

# the chatterbox

NEWS FROM CROWLEY CARE

MAY 2018





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### COVER PHOTO

Kay Daley lighting up the room with her smile during a performance here at Crowley. Have you ever seen such joy?



# A Moment with Our CEO

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Hello everyone,

## Redevelopment

I'm very pleased to report our new Residential Care wing is officially open for business with our first resident in this month. We are experiencing a lot of interest in the new facility. This is a landmark moment for Crowley and I am proud of what we have achieved. I am very grateful to all involved in this project for their passion, commitment and willingness to produce this stunning building. Each time we take people through the new-build their response is pure amazement. Everyone seems to love it and the feedback has exceeded our expectations in terms of the quality of finishing and the outlook from the rooms.

It's worth remembering the expansion of our Residential Care offering was in response to community requirements for more beds at Crowley. We have achieved this and it is a vision that has come to fruition after a two-year building project and much planning.

As I write this the new Plaza is nearing completion. The Plaza links all the current redevelopment stages together. It will transform the entire redevelopment providing separate pedestrian and vehicle access to the site with some beautiful landscaping for our community to enjoy. We then only have the new Cafe and Salon to complete for this current project to conclude.

## This month's issue

Chatterbox this month features a number of events I think are important we celebrate at Crowley.

On May 12 the world and Crowley celebrates International Nurses Day. In typical Crowley form we like to do things a little differently. On this day we acknowledge the tireless efforts of our nurses and all Crowley staff for their amazing contribution supporting our residents and clients. Our staff are the lifeblood of Crowley and I hope you will join us in acknowledging them.



National Volunteers Week this year is from May 21st to May 27th. This special week acknowledges the generous contribution Crowley's volunteers make giving up their time supporting and believing in Crowley in so many ways. From fundraising to companionship and support for our residents and clients, our volunteers are truly amazing.

What a milestone as Crowley's Home Care client Annie Scully turned 105 years of age. Congratulations Annie. Annie's greatest memories centre around spending time with her family and she clearly remembers living without electricity. Both these observations give us valuable perspectives on modern day life.

Team Crowley's Relay for Life is on Saturday May 5th at the Alstonville Showground from 3pm. It would be great if you could join us for a couple of laps of the grounds or just turn up to give the team a bit of moral support. This is one of those events where the entire Crowley and extended family come together for a great cause with this year's theme "Give Cancer the Boot". I hope to see you there.

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**

The creation of the new Plaza continues to be the focus this month, landscaping and gardens underway, asphalt laid and the finalisation of the undercover walkway. The builders have advised the completion of the plaza is only a couple of weeks away.

We would like to extend a sincere thank you to all our residents and families, staff and visitors at Crowley, as the last month has seen a significant number of noisy days, outside the new Reception area. Our contractors had to remove some of the existing concrete in order to lay the tactiles and install bollards. The completion of these works, means we are that much closer to being able to share this space with you all. Our extended Crowley Family did another amazing job, taking these noisy works and closures in their stride, with their friendly 'can do' attitude they all do so well.

Our new Residential Care wings will achieve yet another milestone this month, with the admission

of the very first resident of the Serpentine wing. We are now only days away from this building finally becoming home to our newest members of the Crowley Family. As you will see when you come into Reception, the bollards have come down from the hallways leading through to Serpentine, and we encourage when you are next in Reception, to make your way to the Serpentine Wing and say hello to our residents and staff in this new and exciting space.

Not formally part of the redevelopment works but an amazing addition will be the new Hairdressing Salon and Beauty Room. The work in these areas has kicked up a gear this month with new floors, painting, the addition of an external door and some beautiful finishes and fittings, all while being decorated with 'a touch of glamour' and pampering in mind. I am sure all our regular hair and beauty clients are just as excited as our hairdresser Tracey and beauty therapist Michelle as rooms near completion.





# Out & About

## Arm Chair Travel

In the lead up to the Commonwealth Games, we thought it only fitting that our travel destination this month would be the Gold Coast. Residents enjoyed a video of Gold Coast history and how it became a popular holiday destination. It touched on some battles with erosion during major cyclones and weather events. Then we watched the Gold Coast of today, in all its glory with its many tourist attractions. Best of all were some of the stories residents shared as they reminisced about living there or holidaying there with families.

