

the chatterbox

NEWS FROM CROWLEY CARE

MARCH 2018





CONTENTS:

March 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

18 **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

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

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

34 **COMPLIMENTS AND FEEDBACK**
What people have been saying about Crowley

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

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



COVER PHOTO

Mona Watts and Elaine Toogood at our Valentine's Day Celebrations.
Read more on page 9.

A Moment with Our CEO

Hello everyone,

This month we pay tribute to our outgoing Chair of our Board, Steve Barnier.

Steve recently resigned as Chair and from the Board due to health reasons. Having served on our Board for 24 years and as Chair since 2004, Steve made an outstanding contribution, guiding Crowley with great clarity through our major period of expansion and growth.

As our Chair Steve was a clear strategic thinker with an ability to focus on the big picture. He led the Board during the development of Crowley's Master Plan which will provide a lasting legacy for the next 25-30 years. We owe him a great debt and much gratitude for his selfless service.



When I think of Steve I think of Crowley's unique culture, which he exhibits in spades. It centres on mutual respect for the other person's viewpoint, a genuine interest in the other, and a genuine humility. That is Steve to a tee.

A humble man despite his achievements, Steve led our Board in a way that was both collegial and collaborative. And as a leader he held a level of respect from all Board members and he had a unique ability to bring out the best in each and every person. All the while insisting we had some fun along the way!



Steve always encouraged the Board to focus on the needs of our community in their deliberations. He was totally focused on making sure we were taking the best care of our broader "Crowley family".

Across the years I've personally learnt a lot from Steve and I was extremely fortunate to have him as a trusted mentor. He has that rare ability that makes you feel like you are the only person in the room when he talks to you. And I know everyone who knows him feels the same.

Commenting on his time at Crowley Steve paid tribute to his fellow Board members and our Leadership team. He said, "It has been a privilege for me to be part of Crowley. One feels a great sense of pride in the outstanding services delivered to the members of our community."

Steve went on to say, "Crowley is an amazing organisation, with an enviable reputation within the Diocese and our regional community, built over nearly four decades. It will not be surprising that I'm really going to miss Crowley - the place just grows on you!. But really it's all about the people. It has been a privilege for me to work with you and past Boards, Father Michael, Paul Lloyd and the organisation's amazing executive and staff. Please accept my sincere thanks."

Resulting from Steve's resignation Father Michael has appointed Carolyn Hunt as our new Board Chair. Carolyn has served on our Board since 2010, is well known in our community and is a solicitor with Somerville, Laundry, Lomax. To support Carolyn as Chair, Father Michael has created a new role, appointing Glenn Joynson as Deputy Chair of our Board. Glenn has been on our Board since 2011 and is a Relationship Manager with Westpac.

We thank you Steve and wish you well.

A handwritten signature in blue ink, appearing to read "Michael Penhey".

Michael Penhey
Chief Executive Officer



Redevelopment Update

Kelli Potts
Executive Manager Operations and Finance

To say that this past month has been full with projects would be an understatement and a very obvious one for any residents, staff and visitors to our site. With works happening on two fronts, our redevelopment and our refurbishments.

The redevelopment work recommenced after the Christmas and New Year break with Stages 1C2 – the Plaza and Stage 1D – the café being the focus. These two stages are the final pieces of this stage of our redevelopment and by design they complete a series of works that started in the residential care building with the new Entertainment Room and now finish back in the main building. The Café is the connecting piece between the new Library & Education Building and Administration, Chapel and residential care wings, bringing the Plaza area back to connect with the Entertainment Room.

The creation of the Plaza and Café required the removal of the Porte-cochère at the entry to the building that has been a focal point for Crowley for almost 20 years. The structure itself was originally erected by Bennett Constructions back then and utilised recycled steel columns. It was quite remarkable watching the demolition contractors dismantle such a large structure using an excavator to precisely take down piece by piece ready for removal from the site.

The changes within the old reception and administration area have also been significant. Only a couple of months ago, we were still using this space for meeting and greeting our residents, clients and visitors and today the space which will be the café has been completely gutted internally. I have taken some photos which give you some sense of the size of this new café and social space.

On the refurbishment front we have three projects underway. One of these is the hairdressing and beauty salon. The previous salon needed to be relocated to make way for the new café and as such we have made space in Riverview, adjacent to the new café for a larger salon space where the hair and beauty have dedicated areas. The new salons are being designed to add a little more luxury with some beautiful panelling, mirrors and décor, all to enhance the experience for our residents.

The other refurbishment projects include the Lillipilli Wing and the Staff Room. The Lillipilli Wing works are due to resume in March. The Staff Room is now completed. Our staff have patiently waited for this upgrade and more space, which has been made possible with the relocation of office staff to the new building. New indoor and outdoor furniture, décor, a revitalised kitchen, lounge area and staff ‘office’ we hope will add to the benefits for our staff in working at Crowley.





Out and About

School Visits

This month saw the return of our weekly school visits with students from St Francis Xavier and Holy Family primary schools and high school students from Xavier Catholic College. Once again, we have a new group of students who were well rested after their break, enthusiastic, and looking forward to building relationships with our wonderful residents.

Men's Group

Our Men's Group kicked off to a great start this year with the men enjoying lots of good food and conversation. We have a busy year ahead with lots of new ideas and outings planned including the purchase of some remote-control cars, a visit to Coast Guard tower, and guest speakers to attend. Let the fun begin!

Shopping at Ballina Fair

The Leisure and Lifestyle program is now offering a monthly shopping outing to Ballina Fair. Much enjoyed by all, it enables our residents to explore the seasons trends, pick up much needed essentials and bump into friends. Our ladies are loving the pancakes at Sebastian's Café.

Shrove Tuesday

Shrove Tuesday is traditionally a feasting day before the start of Lent on Ash Wednesday. Residents were treated to a feast of pancakes with a choice of toppings. Eating pancakes on Shrove Tuesday comes from a tradition of using up rich foods such as eggs and fats before Lent and these are the ingredients you need for pancakes. Yum Yum...



Out & About

Outings

Crowley residents had fun welcoming back our regular monthly outing to Morning Melodies in February. Always a wonderful show with much enthusiasm, during which we enjoy morning tea from the café.

Bus Drives

Our weekly scenic drives always prove popular, taking in spectacular coast and hinterland drives and finishing with an ice-cream. Recently a drive through Byron Bay proved of great interest to many as did a look at one of our fast-growing estates 'Ballina Heights' and a visit to our rapidly growing Ballina airport. Please let Leisure and Lifestyle staff know if you are interested in attending. Scenic drives are usually on a Monday afternoon departing at 2pm.

