in the old Convent. Some children stayed for as little as a week and others for up to six weeks. The love and care

provided by Sister Laverty meant so much to the children. A favourite activity for many children (and also Larelle) was visiting the nearby farm where they were able to milk cows, feed animals and carry out farming duties they could never experience in their family home.

When speaking of the many special experiences in her life, Larelle recalls one of her favourite memories of her travels to the Holy Land with members of her congregation where she sat on the shoreline of Galilee. This memory brought tears to her eyes when describing how close to God she felt.

A special story of a career truly filled with extraordinary work and wonderful experiences. Sister Larelle, congratulations on this wonderful anniversary!

Crowley Board Profile

Michael King

Michael King joined the Crowley Board six years ago. Born and raised in Casino, Michael and his family moved to the Ballina shire in 1993. He and his wife Sharon own Elders Real Estate in Lennox Head, where he has been a partner since 2000.

Chatterbox recently caught up with Michael.

What attracted you to Crowley?

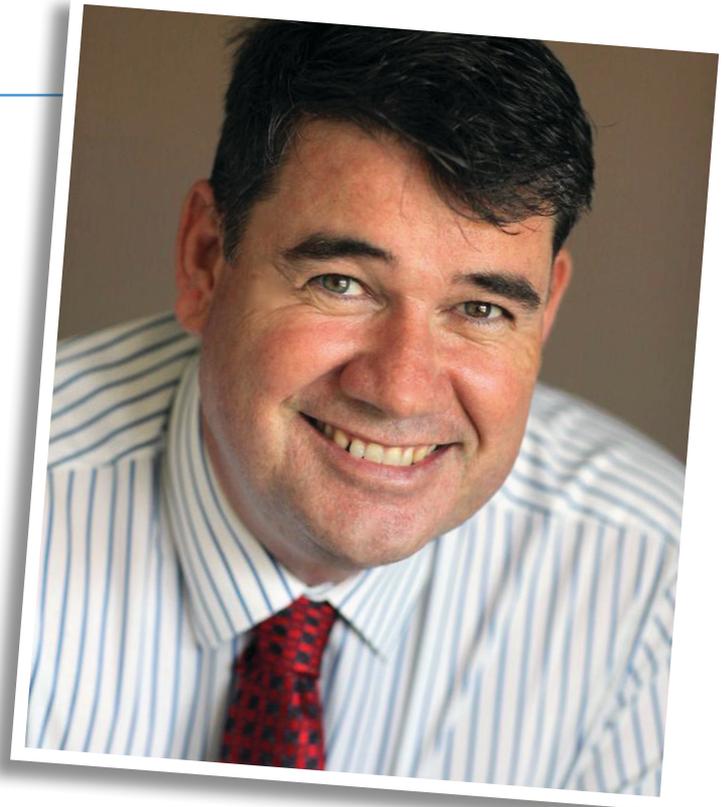
When I was approached by Michael Penhey and he told me about Crowley and what it was achieving in our region I felt I wanted to help and give something back. I believe as a community we have a charter to care for our elderly. Being on the Crowley Board is a small way I can give something back. I feel it is a privilege to support the elderly in meaningful ways and I think Crowley is doing this in a unique way. Our seniors in our community have given their life and service to others and it is our time to give something back to them. For me it is important we do this with dignity, respect, whilst recognising everyone at Crowley, no matter their age, they are, an individual. I think Crowley does all this exceptionally well. It makes me proud to be of service to this group of people.

When you think of Crowley, what comes to mind?

Positive thoughts because I believe Crowley is a fantastic organisation. It is very well run, and I have the utmost respect for Michael, Kelli and the management team. The decisions taken on behalf of the residents are well considered and well planned. I like that and being involved and helping where I can.

What skills do you bring to the Board?

My career in real estate has given me an appreciation for good marketing, people management and because of my role I'm connected into our community on many levels. I hope some of that is able to help inform our Board in our decision making.



From a real estate perspective Crowley is in a great location and our Master Plan is doing everything to maximise the beauty and the views. That is important and so too is the continued improvement to the facilities for our residents so that they have a great place to live and enjoy. But more importantly, I have come to appreciate, is the quality of care we provide and that matters most. I think the Crowley team do a great job at this.

What has changed and what do you think people are looking for now in an aged care facility?

These days people are definitely looking for a lifestyle in their retirement and when they need some support with daily living. And I think Crowley has evolved well over the years as a lifestyle option that attracts seniors and their families. We need to continue to do this very well if we are to meet our community's expectations and remain at the forefront of our region's care community. Whilst Crowley is a business we should never lose sight of the fact that we are a not-for-profit organisation and that our charter is to care for the elderly in the best way that we can by continually improving what we do. It is exciting to be part of it all and I'm grateful for the opportunity.

Crowley Connections

Dave Crosby

What's the story with this guy?

I am Crowley's Customer Service Manager.

I am also a husband to Katie, and a father to Ella, Hadley and Archer. I am both a coffee and lycra enthusiast, often enjoyed at the same time. I am privileged to have the support of my family to pursue my passion as a triathlete, and thought I would share my day out at Ironman Cairns.

In June I competed in my third Ironman at the Cairns Ironman Asia Pacific Championships. An ironman race is a 3.8km swim, 180km cycle, and a 42.2km (marathon) run.