## Commonwealth Games

Let the races begin!! What a wonderful way it was to bring some Crowley style and spirit to the Games. Staff dressed up in their Games attire to take on residents in a range of games. We had discus throwing competitions, dance offs, tunnel ball and loads more. Aussie, Aussie, Aussie! Oi! Oi! Oi!





### Intergenerational Program

Residents have built new relationships with a new and enthusiastic group of students from Xavier College. Last term students and residents undertook various activities together including performances from students and eating lots of pizza... yum! At the end of each school term, we look forward to visiting Holy Family students at their school. We are never disappointed as we are entertained with a variety of performances from various classes, showcasing so much talent. This visit we had the pleasure of year one and two performing. To finish our lovely morning off, we were spoilt with a beautiful morning tea.

We have had some lovely moments during some of our recent visits from St Francis School; children excitedly arriving looking to find their grandparents and great grandparents. Another fabulous moment saw the children discover one resident, Cyril Connors, used to go to their school. They were mesmerised with his stories and knowledge of the school with many questions for Cyril.

# Out & About Last Month at Crowley

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## **To Infinity and Beyond**

Crowley residents were blessed to have Ros Evans put an afternoon of space fun together. There were rockets flying, display tables of memorabilia, followed by a DVD and an interesting talk by Ros. Ros shared her knowledge of the world around us and some space secrets. Leisure staff offered tours into our dark space room, specially set up for the occasion. Imaginations flew high surrounded by the glowing planets and stars. Some also enjoyed the holographic slides. We thank Ros for all her efforts, especially bringing down her telescope, which was a first for some.

## **Non-Denominational Easter Service**

Crowley's Non-Denominational Easter Service was well attended again this year, by both Residential and Independent Living residents. This service provides a time for everyone to come together to reflect on what the true meaning of Easter is and what it means to us as individuals. It also provides an opportunity to share the spirit of Easter with friends and family. We would like to thank Tony and his staff for providing a beautiful morning tea on the day.

## **Scenic Bus Drives**

On a recent scenic bus drive, we headed north to Byron Bay where we drove up to the lighthouse taking in the scenic coastline on our way. The weather put on a spectacular day for us and our view at the top was so clear we could see as far as Lennox Head. Clear water allowed us to see dolphins playing and surfers catching the waves. As we drove down from the lighthouse, we all agreed we live in paradise and that this is our number one scenic drive.



# Crowley Short Story Competition 2018

We would like to invite Crowley Residents and Clients to submit their Short Stories for the Second Annual Crowley Short Story Competition.

**ENTRIES CLOSE 7 JUNE 2018**

1000 Words or less - any style, any genre

**Submit to Reception or via email to:**  
lellisharry@crowley.org.au

## LET'S CELEBRATE

Join Us for a Wine & Cheese Afternoon  
Thursday 21 June  
Crowley Library  
3.30PM

### What's Been Happening

Rosebank residents have been enjoying drinks and nibbles at Happy Hour every week while having a chat and enjoying listening to some great music. Making chocolates and Easter crafts were the order of the day to help us all get into the spirit of Easter. Crafts were on display and chocolates were consumed on Easter Sunday. Now that Autumn has arrived, bringing glorious sunny days, residents have been able to enjoy walking throughout the beautiful Crowley gardens, looking at the changing colours and new flowers, then onto the river to soak up the peace and beauty on offer. We are truly spoilt!

### Up and Coming Events and Outings

Our May activity calendar is jam-packed as usual. Picnic lunch to Meldrum Park, Mother's Day special morning tea, Paddy's band, music with David, music with Anne and Bill and shopping at Ballina Fair are just a few of our highlights. Crowley will also welcome back our visiting schools from their holidays.





# Crowley's Claim to Fame

At Crowley, our residents and their families have led some extraordinary lives and to celebrate the 2018 Commonwealth Games, we would like to acknowledge some of our residents and their family member's involvement in the special event.