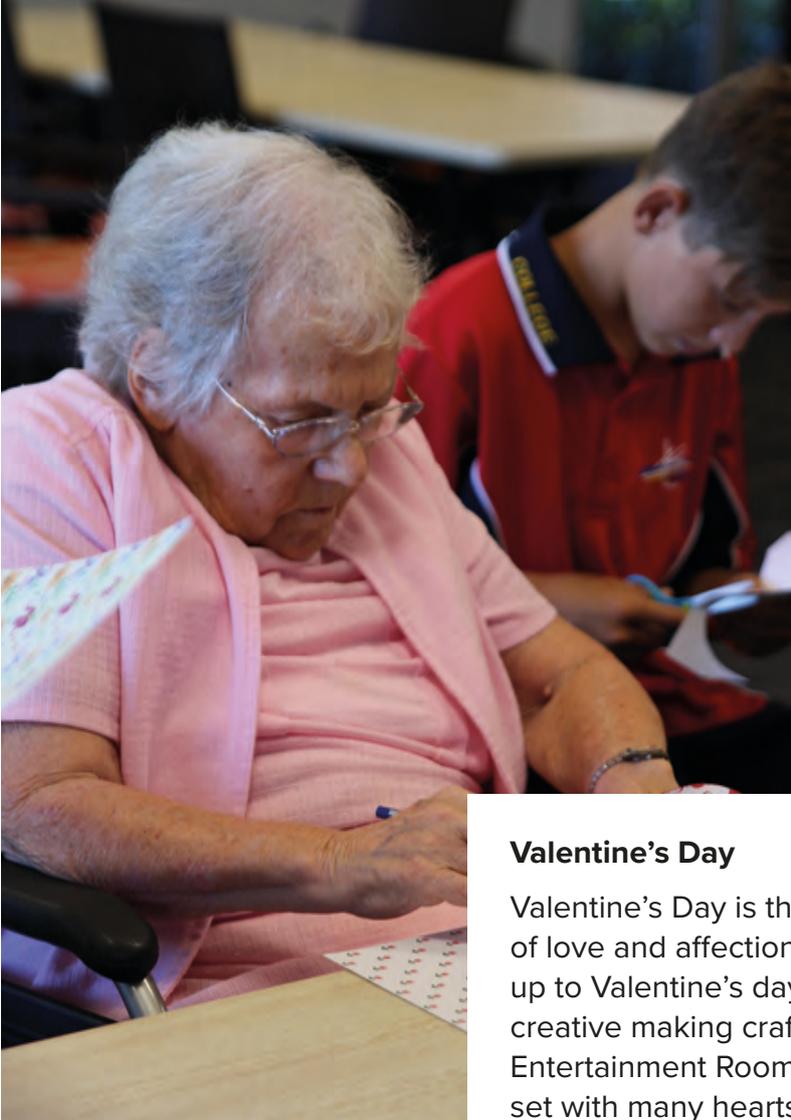
Special Birthdays

During the month of February we have had some special birthdays to celebrate. Congratulations to Beryl Greenwood who celebrated her 100th birthday and Estelle Stirling celebrating her 102nd!

Boot Scooters

Ballina Bootscooters – a troop of over-50s who have been together for 12 years – line-danced their way down to Crowley. Thank you for such an entertaining morning.





Valentine's Day

Valentine's Day is the celebration of love and affection. In the lead up to Valentine's day residents got creative making crafts to decorate our Entertainment Room. The scene was set with many hearts and a sea of pink and red. Residents got busy decorating sponge cake (pink of course) to enjoy at Happy Hour with pink champagne and strawberries... delish! Some romantic tunes were played, with many in attendance dressing up in pink and red, which topped off the day.





Seniors Festival

Laura Ellis-Harry
Quality Officer

The 2018 NSW Seniors Festival will run from Wednesday 4 April to Sunday 15 April. The theme of the 2018 Festival is Let's Do More Together.

Here at Crowley we are looking forward to celebrating the 60th Anniversary of the NSW Seniors Festival and will be hosting a program of exciting events encouraging the Crowley Family as a whole to "do more together".

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. We are fortunate to be able to incorporate our wonderful Intergenerational Program into the events over the course of the festival and will have some exciting things planned to do with the children when they visit us.

We look forward to seeing you at Crowley during Seniors Festival 2018.





2018 NSW
**SENIORS
FESTIVAL**
60TH ANNIVERSARY

**CROWLEY CARE
SENIORS FESTIVAL
CELEBRATIONS 2018**

WEDNESDAY 4 APRIL - SUNDAY 15 APRIL

LET'S DO MORE TOGETHER

PROGRAM COMING SOON

KEEP YOUR EYES OUT FOR MORE
INFORMATION IN THE NEXT CHATTERBOX





Our Newest Australian

Christine Lawton **Residential Care Facility Manager**

On the 26th January, Supatra Gore, known as Oh, became an Australian citizen. Oh is a valued member of our Team Leader group. She has worked here at Crowley since 2011.

The ceremony to mark Oh's citizenship was held at the Lennox Head Community Centre. Oh was presented her citizenship certificate, along with 4 others, from Jessica Watson (the youngest person to complete a solo southern hemisphere circumnavigation of the world when she was just 16 years of age). Oh commented that her speech was very inspirational.

Oh decided to become an Australian citizen as she has lived here since 2005. Oh married an Australian and says, "Australia is a beautiful country, with wonderful people who have made her and her son very welcome". She added it is a land of opportunity and we enjoy freedom and many individual rights.

The process to become an Australian citizen includes practising answering 540 questions. You then sit a test of 20 questions on various Australian topics. Oh scored full marks. Well done!

Some of Oh's favourite Australian things:

- Caloundra - her favourite place to visit
- Men at Work's Land Down Under - one of her favourite Australian songs
- The Koala - her favourite animal
- Steak - her favourite Aussie meal
- Favourite Australian landmark - the Opera House
- Favourite beach - Mooloolaba

Congratulations Oh.

Aussie, Aussie, Aussie Oh Oh Oh!

Crowley Connections

Christine Groth-Fallows

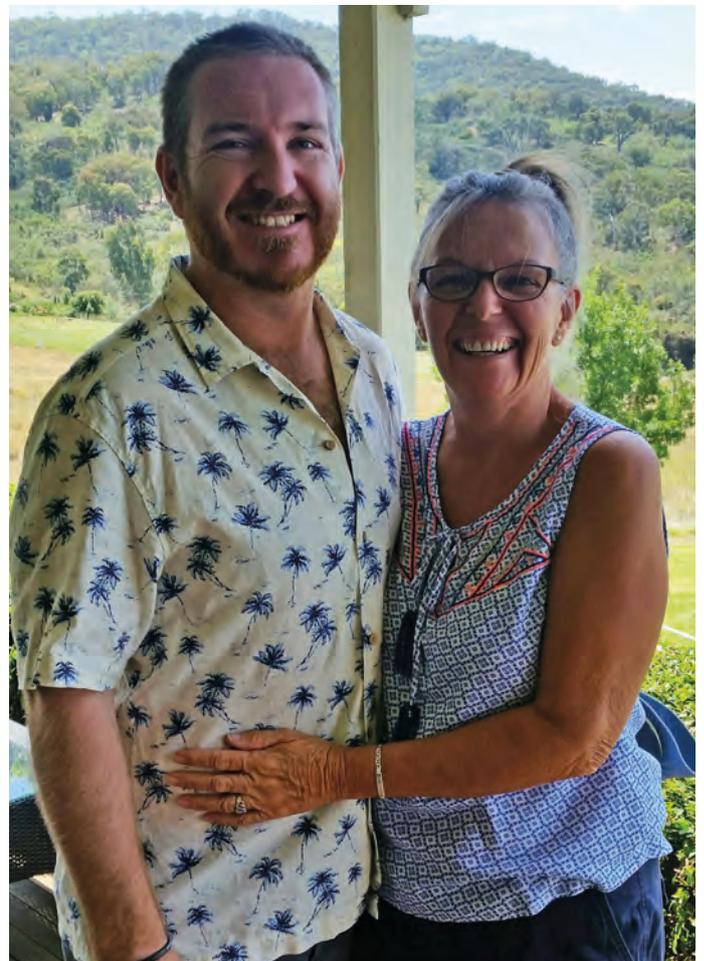
Christine began her affiliation with Crowley Care in June 2017 as a Volunteer with the Leisure and Lifestyle team. Crowley's reputation and vision led her to joining the Crowley family as it aligned with her personal philosophy and passion for assisting others.

Christine's previous career and interests include Hairdressing, Beauty Therapy, Retail, Counselling/Life Coaching and Volunteering. Being involved with Crowley Care is a natural fit for her.

It was not long before Christine knew she wanted to be more involved professionally in assisting residents to achieve and maintain their lifestyle goals. Christine completed her Certificate 3 in Aged Care and in December joined the Crowley Care team as a Care Service Employee (CSE). Christine also assists the Leisure and Lifestyle team when required.