The day started with an open water swim in tough conditions. Sighting the swimming buoys was tough with the swell and choppy conditions. The wind was blowing sea spray off the top of each rolling wave. Many athletes exited the swim suffering from sea sickness forcing them to retire from the race.

Turning at the far buoy I noticed the current was now in my favour, after struggling against it for the previous 1.9kms. I increased my stroke rate, out of a pure desire to get out of the water. Glancing across the open water, all 1000+ athletes were now in the ocean battling the conditions together. At least the conditions distracted me from the possibility of sharks, stingrays and, yes, crocodiles.

Hitting the sand I stumbled as my legs adjusted from fiercely kicking to now running as if for the first time. Finally the chance to take some big deep breaths free of salt water.

Off with the wetsuit and goggles and I was now running out of transition with my bike. I was looking forward to the ride. I wasn't thinking 180kms to go, I had broken the ride into 60kms segments, knowing the course and conditions and having target times to meet each segment.

The course headed straight up the Captain Cook Highway to Port Douglas on one of Australia's most scenic drives. For 120kms I was able to ride a good pace, take on nutrition and not punish my legs (too much) knowing I still had to get back to Cairns and run a marathon.





Turning for Cairns at Port Douglas for the final time, my face felt a stiff tickling breeze. The following 60kms back to Cairns was into a 24km/hr headwind. It was tough physically and mentally. Rolling into Cairns I was ecstatic to hand my bike to a volunteer and at that point in time, happy if I never saw it again.

The shoes went on and it's only a marathon to go. Running through the first aid station my legs felt stiff and unresponsive. I knew the last two hours on the bike had taken its toll and I was regretting the lack of nutrition I took on board.

I spent the next few kms hoping the legs would again adjust and rise to the occasion. They didn't. I battled the first 14km lap.

I finally saw Katie for the first time since entering the water earlier that morning, and I bent in half with cramps, my day done. After some inspiring words and some secret sauce, I starting running again.

The run of every Ironman is more a mental battle than a physical. Pain and exhaustion will always be there, it comes down to being mentally strong to keep going when every inch of your body is screaming and pleading with you to simply stop.

With the sun setting, I entered the finish chute. A red carpet path, with grandstands either side, filled with both friends and strangers cheering you as if you're lifelong friends. There was music and lights (not that I was really aware), and the event MC calling your name out for the crowd to cheer. Participants and supporters cheering each other on. There is a shared respect among Ironman competitors, from the professionals to the midnight finishers, a badge of respect, and shared achievement.



I saw Katie hanging over the fence willing me across the finish. After high fives, hugs and a special kiss to Katie, I stepped over that finish line in 10 hours and 18 minutes.

Finally my body received its wish; to stop. Hunched on a plastic chair in recovery, I finally allowed my body and my mind to relax. A cocktail of pain relief and tears were experienced all at once. All I wanted was the arms of Katie, a hot shower and a cheeseburger.

Later this year in September I fulfil a childhood dream to wear the green and gold and represent my country. Throughout 2018 I have raced a number of national qualifier events and have earned a place in the 2018 Australian Age Group Triathlon team to race the world's best on the Gold Coast. It will be a thrill to compete at this level, on home soil in front of family and friends. This will be a highlight for me. I can't wait.

My household is full of athletes. My wife Katie tackles her first marathon in July at the Gold Coast Marathon, and Ella has started competing in Triathlon also. I'm sure Hadley and Archer are not far behind.



From the IL Desk

Jenny Kliese

Independent Living (IL) Coordinator

Have you heard about “My Health Record”? It is the national electronic health record system introduced by the Australian Government on 1 August 2018.

What does this mean for you?

All your important health information and medical history will be available for health care providers such as doctors, specialists and hospital staff. It brings your health information into one place to reduce errors and improve health care outcomes.

What is included in your My Health Record?

It may contain:

- A history of medications prescribed
- A medical history of conditions and treatments
- Hospital discharge information
- Diagnostic (scans and x-rays) imaging reports
- Pathology reports

You can add:

- Information about your allergies and reactions
- Emergency contacts and their details
- Personal health notes
- Advance care directive
- Information about other medicines or vitamins you might be taking

The benefits of having the My Health Record:

- Better access for authorised doctors, specialists and hospitals – if you move or travel interstate your information can be viewed securely online
- Security – there are strict rules and regulations on who can access your My Health Record to protect your health information from misuse or loss
- Registered healthcare providers will be able to access your My Health Record when providing healthcare to you. Your information is not disclosed to anyone else, unless required or permitted by law
- Convenient – you won’t have to remember and repeat your health history, conditions, immunisations or medications with new health care providers and hospital stays
- Improved safety in a medical emergency – healthcare providers connected to My Health Record system can see health information that lists your allergies, reactions and medical conditions you may have, giving them vital information to give you the best possible care and treatment quickly

For more information, you can visit myhealthrecord.gov.au or check with your GP about the My Health Record system. You can choose to opt out of this system at any time, all you need to do is notify your GP by 15 October 2018.

QLD **STATE OF ORIGIN** NSW

STATE OF ORIGIN MUFTI DAY

**CALLING ALL CROWLEY
RESIDENTS AND STAFF!**

Dress up in your team colours to
show your support and get in the
spirit of origin!