## Family connections:

- Shirley Richardson was on the sidelines of the Queens Baton Relay the day before the opening Ceremony on the Gold Coast where she witnessed her son, Geoff run a leg in the Queens Baton Relay. Geoff competed internationally in both Rugby Union, and Rugby League and in 1974 he became Australia's 37th dual code Rugby International.
- Sister Aileen Larkin is the proud great aunt of Australian swimmer Mitch Larkin. Sister Aileen was on the edge of her seat at home, watching the finals of the five races where Mitch won his Gold Medals at the 2018 Games.
- Margaret Ellis, a member of the Crowley Auxiliary, cheered on her daughter Liz in the Queens Baton Relay in Bellingen two months prior to the opening ceremony of the games. Netball champion and Commonwealth Games dual gold medallist, Liz Ellis, carried the Queen's Baton through the streets of Bellingen, with her family there to watch the special moment. Liz was also selected among a group of fellow Australian Sporting Legends as one of the final people to carry the Queen's Baton as part of the 2018 Commonwealth Games Opening Ceremony.

# One of Our Own

Independent Living resident Jill Huxley was given the honour to participate in the Queen's Baton Relay for the 2018 Gold Coast Commonwealth Games. As special as this moment was for Jill, it was not her first experience of holding the baton. Jill had run through the streets of Lismore when carrying the baton for the Melbourne 2006 Commonwealth Games.

Jill's leg on the Queens Baton Relay for 2018 consisted of 200m on Main Beach Road at the Gold Coast on the day of the opening ceremony. Cheering on the sidelines were Jill's two sons and their families.

Jill's nomination for participating in the Queens Baton Relay for the Commonwealth Games comes from her role as an International Race Walking Judge. Jill's judging allowed her to participate in over 12 International Championships and her most memorable experiences are from the Sydney Olympics, and five Commonwealth Games held in Brisbane, Melbourne, Auckland, Manchester and Victoria in Canada.

Jill's exposure to race walking began when her two sons joined Little Athletics in 1971, and when she joined the NSW Walkers Club as an Official, along with her husband Trevor. The family quickly established themselves as keen to be involved from the beginning assisting in any way possible.

In 2003, Jill was awarded Life Governor of Athletics Australia. The award is bestowed on those who are considered to have rendered outstanding service to athletics. With over 40 years volunteering as a walking judge, Jill's award was well deserved.

2010 saw an end to Jill's involvement in the sport as a judge due to the ruling that at the age of 70, you were no longer able to be on the international judging panel. Now at the age of 78, Jill keeps herself busy with overseas holidays, social games of golf and time with family and friends.



# Baking Brilliance

## Crowley Auxiliary Cake Stall

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On Saturday June 9, you will find our wonderful auxiliary hosting the Bunnings Cake Stall in Ballina. We are looking for some keen bakers to fill it with some yummy treats! Whether it is cakes, biscuits, slices, or anything in between, they will be welcomed with delight! The more bakers the better so do not forget to ask your neighbour, family or friends if they'll bake too!

The Auxiliary will be collecting the goodies on Friday 8 June at the Crowley Activity Centre from 2pm, please drop your contributions here in a clearly marked container with a list of ingredients for packaging and labelling.

Not keen on baking but would still like to help the Auxiliary? Visit Ballina Bunnings on June 9th and buy up big!

# Crowley Auxiliary Cake Stall

Ballina Bunnings  
Saturday 9 June  
9am





Crowley Auxiliary  
**Mother's Day  
Luncheon**

*WITH SPECIAL  
PERFORMANCE BY:  
**The Headliners!***

**\$28pp** (BYO Drinks)

**Wednesday 9 May**

**12.00pm**

**Crowley Activity Centre**

**RSVP: Wednesday 2 May**

**Please book & pay at  
Crowley Reception**



## Anzac Service

### Laura Ellis-Harry Quality Officer

At Crowley we commemorated the final year of the Centenary of Anzac with a special and emotional service on Tuesday 24 April.

Around 80 attendees from across Crowley's Residential Care facility, Independent Living village, families, staff and guests came together in the Activity Centre.

We were fortunate to have two student representatives from Ballina Coast High School in attendance who delivered a heartfelt tribute dedicated to those national service men and women, both past and present, who served in our armed forces. They also laid a wreath on behalf on their school community.