She is interested in the lives of residents and feels it is a privilege to assist them with personal care, sharing quality time, while empowering them to maintain their independence and dignity, enjoying special moments throughout the day.

Christine said she has found her niche. She has involved her husband Michael (Mikey) within the Crowley family. Mikey now drives the meal service van as a volunteer three days a week. Christine is a Mum to her adult son Matthew, and daughter Hannah (deceased). Christine spends her spare time on the weekends as a passionate supporter on the sidelines of Matt's Rugby games.



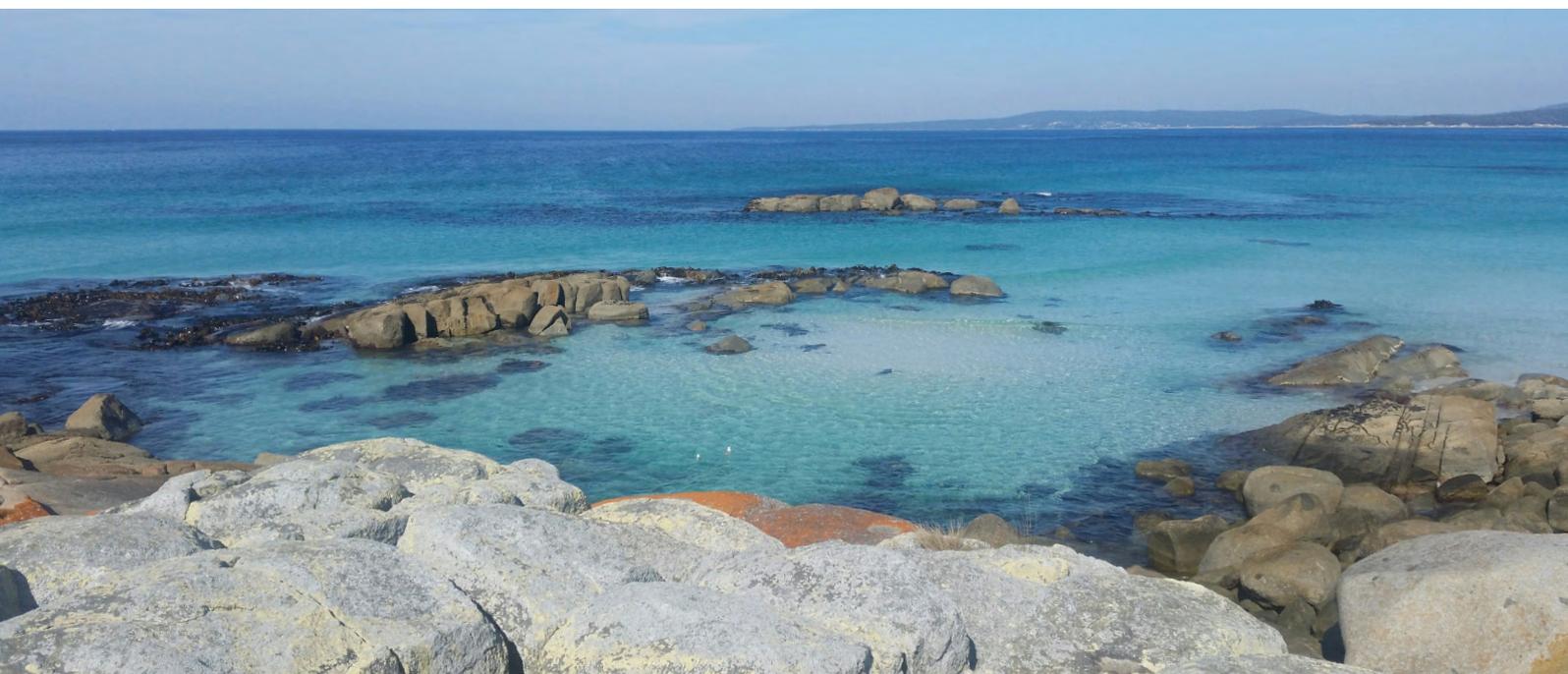


Prior to joining Crowley Care, Christine and Mikey travelled Australia with their caravan on a two-year adventure, discovering our diverse Australian landscape while meeting a vast array of interesting people and many characters. They indulged in favourite pastimes including bush and mountain hiking, cycling, swimming, sampling local cuisine and capturing an endless array of breath taking land and seascapes.

Christine shares towing the caravan with Mikey and said the standout highlights were three months in Tasmania, the Kimberly and Pilbara areas of WA and crossing the Nullarbor.

Prior to travelling she spent almost nine years living in Lismore, where her son resides, so settling in Ballina has meant coming home to family and the beautiful Northern Rivers region.

Christine maintains her leisure activities with family life, while embracing whatever each shift at Crowley presents her.



CROWLEY CARE 2018 EASTER HAT PARADE

Wednesday
14 March

10:45am

Entertainment Room

EASTER HAT DRESS UP DAY

Wednesday 14 March

Get your pinking shears, glue guns and creative juices going for the Crowley Easter Hat Dress Up Day!

PRIZES WILL BE AWARDED AT THE PARADE



Easter Luncheon

When: Wednesday 21 March

Time: 12PM

Where: Crowley Activity Centre

RSVP: By 14 March

Cost: \$16.50 per person

BYO DRINKS



Non-Denominational Easter Service

Easter Sunday
1 April 2018
Entertainment Room

Morning Tea - 10.30am
Service - 11.00am



From the IL Desk

David Crosby
Customer Service and
Independent Living Manager

The Independent Living team is expanding. We have searched the ends of the earth in search for the perfect person to join our village family. In the end, we recruited a lot closer than we thought. Working with our care team in Residential Care, with a big smile and a personality to match, a skip in her step, a joyful laugh, but most importantly a genuine carer, I introduce Megan. You will see Megan on Wednesdays, and other days on occasion when Jenny and Nancye take some well-deserved holidays.

We are very confident you will enjoy getting to know Megan. That is as soon as you accept her for being a Canterbury Bulldogs supporter! Megan will be a serious contender for the village bragging rights for this year's Footy Tipping Competition. So remember to sign up for this year's Footy Competition at reception, and take on Megan.

NRL Tipping 2018 Competition

Yes it's that time of year to dust your footy colours off. The season starts next month. If you want to have some fun just register with the Customer Service team. The first game is Thursday 8 March 2018. You do not have to be an expert; it is the luck of game!

Phones to be tested in March

6-9 Redford Place
16-39 St Marks Close
39-54 St Johns Close
2 Crowley Drive
55-56 St Francis Place

Who Am I?

Born in Tamworth 19 December 1925

Married Shirley 10 April 1954 in
Fairfield NSW

Schooling and Location

Primary Tamworth Public School
Upper Bingara Public School
Alstonville Public School
Lismore High School
Sydney University

Occupations

Carpenters Labourer, Flight sergeant
RAAF, Mechanical and Electrical
Engineer in Construction

Significant events in your life

- Expelled from Kinder in 1930
- Driven by the “Depression” to live in a tent at Whitlow Creek in 1930

- Went to a one-teacher school with 16 children
- Moved to Alstonville late 1935 we lived in the main street in a shop front building
- Joined the Air Corp in 1941
- Joined RAAF in 1943
- Wireless air gunner flying in B24 liberators
- Employed by NSW Electricity Commission in 1952
- Involved in construction and commission of numerous NSW power stations
- Retired in 1985 and moved to Lennox Head
- Four children all of whom have achieved Tertiary education

Did you guess who was featured in last month's Chatterbox?

It was Jill Taylor from Independent Living!