Game 3 – Wednesday 11 July

We Bid You Farewell



Dave Crosby

Customer Service and Independent Living Manager

It is with mixed feelings I inform you, that Nancye Holmes has resigned from Crowley. Nancye joined Crowley back in 2008.

Nancye is a naturally honest and fair person who has been the listening ear and a caring touch to so many of our Independent Living residents.

Nancye's contribution to Crowley, both through her work and her friendships with residents and staff, will be missed. I feel Independent Living will be the ones who will miss her most, due to the strong relationships she has invested in over the years.

Nancye is currently on leave, so sadly has worked her final day with Crowley. Thank you Nancye, we wish you all the best.

Phones to be tested in July

1-16/5 Florence Price Place

1-29 St Pauls Close

1-5 Redford Place

An Afternoon at the Movies

Victoria and Abdul

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 month's screening are as follows:

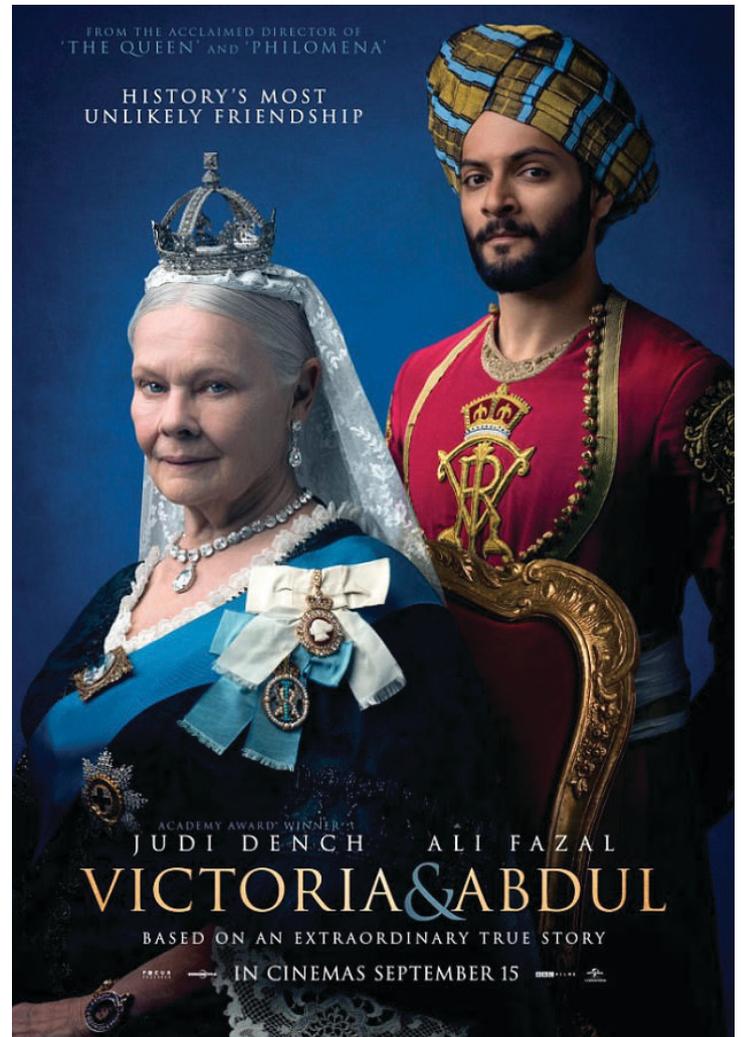
Movie: Victoria and Abdul
Genre: Biography, drama, history
Directed By: Stephen Frears
Written By: Lee Hall, book by Shrabani Basu
Starring: Judi Dench, Ali Fazal, Eddie Izzard, Tim Pigott-Smith, Michael Gambon

The extraordinary true story of an unexpected friendship in the later years of Queen Victoria's (Academy Award winner Judi Dench) remarkable rule. When Abdul Karim (Ali Fazal), a young clerk, travels from India to participate in the Queen's Golden Jubilee, he is surprised to find favour with the Queen herself. As the Queen questions the constrictions of her long-held position, the two forge an unlikely and devoted alliance with a loyalty to one another that her household and inner circle all attempt to destroy. As the friendship deepens, the Queen begins to see a changing world through new eyes and joyfully reclaims her humanity.

Reviews:

"A sorta-sequel to Mrs Brown deals effectively with another of Queen Victoria's unconventional friendships and reprises Judi Dench's powerful and unparalleled portrayal." - Empire

"Dench is 82 now, but she remains the world's most formidable pixie, and in "Victoria & Abdul" she's in her element and in her snappish, showbiz-melancholy prime." - Variety



Crowley Screening

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



IL Mens Bus Trip Thursday 12 July

8.30am departure from Crowley Education Centre

\$5 bus fare, \$6 admission + food and beverages

Our July trip will be a Mystery Tour of some very interesting places in the local district. We will visit some places that we have not visited in some years. There have been a few of us planning this trip and we think these locations will be appropriate and of interest to us all. We have scheduled some great spots for morning tea and lunch.