Sherrie Viney laid a wreath on behalf of Crowley Board, management and staff and Jack Bice, a Residential Care resident and ex-serviceman, laid a wreath on behalf of Crowley residents and clients.

It was a special service made more so by some inspiring stories told afterwards. We are truly fortunate here at Crowley to have some amazing veterans and their families who so bravely gave so much.

To close the service, Independent Living resident Fred Clark performed "The Lament" on the bagpipes.

Crowley is proud of our long history of providing care and services to the veteran community, and acknowledge those service men and women who are, and have been, an important part of the Crowley family.

# Crowley's New Chair

## Interview with Carolyn Hunt

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Father Michael recently appointed Carolyn Hunt as Chair of the Parish Aged Care Board. Carolyn who has served on the Board since 2010 is a solicitor with Somerville Laundry Lomax and lives in Lennox Head with her family. Chatterbox recently caught-up with Carolyn.

### **When you think of Crowley what comes to mind?**

For me Crowley is a special place with a soul, with a special warmth which is something I feel each time I walk in. This can be as simple as a staff member saying hello or the way they make a resident smile. I think being a community organisation helps make Crowley a bit special too. We have that combination of local staff looking after local residents which gives Crowley a feeling of homeliness. This is backed up by high quality care for our residents, which is so important.

### **The redevelopment is a big project. Is there more to come?**

Yes. But there will be 'a moment' where we take a breath and get the new infrastructure settled-in and operational. We won't be resting on our laurels because we have a larger Master Plan. Over time we will see a continual improvement and upgrading of our facilities. We want to keep Crowley at the forefront of care in our region and the Board is committed to that. A fair amount of the the Board's current focus is supporting the redevelopment. It's been a huge effort. I know the staff are excited as we embark on the transitioning phase with the first residents coming into the new facility. It's a big moment that has been carefully planned for so that we get it right.

### **As Crowley gets bigger, how do you keep that unique Crowley spirit going?**

It's a good question. Leadership is important and you can't lead from an ivory tower. Michael, Kelli and their Leadership Team do a good job of leading by example. Good leadership I also think is about recognising you can't do it all by yourself. It's about supporting others at Crowley to emerge as future leaders - those who best embrace the Crowley spirit, who have high standards, and who communicate effectively.

All this needs to be backed-up by quality care, which is our core business. Father Michael's Parish voice is also very important to Crowley. We need to be ever mindful of our ultimate purpose which is to support our community with quality care and we should never lose sight of this.

### **What are some of the key priorities of the Board?**

At present the Board is keeping a watchful eye on the completion of the current re-development. As Crowley grows we also need to make sure our governance is in good shape. A key role of the Board is to review our policies, to be mindful of risks and make sure as an organisation we are accountable - that Crowley is achieving what it sets out to achieve. The Board will be putting a bit more structure into our governance, making sure we have the right checks and balances in place, before embracing on the next big project.

There is plenty of continuity with our Board and I'm mindful that Steve Barnier, our recent long-standing Chair, steered Crowley to a strong position. We are in a competitive industry and we have to keep our own backyard in tip-top condition to maintain the edge we have at Crowley. We have a vibrant Board with a good diversity in skills-sets and personalities. That's a good thing. I've noticed everyone on the Board is happy to spend time together. They are committed and engaged and I think I speak on behalf of the Board when I say we wouldn't be here if we weren't passionate about the industry and Crowley.

I like spending time with people who have high levels of professionalism, integrity and passion. That's what we have with our Board and our staff at Crowley and I love being able to contribute.

# Vaccinations at Crowley

## All Things 'Flu' Related

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

It is pleasing to see so many residents and family members enquiring about the flu vaccination this year. At Crowley we have been offering our vaccination program since 2003 for not only residents in our facility but also to our staff.

This year the Department of Health has released vaccines for specific age groups and this relates to differing immunity levels as we age. Those over 65 years of age, are being offered the trivalent (3 strains) vaccine as it is sufficiently strong enough to boost the older immunity levels. For those people under 65 years, they will be offered the quadrivalent (4 strains) vaccine.

Crowley stakeholders, staff, clients, residents and families are strongly encouraged to vaccinate to protect themselves and those around them both in our facility but also out in the community. We would also remind everyone to please NOT visit loved ones if you are unwell or suspect you have flu like symptoms developing. Handwashing pre and post visiting is also encouraged. Hand sanitising stations are available at all our entrances, in all resident's rooms and various other places throughout our facility.