IL Mens Bus Trip Thursday 8 March

8.30am departure from Crowley Education Centre

\$5 bus fare, \$2 Gallery Tour, \$12 Tropical Fruit World Tractor Tour + morning tea, lunch and drinks

We will travel to Murwillumbah to visit the Tweed Art Gallery for morning tea and take a tour through the exhibition. We will travel to the nearby Tropical Fruit World and take a tractor tour around the orchard to see some of the unusual trees and learn about their origins and uses. Depending on time, we will have lunch at the Tropical Fruit World or go on to Kingscliff Lifesavers Club.

RSVP to Crowley Reception by Monday 5 March



IL Ladies Bus Trip Thursday 12 April

8.30am departure from Crowley Education Centre

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

We will visit the recently opened Lismore Regional Gallery where for a leisurely look around the beautiful spaces and artworks. Then a cuppa at the onsite Café at your own leisure. After this, we will depart Lismore for a short drive down to Summerland House Farm in Alstonville for a relaxing lunch and look around the gardens, nursery and Farm Shop.

RSVP to Crowley Reception by Monday 9 April



The Benefits of Volunteering

Gail Norton **Human Resources Manager**

Volunteering at Crowley is an opportunity to contribute to your community, help people, and actively use and share your skills, attributes and knowledge.

As a volunteer you meet new people, develop and learn new skills, build social contacts and gain a wonderful feeling of accomplishment.

Crowley's volunteers come from all walks of life – business people, students, parents, retirees and residents. Whether you want to help others gain valuable experience, share your skills, or make new friends, we may have just the role for you.

There are a wide variety of volunteering roles, which can be flexible according to your availability, skills and interests.

In some cases, without volunteer involvement, the activities we deliver would be limited and with the growth of our facility we are always in need of more volunteers.

What can you get involved in as a volunteer?

- Gardening
- Assisting our residents to attend Mass
- Arts and craft
- Social activities
- Games facilitator
- Reader
- Meal delivery assistant
- Meal assistance – Residential Care
- Visitor companion
- Taking part in our programs like walking, knitting groups, choir
- If you have a special skill or talent, let us know

Your commitment to any volunteer position is determined by your circumstances, interests and the period in which the position is available.

Each volunteer role is different. You are able to advise your weekly availability during the interview process.

If you would like more information, please call Crowley on 1300 139 099.

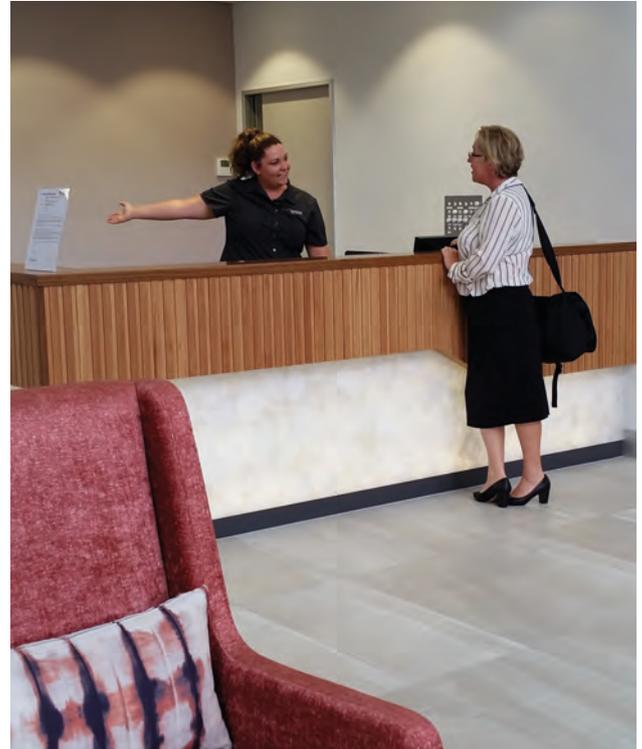
Support To Find Your Way

David Crosby
Customer Service and
Independent Living Manager

Finding your way around Crowley can be a challenge. When adding the current construction works into the picture, navigating our facility may require a bread crumb trail to find your way out. Never fear, the Customer Service Team are here to assist. If you're unsure, please check in with Reception for directions, or we can arrange a guided tour if needed.

Remember pedestrian access is via our new building entrance. Here you will find the Customer Service Team. Vehicle access to Crowley for convenient drop off and pick up of Crowley residents is via the loading bay turning circle and staff room.

If you would like to check on access arrangements prior to your visit please call Customer Service on 1300 139 099.



Rubbish Tips

David Crosby
Customer Service and
Independent Living Manager

Rubbish can be a smelly subject. A few small steps help keep our rubbish areas pleasant for everyone.

What to do

- Store food scrapes in the freezer until collection day (Wednesday)
- When recycling fold cardboard items flat. No need to cut them into smaller portions
- Double-bag personal items in scented bags
- Don't overfill bins, please find the next available
- Report dirty or smelly bins areas to Reception