RSVP to Crowley Reception by Monday 9 July



IL Ladies Bus Trip Thursday 9 August

8.30am departure from Crowley Education Centre

\$5 bus fare + \$7 for tour and morning tea + lunch

Join the Ladies as they head off to Alstonville for a tour of Crawford House Museum check out the August Exhibition of beautiful embroidery. The admission fee includes a cuppa and scone. Following this, we will enjoy a scenic drive through the hinterland and valley toward the Eltham Hotel for lunch.

RSVP to Crowley Reception by Monday 6 August

It's About Time National Diabetes Week

National Diabetes Week runs from 8 July to 14 July.

In 2018, National Diabetes Week will continue to raise awareness about the importance of early detection and early treatment for all types of diabetes as part of the "It's About Time" campaign. Diabetes Australia's "It's About Time" campaign aims to raise awareness about the importance of early detection and early treatment for all types of diabetes.

Too many Australians are being diagnosed with diabetes too late. This is true for both type 1 diabetes and type 2 diabetes. The delay in diagnosis is putting many people at risk of major life-threatening health problems.

"It's About Time" we detected all types of diabetes earlier and save lives.

TYPE 2 DIABETES
**CAN DO
SERIOUS
DAMAGE**
IF NOT DIAGNOSED EARLY

IT'S A LEADING CAUSE OF

BLINDNESS KIDNEY DAMAGE AMPUTATION HEART ATTACK

Orange Wednesday

SES Support and Celebration

Late in May we acknowledged Wear Orange Wednesday, a day where people across Australia dressed in orange to celebrate and say thank you for the amazing work the State Emergency Services do for all of us. It was a fun day here at Crowley where many staff members and residents dressed in orange hues. We had traffic cones, construction inspectors and some “actual” SES Workers. On the day we had a small collection that was donated directly to SES NSW and earmarked for our Ballina service. Thank you to everyone who participated - it was a fun day!



BOOK CLUB

with Judy Riley

The Crowley book lovers met in May to discuss “The Secret Diary of Hendrick Groen”.

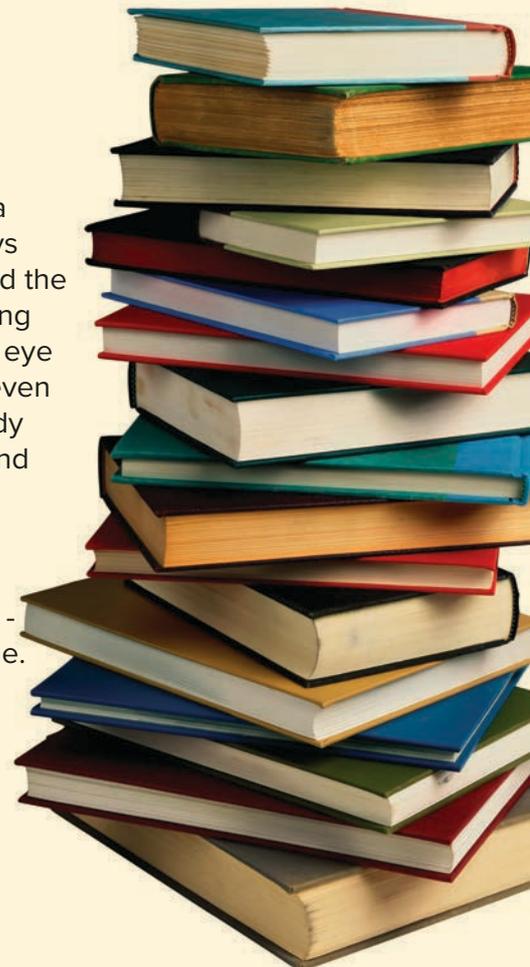
Hendrick Groen, an 83 ¼ year old man, lives in a retirement village in Holland, so the book shares a little bit of news and knowledge of the country. Each day he records the comings and goings of his friends, the staff and the management of the Village. It is a whimsical tale and most of us enjoyed it a lot.

Some of the Residents are still mobile, so they form a group of like-minded folks to meet, have a good time, go on trips, have dinners and enjoy some drinks. They call themselves the OBNT which stands for “old but not out”.

The author, Hendrick, purchases a “Gopher” for himself and he enjoys his outings and his rambles around the streets and parks, sometimes taking friends with him. They all keep an eye out for each other and Hendrick even falls a little in love with a lovely lady who he reads to, plays music to and keeps her company as her health gradually fades away.

Most of our readers enjoyed the story. Some thought it a little slow - read it for yourself and then decide. Lots of laughs along the way.

Our next Meeting is Thursday 26 July. All welcome, especially if you are a “bookworm”. Happy Reading to you.





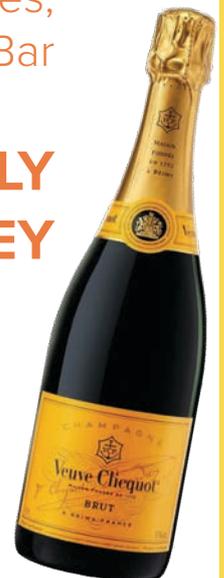
CROWLEY AUXILIARY
BIG RAFFLE
2018

TICKETS \$2 EACH OR 3 FOR \$5
AND AVAILABLE AT CROWLEY RECEPTION

PRIZES KINDLY DONATED BY:

Ballina Home Health Care Hire & Sales,
McGrath Real Estate & Ballina Beauty Bar

RAFFLE DRAWN 19 JULY
AT CROWLEY





Home Is Where The Heaters Are

Sherrie Viney **Home Care Manager**

Well, winter is upon us and our homes need to be warm and comfortable!