Remember - the influenza vaccine does not make you sick - virus and bacterial germs do!



AUSTRALIA'S

# Biggest Morning Tea

**Theme**  
Winter  
Wonderland

## Thursday 14 June

**Where:** Crowley  
Entertainment Room

**When:** 10.00am

**Cost:** Gold coin donation

**RSVP:** Wednesday 13 June  
to Crowley Reception

## Equipping Our New Facility

**Jenna Tolson**  
**Project Officer**

We have been very busy over the past couple of months ordering equipment for our new Residential Care Facility. This process involves multiple conversations with Christine Lawton, Kelly Roberts and Russell Turner to ensure we are ordering the correct equipment to meet the needs of both our residents and staff. Once the list was finalised the fun part really began – speaking with stockists and suppliers to ensure we could get all the equipment needed, in the timeframe needed and at the best price for Crowley.

Over the last 2 months alone, we have ordered more than 100 items of 'moving' equipment, 42 over bed tables and 20 clinical items. This list does not include the beds, visitor chairs, electric recliners, pressure mattresses and lockable bedside drawers that are already in place in the rooms.



Once these items arrive at Crowley, a completely new team is involved to get these up and running and in place for our newest Crowley residents. Once onsite, we recruit the support of our Maintenance and Hotel Services Team to ensure all items are quality checked, test & tagged, and placed in their new home.



# Why Be a Nurse?

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

*So never lose an opportunity of urging a practical beginning, however small, for it is wonderful how often in such matters the mustard-seed germinates and roots itself.*

*- Florence Nightingale*

With International Nurses Day on 12 May, I thought it would be good to hear why our staff chose nursing as their profession. Here are a few responses:

“It was something I always wanted to do but did not have the opportunity when I was younger. In my 40s I decided I needed a career change and so did a Certificate 3 in Aged Care and found work at Crowley. I love it.”

“For me personally I always wanted to be a teacher (the perfect working mother’s profession). My grandmother always said that I would be a good nurse. When I didn’t get a scholarship to Lismore Teachers College she sent me the ad in the Northern Star advertising for a student nurse intake at Lismore Base Hospital. I applied got in and have been at it for 41 years!”

“I started as an Enrolled Nurse when I was 16, as I wanted to help and care for people. I went on after that to be a Registered Nurse and am still enjoying it.”

“Always wanted to be a nurse but life got in the way. When I made a sea change, I decided this was my time to pursue nursing, and I love it.”

“I felt I had the right personality to nurse and a desire to help people.”

“I sort of fell into it when my children were young and needed to earn money. Best thing I have ever done, apart from having children.”

“It’s a great profession to enable you to travel.”

We value the work our nurses do here at Crowley and thank all of them for their dedication to our residents and clients. In 2017 nurses again topped the survey of professions that were most highly regarded and trusted. This is the 23rd year that they have been at the top.

Happy Nurses Day!

# Everyone's a Winner!

## Recruitment at Crowley

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

Have you ever wondered how Crowley recruit staff?

If we were looking for a carpenter and an applicant had the correct qualifications but could not hammer in a nail (or use a nail gun) the answer would be simple and obvious! However, if the applicant had all the right credentials for the role but...

Candidates must exhibit both the necessary qualifications to perform the job and the essential fit needed to work effectively within the organisation. An employee who is a good cultural fit works well in the current workplace environment.

The candidate whose values, beliefs, outlook and behaviour are compatible with those existing within the current organisation is likely to be a good cultural fit for the organisation.

We know that culture is especially influenced by the organisation's executives and managers because of their role in decision-making and strategic direction.

Our CEO Michael Penhey regularly tells our staff about the amazing feedback he personally receives about them from members of the community - "The Staff are just amazing!"

Our existing staff are a wonderful testament to our Vision Statement. How do we make living at Crowley 'inspirational'? It is often the little things in life that can make a difference and those are sometimes the most difficult to achieve.