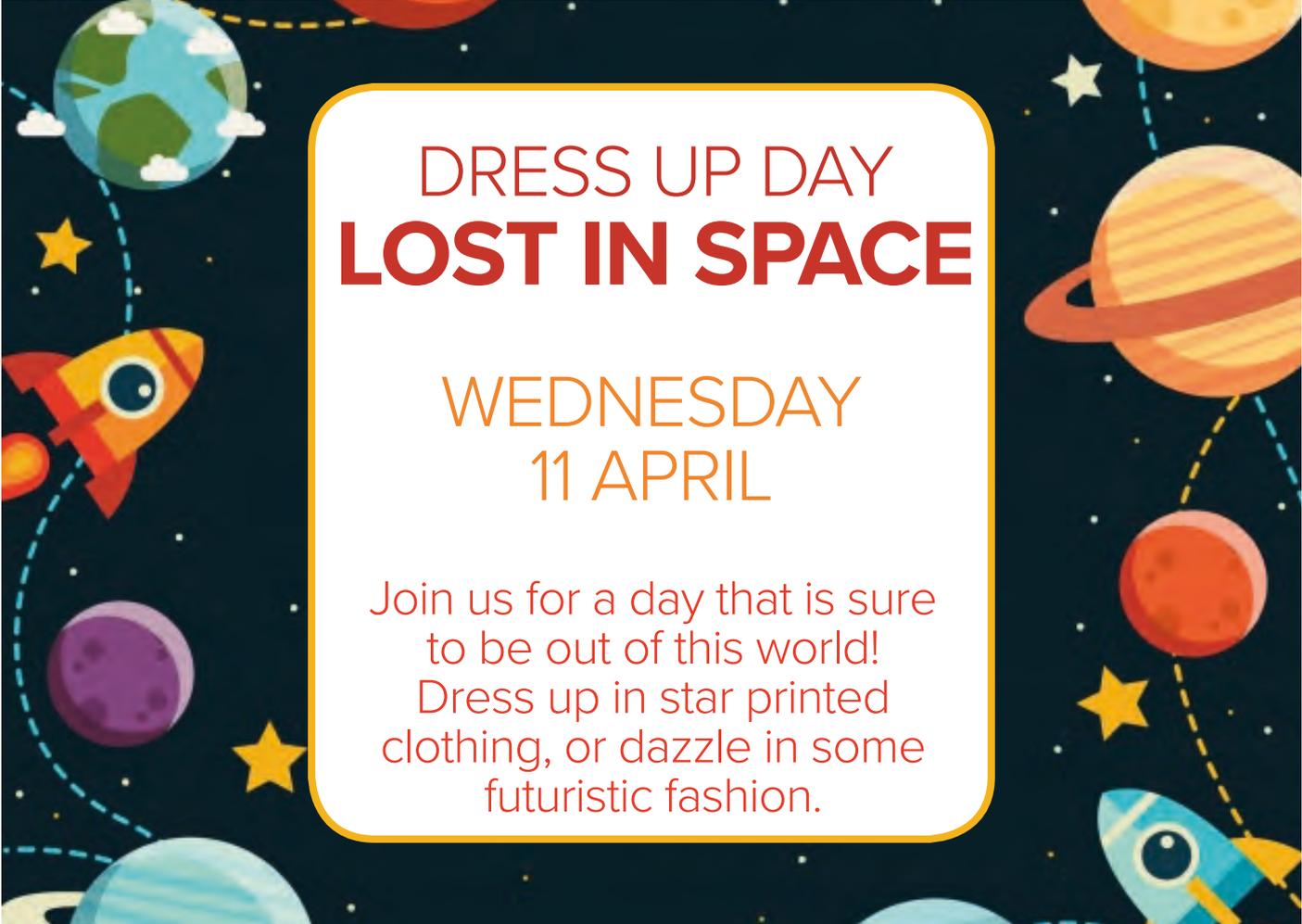


CROWLEY **CRAFT SALE**

THURSDAY 22 MARCH

1:30pm

Crowley Entertainment Room



DRESS UP DAY **LOST IN SPACE**

WEDNESDAY
11 APRIL

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

An Afternoon at the Movies

Goodbye Christopher Robin

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: Goodbye Christopher Robin

Genre: Biography, Family, History

Directed By: Simon Curtis

Written By: Frank Cottrell Boyce,
Simon Vaughan

Starring: Domhnall Gleeson, Margot Robbie, Kelly Macdonald, Richard McCabe, Will Tilston

This beautifully filmed, poignant story gives a rare glimpse into the relationship between beloved children's author A. A. Milne and his son Christopher Robin. At the end of the First World War, Milne is inspired by his son's toys to create the magical world of Winnie-the-Pooh, which brings him immediate and enduring celebrity. But the books' international success comes at a cost to the author, his young son and his wife Daphne, in this compelling film about fame and family.

Reviews:

"Drenched in dappled light and a honeyed score, Simon Curtis's glowing picture dangles the story of how the author A.A. Milne created Winnie-the-Pooh." - NY Times

"Winnie-the-Pooh is a timeless classic, featuring a honey-loving bear with a forest full of animal friends. But the true story behind it is more complicated." - Plugged In



Crowley Screening

Movie: Goodbye Christopher Robin

When: Wednesday 14 March

Where: Crowley Education Centre
Room 1 (Upstairs)

Time: 1.00pm
followed by Afternoon Tea

Cost: Gold Coin donation

RSVP: To Crowley Reception
Monday 12 March

We Love To Dress Up

Celebrating at Crowley

Laura Ellis-Harry **Quality Officer**

At Crowley we love dress up days and it's extra special when these days have a meaningful outcome for a special cause. There are several special fundraising dress-up days this year we are supporting and we would love you to join in.

Wear Orange Wednesday **Wednesday 9 May 2018**

Wear Orange Wednesday or WOW Day is our chance to support and show our thanks to the State Emergency Services. There are over 9,000 volunteers in NSW alone who train and work so hard to be able to help our communities when we are in trouble. On WOW Day, we will have various points for gold coin donations on the day. All money raised is donated directly to the NSW SES. Our staff, residents and visitors on the day are encouraged to wear Orange and show our support for the SES on the day.

Australia's Biggest Morning Tea **Thursday 14 June 2018**

Once again, we are on track to host our Australia's Biggest Morning Tea. This year the theme will be: Winter Wonderland. The funds raised from Australia's Biggest Morning Tea help the Cancer Council to continue its vital work in cancer research, prevention and support services. Cancer Council is the largest independent funder of cancer research in Australia.

This morning tea is a wonderful opportunity for the Crowley Community to come together and raise some money for a special cause.

Daffodil Day **Friday 24 August 2018**

Daffodil Day is another annual fundraiser of the Cancer Council. On this day, we like to turn Crowley yellow and honour those in our community who have fought or are fighting cancer or those who have lost their battle.

To the Cancer Council, the daffodil represents hope for a cancer-free future. You too, can help in the fight against cancer by participating in our dress up day and donating to our Daffodil Day Fundraiser.

Pink Day **Wednesday 24 October 2018**

Our final fundraising day of the year is a gold coin dress up day in October that we call "Pink Day" and on this day all the funds raised go to local not-for-profit organisation; Jodie's Inspiration. Jodie's Inspiration is a local not-for-profit organisation established to raise money for non-essential medical equipment and resources for local oncology units, pretty much those things that make an unfortunate and uncomfortable process that little bit more bearable.

We are looking forward to "Pink Day" this year and hope to see you all looking fabulous in pink!

Dress Up Days at Crowley are lots of fun. Your participation could be as little as a flower in your hair or a different coloured pair of socks – it is all about fun and bringing smiles to faces of each other and everyone who visits on these days. We are so looking forward to an exciting year! Please take a look at what we have planned across the year for dress up days – we've already started planning our outfits!

DATE	THEME
Wednesday 14 March	Easter Hat Parade & Competition
Friday 16 March & Saturday 17 March	St Patricks Day
Wednesday 11 April	Lost in Space
Wednesday 9 May	Wear Orange Wednesday
Wednesday 23 May	Silly Sock Day
Wednesday 6 June	State of Origin Game 1
Thursday 14 June	Australia's Biggest Morning Tea Winter Wonderland Theme
Sunday 24 June	State of Origin Game 2
Wednesday 11 July	State of Origin Game 3
Wednesday 25 July	Winter Woollies Day
Wednesday 8 August	Retro / Vintage Day
Friday 24 August	Daffodil Day Wear Yellow
Wednesday 12 September	Team Colours Day
Thursday 4 October	Crowley Family Show Day
Wednesday 24 October	Crowley Pink Day
Tuesday 6 November	Melbourne Cup
Wednesday 21 December	Hawaiian Day
December	Christmas Dress Up All Month





Am I Frail?

Sherrie Viney **Acting Home Care Manager**

An older person once shared with me that they had been described as “frail” by a dietician, which they found confronting.

Having worked at Crowley for nearly a decade, one thing has become evident to me when I speak with clients and that is their goal is to live at home for as long as possible.

During this time I’ve noticed some people age well, remaining fit and active, whilst others experience chronic illness and become frail, resulting in difficulty staying at home.

A recent report on frailty in older people noted that in identifying and addressing frailty early, people can change its course.

So what is frailty?

Frailty been described as “a geriatric condition characterised by an increased vulnerability to external stresses”.

Those with decreased mobility, loss of muscle strength and who are on multiple medications are at risk of becoming frail.

This “pre-frailty” phase may not be obvious but can include signs of weight loss, difficulty

moving about, diminished muscle tone, slow healing and recovery from illnesses. Statistics reveal that 38% of older people are within the pre-frailty category and are at risk of adverse health outcomes if not detected.

As nurses and carers, we too are aware of the importance of monitoring our clients through positive relationships and interactions, observation, assessments and regular reviews of your wellbeing.

As an individual, there are a few things you can do for yourself to detect frailty before it develops and takes action, including:

- having a regular medication review when renewing scripts
- increasing the intake of dietary protein and vitamins
- checks for vitamin D deficiency
- participate in regular light resistance exercises at home or daily walking
- weigh yourself
- do the simple online FRAIL test to check for yourself at <https://parc.net.au> and then you can follow up with your doctor

Home Care Client Profile

Laura Henkel

Where were you born?

Cape Town South Africa

Where did you grow up?

Up to the age of 10 I lived in Cape Town then we moved to Johannesburg. I had an idyllic childhood, living on the beach under the watchful eye of Muizenburg – the meaning in Dutch is “my son the mountain”. In 1990, at the age of 61, I moved to Australia.