When heating our home or certain rooms we spend most time in, the size of the room, safety and the expense are considerations.

There are some tips on how to keep our homes cosy without costing too much money. The design of a home plays a huge factor in how this can be achieved.

- Allow the light in through the day
- Draw the curtains at dusk and use heavy, thick curtains
- Shut up any unused rooms
- Exclude draughts from under doorways with draught excluders (we use to call them sausage dogs). You can even make these out of stuffing a pair of stockings with old socks
- Think about covering glass doors leading out to external areas with curtains
- Consider glazing your windows

It is far more inviting to have your bathroom warm when undressing and showering in winter too. Think about having a small heater in the bathroom.

I like to use the excuse of heating my kitchen with having the oven on to cook roasts and puddings in winter. I do tend to put on a bit of weight with this heating option though!

What type of heating appliance?

This depends on the size of the room, how fast you need the room to be heated, the costs and safety issues. Reverse cycle air conditioning is the most energy efficient for electric heaters. Check out choice.com.au for reviews on the best appliances.

If your family are looking to buy you a gift this season, consider asking them for a heating appliance.

Alternatively, if you have a Home Care package and you need to purchase safe heating options to remain independent in the home, then we can certainly assist you with purchases from your packaged funds. Call your client case officer to discuss.

Home Care Client Profile

Muriel McGilvray



Where were you born?

Goulburn, NSW.

Where did you live as a child?

In Goulburn and I remained there until I married in 1939. We had our four beautiful children in Goulburn also.

Do you have any Brothers and Sisters?

I am the eldest of eight. I have three brothers and four sisters. My mum was a busy woman!

What did you do when you left school?

I worked in my father's office. I left school when I was 14 and worked the telephone exchange until I was 23.

Tell us about your family:

My husband was a senior motor mechanic for the PMG and worked there most of his working life. He loved to fish and taught me how to catch and fillet flathead. I had two cookers at home - one for fish and one for chips. The kids used to bring their orders into the kitchen and I would cook up the fish and chips.

My father was a Southern District Cricket Selector and he with two others were first to select Don Bradman to play professional cricket. Don was 17. I have four children who look after me very well. A son in America, a daughter in Old Bar, another daughter in Goulburn and another in Lennox Head. As young ones they all surfed, they all still do with one competing in the over 60's competition in Noosa this year.

Tell us about your interests, hobbies or passions:

I love golf and anything to do with the gardens and flowers. Mum gave me a patch in the garden when I was 14 and I bought my first rose bush. I won awards for flower arrangements and later on, I used to press my own flowers.

What are two good decisions you have made?

Marrying my husband Ronald William McGilvray and coming to Crowley. I love my little villa and the beautiful view I get to wake up to each day.

What is your favourite memory of your life so far?

My favourite memory was watching my husband standing on a rock in the ocean fishing for our lobster pot with a pole while the sea was washing all around him in Durris Lake, I tried to warn him that the waves were coming in...

What is your favourite food?

Fish and chips of course!



Goodbye to Banjo's

Tony Baldwin **Hotel Services Manager**

The time is quickly approaching that we say good-bye to the old café and move into our exciting new purpose-built café. The new café will feature some very exciting additions and experiences for our residents, clients, families and staff.

The exciting changes and additions include:

- Private dining room available for bookings
- Booth style dining and outdoor dining
- Kids play room equipped with a retro arcade machine
- New menu that we are very excited to share with you all
- New shiny black coffee machine all the way from Italy
- Friendly café staff for the full café experience

This café is modelled just like any café you might attend in town. If you know you have family or friends coming to join you for morning tea or lunch we encourage you to book a table or booth, or our Private Dining Room is also available for larger groups.



We would like to thank everyone for their assistance over the years in helping the staff with everything when we have been busy or experiencing change. We are so looking forward to welcoming you into the new café, having you visit and enjoy the special and relaxing experiences we are hoping to facilitate.

Recipe from the Chef

Lamb Shank & Pearl Barley Broth

INGREDIENTS

1 tablespoon olive oil
2 lamb shanks
1 large fennel bulb, finely chopped
1 brown onion, finely chopped
1 carrot, finely chopped
2 celery sticks, finely chopped
2 garlic cloves, crushed
1 cup (250ml) dry white wine
4 cups (1 litre) Massel beef style liquid stock
1/2 cup (105g) pearl barley
2 tablespoons tomato paste

1 Heat the oil in a large saucepan over medium-high heat. Add the lamb shanks and cook, turning occasionally, for 5 minutes or until brown all over. Transfer to a bowl.

2 Add the fennel, onion, carrot, and celery and cook, stirring, for 5 minutes or until onion softens. Add the garlic and stir to combine. Add the wine, beef stock, barley and tomato paste and stir to combine. Return the lamb to the soup and bring to a simmer.

3 Reduce heat to low and cook, covered, for 2 hours or until lamb is falling off the bone. Transfer lamb shanks to a plate. Remove the meat and discard the bones. Cut into 2cm pieces. Return to the soup. Taste and season with salt and pepper. Ladle evenly among serving bowls.



Join the Crowley Auxiliary
for an afternoon with

Sebastiaan

Thursday 19 July, 2pm
Crowley Activity Centre
\$15 per person

Includes cheese platter and
glass of wine or soft drink per person

Book and pay at Crowley Reception
by: Monday 16 July



Update From Maintenance

Staying Safe in Winter

Albie Viel Maintenance Manager

Each year the NSW Fire Brigade attends approximately 4,500 residential fires in NSW with approximately 30% of them occurring in the winter months, and 47% fires starting in the kitchen.

Coming into winter the State Fire Brigade advertise check lists for the public to consider best practices to reduce potential hazards. In our village our Independent Living Coordinator and other staff call on residents to check in regularly. Please remember we also have the availability of cleaning services and the onsite maintenance team.



Welcome To The Team, Terry!

Terry is the newest member of our Maintenance Team.

You will find him helping with Maintenance jobs both in the Residential Care Facility and out in Independent Living.

If you see Terry about, be sure to introduce yourself, and give him a friendly Crowley smile.

Some tips to follow:

- Residents who use an electric blanket - please test the blanket by lying it flat and then switch it on for five minutes before putting it on the bed. Ensure the lead is not frayed. Remember the correct way to store electric blankets when not in use. Never fold an electric blanket to store it. Roll it up carefully to avoid kinking the elements and store safely where nothing will be placed on top - or simply leave it on the bed switched off and unplugged
- Remove the lint from the dryer each time it is used
- When using portable heaters, ensure the lead and heater do not become trip hazard
- Ensure your range hood and its filters have been cleaned to remove the build up of grease
- Switch small appliances off at the wall and unplug if possible

Coming into winter there are often requests for air conditioning checks.

Tips for air conditioning use:

- Air conditioning units are set on the winter mode at 24 degrees and auto fan
- To make better use of your air conditioning unit close the door to rooms that don't need to be heated
- Ensure windows are closed to prevent the loss of warm air
- For homes that face the south turn the air conditioning on in the afternoon, so less energy is used to warm a colder house at night
- Turn the air conditioning off overnight

Making Feedback Flow

Employee Satisfaction

Michelle Golding Quality Manager

This month, Making Feedback Flow features comments from our 2018 Employee Satisfaction Survey.

This is a snapshot of results. We look forward to bringing further results to you in the months to come.

Staff were asked “What MOST SATISFIES you about your work?” Here are some of our favourites.

“

The hard work and ‘over and above’ displayed by staff, is not to inflate a share price or line pockets. It’s to impact the level of care and living experience of our residents.

”

“

Working with the residents, discovering abilities I didn’t know I had and areas I need improving, responses from residents, support team work colleagues and knowing when I need support from upper management I will receive it.

”

“

All the people - there are so many that contribute positively to the culture and vibe. Let’s keep that going.

”

“

The friends I have made with the people I work with and I love seeing, helping and talking to the residents that live here.

”

“

Positive work environment and culture. People are genuinely happy to be here. Doing work that helps others to enjoy their life and receive good care - even from an administrative position.

”

“

To perform my role with quality, integrity and respect to all others. Knowing that I have delivered the best quality of service and helped put a smile on someone’s face within my given time available.

”

“

Crowley’s team culture makes it an enjoyable place to work. The relationship I have with management allows me to feel comfortable to discuss my role and ideas.

”

“ That our organisation continues to provide high standards of care for our residents, while encouraging a ‘family feel’ work environment, which inspires me to give my best, and go home, fulfilled knowing I have done that. ”

“ The staff at Crowley have a great attitude and are supportive. ”

“ The people - residents and staff. The smiles on everyone’s faces. The constant learning / knowledge that I receive. Great environment to work in - far exceeds what I expected Crowley to be like. It is a work environment where you want to come to work every day. ”

“ Relationships with fellow staff members, residents, and their families. Satisfaction of work - a little pleasant interaction goes a long way in another person eyes. ”

“ Knowing my work assists and makes life easier for other staff members and takes some pressure off my manager. The joy and laughs I receive from residents. ”

“ Residents - caring and helping build a rapport with residents seeing them smile and laugh. ”

“ The comfort and warmth I get when entering the facility start of shift. Really enjoy and love the care and support from residents and staff. ”

“ Just being able to improve the quality of people’s lives. It’s the little things that most residents appreciate and its satisfying knowing you have made a difference. ”

“ Developing and maintaining good relationships with residents. ”

“ Great culture, great management and leadership. Staff are friendly. This place is awesome. ”

“ Providing a safe, happy environment for our residents and the support and future career that Crowley offer. ”

“ Working together as a team, helping residents that are in need. ”

Managing Underperformance

Gail Norton

Human Resource Manager

I recently attended a one-day workshop in Sydney on 'Managing Underperformance'. As the Human Resources Manager, I found the day invaluable. I am happy to say I was proud of the way Crowley compared to some other organisations that attended.

Over the last decade we have implemented systems and processes that allow us to have an effective recruitment process and our quality of staff reflects this.

During the interview process our goal is to have each person walk away with a greater desire to work for us than when they walked in. Even if the person is not the right fit, we might love his neighbour or friend. Their interview should be one about which they tell others.