Did you have any brothers or sisters?

I had one brother, who tragically died at the age of 49. He was a commercial artist. He went to London to live and was offered a job in Nigeria to manage a newspaper. He caught a deadly disease and was rushed back to London but within two weeks he died. There was nothing they could do to save him.

What did you do when you left school?

In the last year of school, I was asked to go out and teach as a volunteer. They were Indian run schools to teach African’s how to write and read. Only African men would come, no women. I decided to teach them geography because even though these people lived in Johannesburg, they did not even know what the next closest town was outside of their existence.

Tell us about your family

My father was a self-taught man. He had no diplomas or degrees. He was a musician and played in Durban, Cape Town and Johannesburg. He was in great demand and ended up as the head of the music department of the University of South Africa.



Tell us about your interests/hobbies or passions

My passion is writing my book. I was not of my generation, and I like to discuss things, stir debate and start discussions. Some subjects I am passionate about include the lack of food in the world and I dislike the throw-away society of today.

What are two good decisions you have made?

1. Coming to Australia
2. Pride in bringing up a decent citizen in this world – my daughter Cathy Henkel

What is your favourite memory of your life so far?

Standing on top of Muizenburg, looking down on the long stretch of sandy beach along the bay where I played as a child.

Return & Earn

Government Recycling Initiative

Tony Baldwin
Hotel Services Manager

The Return & Earn program introduced by the State Government in December 2017 aims to reduce drink container litter. You can earn 10 cents when you return an eligible container to an approved Collection Point.

Here at Crowley we have started to collect all refundable plastic, tin and glass bottles and return them to the collection station in Ballina.

Judy Robson, our Food Services Coordinator, started to collect the water bottles just to see how the system would work. On her first trip with the sack of empties she was excited but unfortunately the collection station was out of order!

Judy volunteers her Sunday lunch break to go and recycle - she has done a couple of loads now. As time goes on, we are getting more and more bottles. Staff and residents are increasingly getting on board with the scheme by collecting bottles and placing them in the crates in the loading bay. All proceeds go towards our fundraising for staff and resident facilities.



How do I Return and Earn?

1. Take your eligible empty container to an approved Collection Point
2. Place it in the Reverse Vending Machine (RVM) for a 10-cent refund for each container
3. Containers must not be crushed and must have a legible barcode

Alternatively, you may donate your containers to us here at Crowley and we can add them to what we collect and return.



Eligible Containers



Most containers purchased in NSW between 150mL and 3L are eligible for a refund. Containers need to be identified by the barcode so it is important that you do not crush your containers.

Eligible containers will be made from these materials

- PET
- HDPE
- Glass
- Aluminium
- Steel
- Liquid Paperboard

Non-eligible Containers



Containers that are NOT included in the scheme and, therefore, do not qualify for a refund are:

- plain milk (or milk substitute) containers
- flavoured milk containers of 1 litre or more
- pure fruit or vegetable juice containers of 1 litre or more
- glass containers for wine and spirits
- casks (plastic bladders in boxes) for wine and casks for water of 1 litre or more
- sachets for wine of 250 millilitres or more
- containers for cordials, and concentrated fruit/vegetable juices
- Registered health tonics





Banjo's Banter

Throughout the month we ask residents a question while they are enjoying a lovely meal or coffee at Banjo's.

This month we asked our Residents:

What is your favourite activity that you participate in at Crowley?

Heather Dowse - Independent Living

I really love to walk. Each morning after I get myself organised, I walk the grounds of Crowley. I make sure I walk for at least an hour.

Doreen Krause - Independent Living

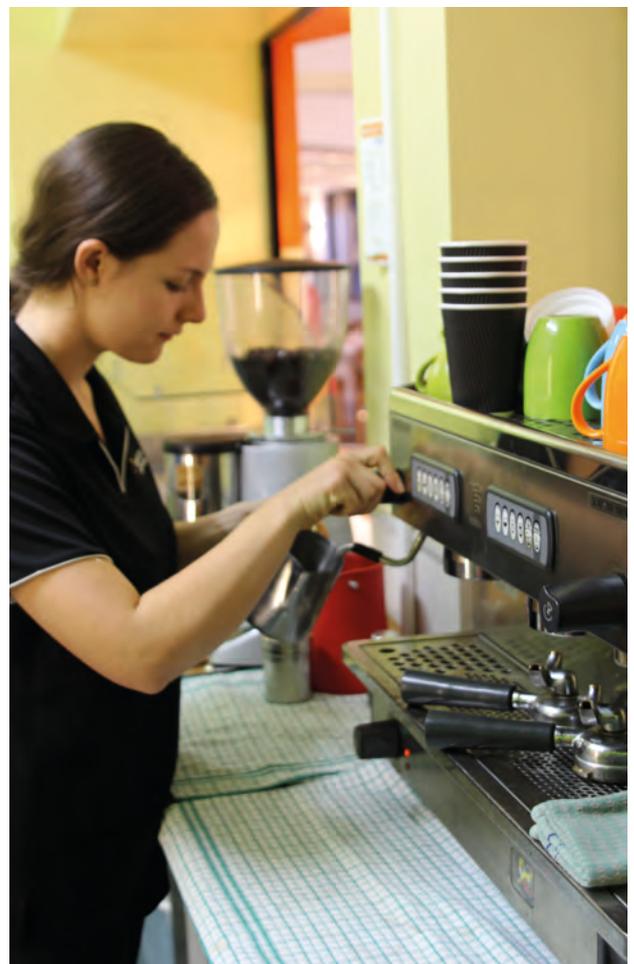
I enjoy attending Bingo on a Saturday in the Activity Centre.

Zelma Phillips – Independent Living

I attend the Movie screening each month, and really enjoy having a coffee in Banjo's afterwards.

John Abegg – Residential Care

I generally keep to myself at Crowley, and I have just started to walk to Banjo's for coffee in the afternoons. I like watching the people pass by and say hello, so I think I will make it a daily activity.



Recipes from the Chef

Citrus Marmalade

INGREDIENTS

2 lemons, washed, thinly sliced, seeds reserved
2 limes, washed, thinly sliced
2 oranges, washed, thinly sliced, any seeds reserved
1 ruby grapefruit, washed, thinly sliced, seeds reserved
1.25L water
20cm square piece of muslin kitchen string
8 cups caster sugar
2 saucers or small plates
Jam jars



Place lemon, limes, oranges and grapefruit in large wide saucepan so that fruit is no more than 3cm deep. Add enough water to just cover the fruit (approximately 5 cups or 1.25 litres).

Tie reserved seeds into muslin square using kitchen string. Add to pan with fruit. Cover, bring to a boil. Reduce heat slightly; simmer, covered 1 1/2 hours or until fruit and rind pieces are very tender. If you remove a piece of rind to your chopping board, you should be able to squash the rind easily with your finger. Remove muslin bag; discard.

Using a measuring jug or cups; measure the total quantity of fruit in the saucepan. Return to pan with an equal quantity of sugar. Stir well over low heat to dissolve sugar. Use a pastry brush dipped in water to brush down any traces of sugar from sides of pan. Place saucers/small plates in freezer to chill.

Bring fruit mixture to a boil. Simmer gently over medium heat until marmalade becomes thick and drops off the spoon in large drops. To test for setting quality; remove from heat, drop some of the marmalade onto chilled saucer. Once marmalade cools to room temperature; push gently with finger to see if a skin has formed and wrinkles slightly. If it does, then marmalade has reached setting stage. If not, return to heat and continue to cook another 10 minutes before testing again.

Pour into hot sterilised jam jars right to the top as the marmalade will shrink on setting. Seal jars when marmalade is cold. Label jam and store in a cool dark place.