If underperformance of any staff member is identified, we endeavour to act promptly and appropriately, as employees are often unaware they are not performing well and are unlikely to change their performance on their own.

Issues that are not addressed promptly have the potential to become more serious over time. This can have a negative effect on the organisation as a whole and can affect the productivity, performance and culture of the entire workplace.

Cultural fit is a concept that can be hard to define, but everyone knows when it is missing.



Join us for a BBQ and drinks in the

Crowley Activity Centre

Thursday 9 August

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday 6 August

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



Marketing Update

Sarah McMahon
Project Officer

Careers Expo – The Next Generation

The Northern Rivers Careers Expo provided Crowley an opportunity to speak with over 1,000 students about the amazing career paths available at Crowley. The expo, held over two days, saw students from Lismore, Ballina, Alstonville, Casino and Tweed Heads arrive in droves. Many students didn't realise careers at Crowley were not just nursing. They were interested to learn Crowley also offers opportunities in hospitality, administration, maintenance and IT. Crowley recognises our future success relies on the quality of our staff and we saw amazing potential at the expo that would be a great addition to the Crowley Team.



Welcome to our new residents

We have had an exciting few months welcoming our new residents into Serpentine and, together with our Auxiliary, we have been busy preparing the welcome baskets for these residents. Along with some everyday necessities, we have included some treats to help our new residents to settle in. We appreciate the hard work the Auxiliary do in many areas at Crowley and we are thankful for their assistance with the baskets. The ladies of the Auxiliary spent an afternoon chatting, wrapping with cellophane, twirling ribbons and beautifying the baskets. Thanks ladies!



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 - May 31

Sunny Days

This morning Crowley reception was the place to be to catch up on the daily news. The spot of sun shining through the window was perfect on a chilly autumn morning.

Sunshine on my shoulders, makes me happy
John Denver



New Post - Crowley Care - June 22

Music, Memories & Laughter

Our recent speech pathology students have introduced a new weekly program in conjunction with Leisure & Lifestyle team called 'Music, Memories and Laughter'. The program has attracted a wonderful crowd and we have had lots of fun with songs from the 50's, 60's and 70's that sweep us back to the good old days.



New Post - Crowley Care - June 12

Men & Families - Making Healthy Connections

Crowley will be joining communities and organisations across Australia to celebrate Men's Health Week 11-17 June. There are simple steps all blokes can take to get on the front foot. Visit www.menshealthweek.org.au or ask at Crowley Reception for more information.



CANCER HOROSCOPE

21 June - 22 July

Deeply intuitive and sentimental, Cancer can be one of the most challenging zodiac signs to get to know. They are very emotional and sensitive, and care deeply about matters of the family and their home. Cancer is sympathetic and attached to people they keep close, eagerly reaching out their helping hand, but always avoiding confrontations. They are very determined and would do whatever is needed to reach their goal, or at least would try all variants. They find happiness in the simplest things, which are common to others, but are utterly significant for them.

Element: Water

Sensitive, mysterious, refreshing, private

Ruling Planet: Moon

Intuition, moody, emotional, family

Compatibility: Capricorn, Taurus

Cancer Strengths: Tenacious, highly imaginative, loyal, emotional, sympathetic, persuasive

Cancer Weaknesses: Moody, suspicious, insecure

Cancer Likes: Art, home-based hobbies, relaxing near or in water, helping loved ones

Cancer Dislikes: Strangers, any criticism of Mum, revealing of personal life

Lucky Numbers: 2, 3, 15, 20

Colour: White

July Birth Flower: Larkspur, water lily

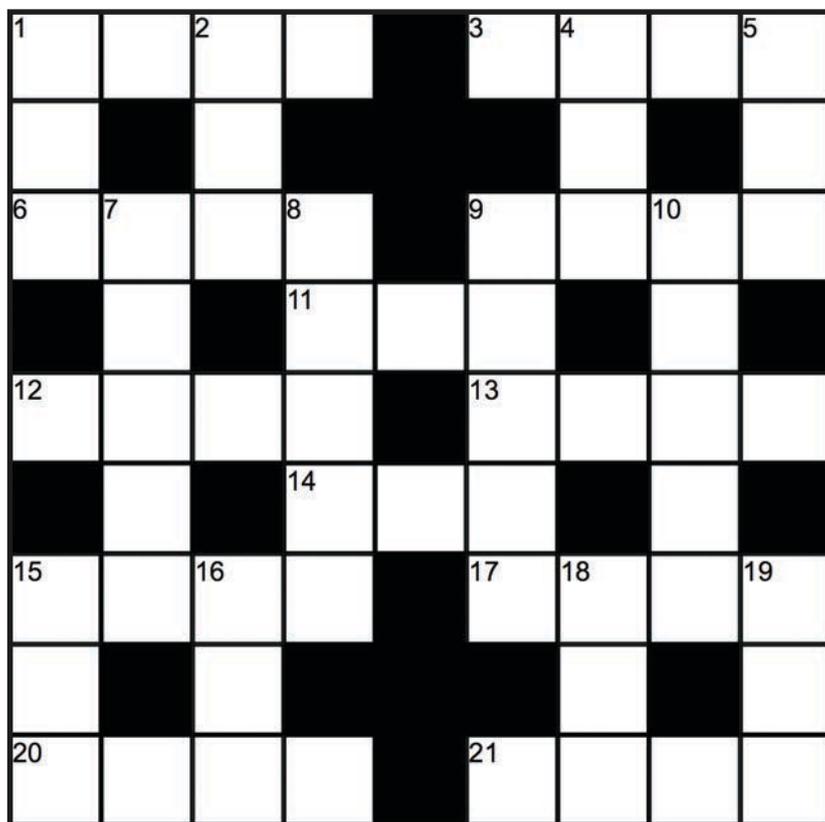
July Birthstone: Ruby

Crowley Dress Up Day Winter Woolies Wednesday 25 July

Pop on your beanies, wrap your scarves and pull up your fuzzy socks - we are welcoming winter in style!