Sterilise jars by placing in low (120°C) oven for 30 minutes. Place on a baking tray for easy removal from the oven. Alternatively place in large saucepan of water; bring to a boil. Simmer 10 minutes; dry thoroughly before filling with jam.

News from the Men's Shed

Ian Gregor
Independent Living
Resident

The Men's Shed is up and running after our end-of-year Christmas and New Year break.

Our clearance sale at the Shed in early December was most successful and enabled us to clear many of our stock items. It also gave us a much clearer picture of the activities we will concentrate on for much of this year.

We are mindful we need to build up a supply of useful items and saleable items for the Crowley Family Show Day in early October and our End-of-Year Sale.

With the cooler weather just around the corner, our Shed Gardeners will be more active and of course, we expect the demand for Frank's Health Herbs to increase as always.

We will welcome residents who may wish to participate in the various shed activities and as always will be open to any suggestions or orders for construction.

For 2018, our opening times will remain at Tuesday and Thursday mornings from 9am, closing at 12pm.

2018 CROWLEY RESIDENTS Footy Tipping Competition

Round 1 starts Thursday 8 March!

Register your interest at Reception



The **Greatest Game** of All

Update From Maintenance

Albie Viel **Maintenance Manager**

In January, we welcomed Greg Fletcher to our maintenance team. Greg is from Lismore and has been involved in the building industry for thirty years.

From January, the Maintenance Team has been active in renovating the smoker's hut, staff room, and the hair and beauty salon.

Contractors have been working at the Apartments replacing fascia boards that had weathered and required replacement. We plan to repaint the outside of the Apartments this year. We would like to thank residents for their patience and cooperation while maintenance works such as these are completed.

We would like to remind Independent Living residents that the skip will be onsite again for the month of March. Residents are reminded not to place paint, chemicals, televisions, fridges and tyres in the skip. Also avoid placing cardboard in the skip as we have a specific recycling bin available for paper and cardboard.



Parish News

Father Michael Nilon

New Deacon for St Francis Xavier Parish

Deacon Wilber Tobe recently arrived in our Parish. Deacon Wilber will be a very welcome addition to our parish team. He spent a short time here a few years ago so many of you may remember him from then.

Wilber was one of the three new Deacon's ordained by Bishop Gregory last Monday in the cathedral. Deacon Emmanuel Okparanaku is going to Murwillumbah and Deacon Anselm Okeke will continue in Tweed Heads, where he has been as a seminarian.



Making Feedback Flow

Independent Living Resident

Many thanks for all your care and support throughout the year. It is a great comfort to know you are there if and when needed, with your knowledge and expertise. We are really privileged at Crowley to have such a team behind us and such a bonus to see your happy friendly selves around and about.

Home Care Client

The services provided by Crowley Staff through Care Connect, were excellent. Community drivers and those who helped with shopping were caring and polite. I certainly appreciate their service.

Independent Living Resident

Albie and team - thanks so much for another year of hard work and prompt attention. You are a big part of why Crowley is such a great place to live and a home to be proud of.

Home Care Client

I just wanted to thank you for all your help this year; I wouldn't have been able to get by without you.

Home Care Client

Thanks to Sam who did such a beautiful job at my fathers home last Friday. Sam was so bright with Dad and left the house so beautiful and clean.

Independent Living Resident

Tony, thank you so much for your part in our 60th marriage anniversary. Everything went off perfectly & everyone had a great time - it really was special for my wife and me. Your presence there and your willingness to co-operate were really appreciated.

Staff Member

Thank you for the beautiful flowers and birthday wishes I received yesterday.

Focus on Quality

Policies & Procedures

Michelle Golding
Quality Manager

What is a policy

Policies are clear, simple statements of how an organisation intends to conduct its services, actions or business. They provide a set of guiding principles to help with decision making.

What is a procedure

A procedure is a series of steps, taken together to achieve a desired result. Procedures are also written to support a policy directive.

Benefits of policies and procedures

Every business in Australia no matter which industry it operates in – should have well-documented and comprehensive policies and procedures and Crowley is no different.

Having well-developed policies and procedures provides many benefits:

- They help employees know what is expected of them with respect to standards of behaviour and performance
- They set rules and guidelines for decision-making in routine situations more efficiently
- They help to adopt a consistent and clear response across an organisation
- They set a framework for delegation of decision-making
- They give a means of communicating information
- They offer protection from breaches of legislation
- They increase the accountability of an organisation and its staff
- They provide instructions on how to do tasks

Facts and Figures

- Crowley has over 285 policies and procedures
- Crowley policies and procedures are supported by 450 documents and 590 forms
- Policies and procedures are reviewed every 3 years or as required, this may be due to legislation changes, best practice or continuous improvement
- Policies and procedures are developed and reviewed in consultation with management, staff and stakeholders
- All operational and strategic policies and procedures are signed off by Kelli Potts (Executive Manager Operations and Finance) and endorsed by Michael Penhey (CEO)



Marketing Update

Sarah McMahon
Quality Officer

Airport Exposure

We are thrilled for our resident Jim Dwyer's who's face is prominently displayed at Ballina Byron Gateway airport. This project, part of our advertising program, has been in the pipeline for some time and highlights there is a difference at Crowley – our smiles create smiles.

Jim was just as excited as Jenny Kliese and myself when we visited the Airport where Crowley's advertisement featuring Jim is prominently displayed.

Airport staff and visitors alike noticed we were taking a picture of Jim in front of the advert with many commenting about having a famous model in the building.

Jim said he was not one bit nervous about the attention and was proud to be pictured on the wall! Jim, we are proud to have you as the face of Crowley greeting visitors to Ballina.

Follow us on Facebook

Crowley Care has launched our very own Facebook page and we would love you to follow us. Each month we have many exciting things happen at Crowley that we simply can't include in Chatterbox. So, we thought it about time we entered the social media space and we would love you to join us.

Through Facebook we will provide you with topical news, fun activity based photos, updates on the redevelopment, and much more.

Facebook offers a great form for communication for families to get in contact with us. We encourage residents, family and the entire Crowley community to connect with us on Facebook.

You can do this by searching Crowley Care on Facebook, or click the Facebook icon on our website.

Banjo's Loyalty Cards – More Value

With the works commencing for our new Banjo's Cafe we thought we would get in early and redesign our Banjo's loyalty cards that offer even more value. The cards have previously provided Banjo's customers with the 10th beverage free, however we are now also including daily hot meals. The new cards are now available, so please ensure you show your card each time you visit Banjo's.



Community Connection

The Northern Rivers Community Gallery has commenced a new initiative, BOLDsparks. The program aims to ignite a meaningful connection between mature adults living within the aged care community, and arts and culture.

All mature adults living in an aged care facility within the Ballina Shire are eligible to participate in the lifelong learning program.

The group meets on the third Wednesday of each month where participants will engage in a range of activities, and will have the opportunity to complete a hands-on art activity. Morning tea is also included.

Crowley Residential Care residents participated in the program in 2017 and are looking forward to the 2018 program.

For Further information, please phone the gallery coordinator on 02 6681 6167.



Money Matters: Help with Medical Equipment



Susie Glasson Business Manager

There is financial help from the Department of Human Resources for those needing certain essential medical equipment.

If you or your carer need heating or cooling in your home or you need certain essential medical equipment and you have a Commonwealth Concession Card, assistance of \$154 per

year can be paid to you.

You will need to provide a medical certificate and be able to pay for the running costs of the equipment.

Essential medical equipment includes a nebuliser, oxygen concentrator, home ventilator, home dialysis machine etc. This payment can be claimed through your myGov account.



Join us for a BBQ and drinks in the
Crowley Activity Centre

Thursday 12 April

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley
Reception by
Monday 9 April

BOOK CLUB with Judy Riley

The Book Club met again in January and talked about the books we had read in the holidays.