GAMES CORNER

CROSSWORD CLUES

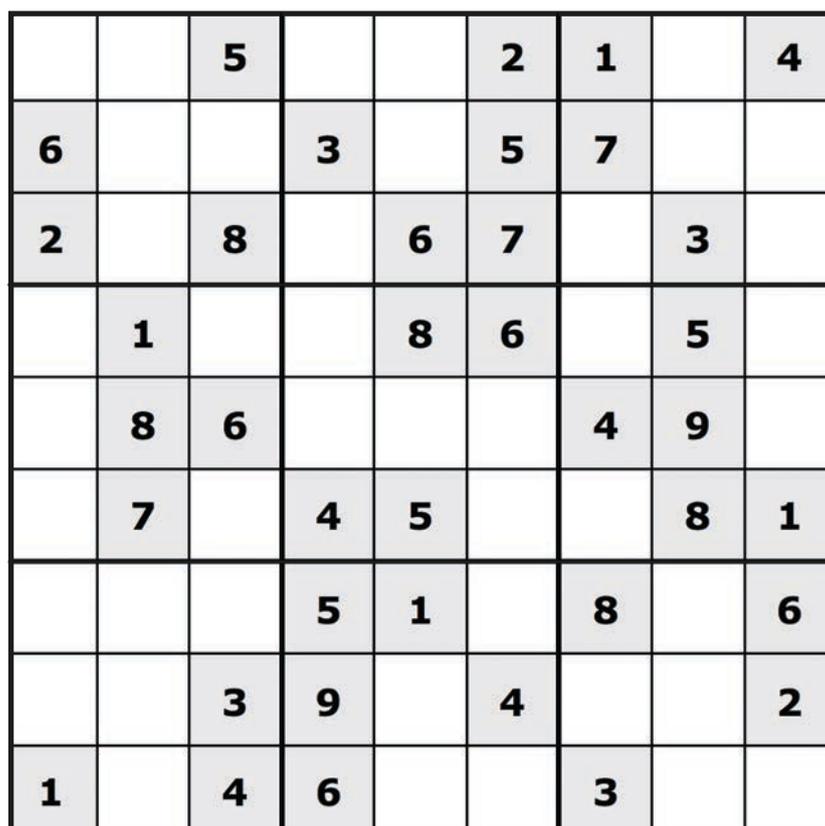


Across

1. Residence
3. Catch sight of
6. Fabricated
9. Homer Simpson's son
11. Forest female
12. Pointy tooth
13. Some wines
14. Talent for music
15. Tiny colony workers
17. Three feet
20. Stew ingredient
21. You do this with a book

Down

1. Meat from pig
2. Angry
4. Small green veggie
5. Youngster
7. Once more
8. Beats by a hair
9. Straw__ or blue__
10. Navigation aid
15. The whole group
16. Foot digit
18. Playing card above King
19. Parent



JOKE CORNER

Q: Why are ghosts bad liars?

A: Because you can see right through them!



Crowley reception was the place to be to catch up on the daily news. The spot of sun shining through the window was perfect on a chilly morning.

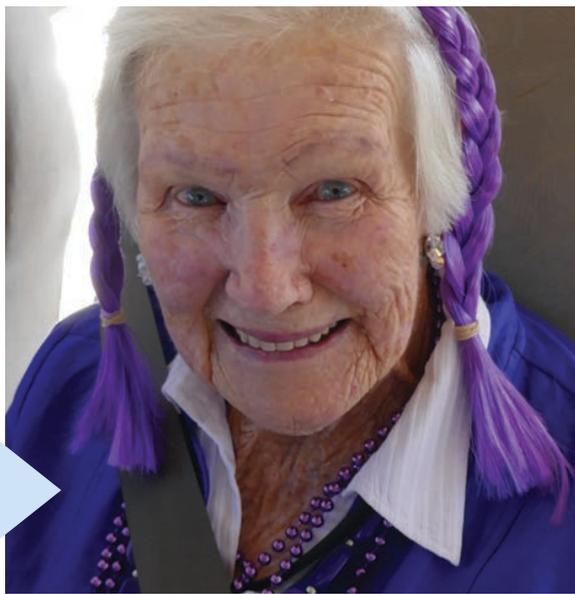


Science lessons brought to Crowley by Questacon saw Margaret Rizzo learning how to fly a teabag.



Kath Healey had an adventure with her family to Singapore. Staying at the Shangri-La, Kath was caught liaising with FBI agents!

Joyce Brown was pretty in Purple to acknowledge World Elder Abuse Day at Crowley.



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.