They included "The Fairvale Ladies Book Club" by Sophie Green, Extracts from "1000 Famous Australians". "Breathe" by Tim Winton, "Behind Closed Doors" by B.A. Paris and "Morgan's Law" by Karley Lane. All different and mostly all enjoyable.

We've decided this year to do something different. We will all read the same book and then discuss our enjoyment and opinions. The chosen book for February is "The Country Wife" By Anne Gorman.

Book Club meetings remain on the last Thursday of the month at 3pm in the Library. Next meeting: Thursday 29 March.

All Welcome.



ANZAC DAY SERVICE

Tuesday 24 April

Crowley Activity Centre

11am

RSVP to Reception by: 17 April

Out of respect for those attending the service and to highlight the importance of the day, those wishing to attend are asked to arrive before the commencement time and be seated by 10.45am to avoid disturbing the service.



SUPPORT THE
**CROWLEY
AUXILIARY**

**BUNNINGS
BALLINA BBQ**
SATURDAY
31 MARCH

PISCES HOROSCOPE

February 19 -
March 20

Pisces-born are known for their intellect. They are pretty wise and stay in touch with the feelings of other identities. This makes out of them good listeners and advisors. They avoid judging other people and are considered to be the most patient and tolerant sign out of other signs in the Zodiac hierarchy. Pisces are very friendly and selfless, always willing to help others, without hoping to get anything in return.

Element: Water

charming, mysterious, private, sensitive

Ruling Planet: Neptune

dreams, illusions, spirituality

Compatibility: Cancer, Scorpio

Pisces Strengths: merciful, artistic, intuitive, kind, smart, musical

Pisces Likes: solitude, sleeping, music, romanticism, arts, swimming

Pisces Dislikes: criticism, inability to get rid of the past, violence, cruel behaviour

Lucky Numbers: 3, 7, 12, 161, 21, 25, 30, 34, 43

Colour: mauve, lilac, purple

March Birth Flower: daffodil

March Birthstone: aquamarine

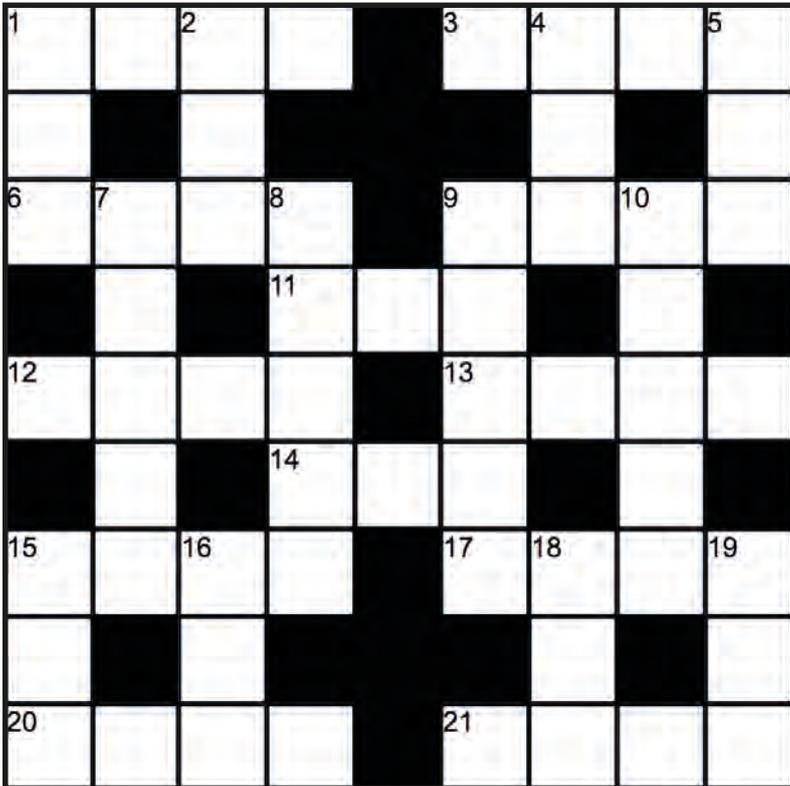


ST PATRICK'S DAY
Saturday 17 March 2018

Help us celebrate the excitement of St Patricks Day!
All Staff, Residents and Visitors are invited to dress
up on Friday 16 & Saturday 17 March

GAMES CORNER

CROSS WORD CLUES

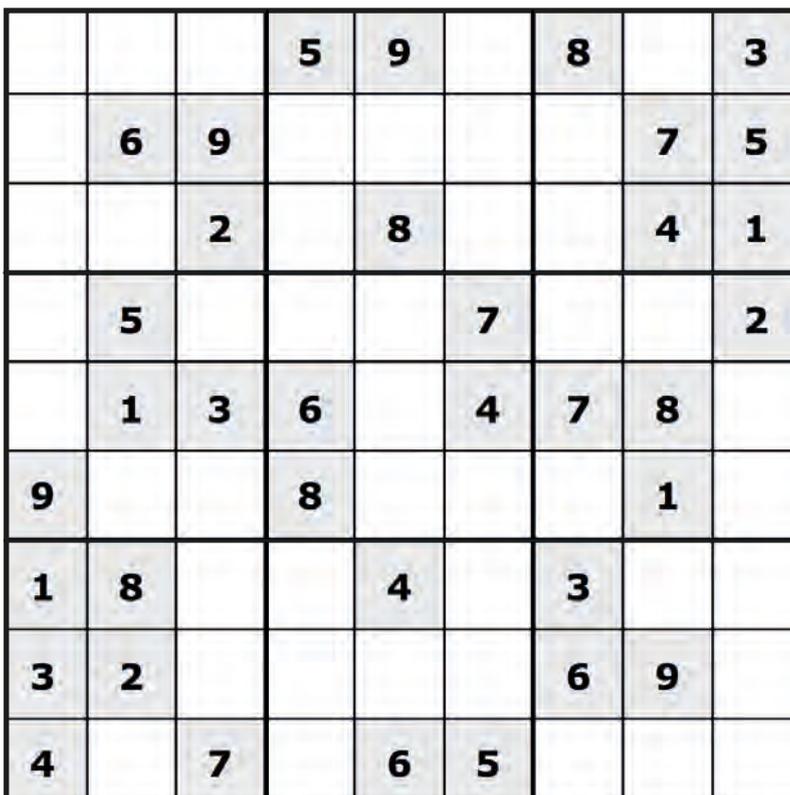


Across

1. Get money for work
3. Something to worship
6. Hopping amphibian
9. Infant
11. Bread type
12. Baby's word
13. Social standard
14. Co. name ender
15. Surprise greatly
17. It has fingers
20. Necessity
21. Moved quickly

Down

1. Santa's helper
2. Pooh's young pal
4. ___ favor
5. Put down
7. Cut of beef
8. Smidgen of sand
9. Park seat
10. Lower member of nobility
15. Day light
16. Employ
18. Stereo component
19. Father



How do you know
carrots are good
for your eyes?

Have you ever seen
a rabbit wearing
glasses...?

Why did the Easter
Bunny have to fire
the duck?

He kept quacking
the eggs!





Heather Grootjans and Home Care Client, Harry Shipway catching up at Banjo's over coffee and scones with jam and cream! Delicious!



The fences are coming down! Residents have a new walking track past the new administration building.



John Kelly and Margaret Rizzo have been testing out the furniture in the new administration building. We are so glad they approved! Read more about the redevelopment progress on page 4 of the Chatterbox.

Sylvia Hyland enjoying morning Tea with her daughter Yvonne at Banjo's Cafe, the perfect place to catch up over a hot cuppa!



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.