We are constantly looking at improving the way we care for our residents and clients. We do this primarily through the recruitment process, via ongoing training, and regular performance appraisals. Getting the right 'fit' for the job is a challenge, but the reward for getting it right is unsurpassed. Everyone is a winner!



**Silly Sock Day**  
**Wednesday 2 May**

# Crowley Connections

## Clay Blyth

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Clay Blyth is a man of many talents. And we've been lucky to experience both his construction skills and musical abilities.

Clay joined the Crowley Family in 2016 as a member of the Maintenance Team. Since then he's been working on refurbishments in Residential Care and renovations in the Independent Living village.

The new Hair and Beauty Salon is Clay's latest project that he and the maintenance team have turned their hands to. "Every day is different and it's exciting to be a part of the new build," said Clay.

The friendships formed, and the Crowley Culture are things Clay loves about Crowley.

Before working at Crowley, Clay worked for the Department of Housing across the Northern Rivers in a maintenance role and as a singer, songwriter and guitarist at local venues.

Outside of work Clay loves to spend his time with his wife Alli, daughter Yasmine (5 years) and son Otis (2 years). And he manages to squeeze in some surfing.

Music is Clay's passion. As well as his construction qualification, he holds a Diploma of Music Industry Production. "Since I was young I've been blessed with music through my family, which inspired me to write, perform and live off music for a good period of time. My musical journey has been an incredible experience in my life."







## From the IL Corner

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

With Autumn here it is a great time for walking without magpies and less midgies. The cooler weather makes it perfect.

The benefits of walking are:

- Better brain health  
(improves blood flow to the brain)
- Improved mental health  
(positive endorphins with fresh air)
- Better sleep
- Increased appetite
- Improved balance and coordination.  
The large muscles in our legs are vital for maintaining balance and enabling us to get in and out of chairs, cars and walking up stairs
- You get to meet your community.  
Walk around the village, come over to Banjo's for a coffee and admire the redevelopment.  
You will be surprised

So, ask a neighbour or friend to join you for a walk.

“A mother’s hug  
lasts long after  
she lets go”

- unknown

**Happy Mother’s Day to all**

Don’t forget to RSVP to the  
Crowley Auxiliary Mother’s  
Day Luncheon by Wednesday  
2 May so you don’t miss out!

**Phones to be  
tested in May**

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

# Community Connections

## Antiques & Collectables Fair

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Alstonville Rotary will be holding their Annual Antiques and Collectables Fair on 19 and 20 May 2018 held at the Alstonville Leisure and Entertainment Centre.

On show is a vast array of quality antiques, vintage items and collectables from all over the world. The show features 40 NSW and interstate dealers.

Items for sale include antique furniture, books, toys, dolls, jewellery, coins, stamps, military memorabilia and fine china. Delicious food and refreshments will be available, plus lucky door prizes, raffles, French polishing demonstrations, and displays of vintage, veteran, sports and classic cars.

There will also be lucky door prizes, raffles, food and refreshments for sale.

## Who Am I?

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I was born 12 May 1937. I was the youngest of nine and we lived in Rochford Essex England. Due to World War 2, our family had three children that needed to be evacuated away from London. So rather than split the family the whole family moved to Wigan in Lancashire.

My schooling was at St Johns Wigan from 1941 to 1946 and St Joseph's Huddersfield, Yorkshire between 1946 and 1952. On leaving school, I went into an apprenticeship in catering at The Granby Hotel, Harrogate, Yorkshire. When I was 18, it was mandatory to complete a 2-year National Service and I went into the Royal Air Force (RAF) and signed on for 3-years.

After an 8-week square bashing and a 12-week trade training, I was posted to a RAF hospital in a place called Ely in Cambridgeshire where I married my wife Audrey while still in the RAF. We married on 22 April 1957 at St Joseph's Huddersfield

Yorkshire. On leaving the RAF, I continued in the catering business.

My sister Ellen, her husband Mick along with their daughter Margaret had immigrated to Australia in the early 1950's and invited us to join them in Australia to give it a go.

We arrived in Sydney on 31 January 1964. My brother Bernard had also come to Australia in the mid 1950's and started his own business buying waste white paper and converting it into wrapping for butchers. It became a real family affair when Mick and I joined the business. Within two years, we were supplying butchers with all their supplies. In time, we expanded into other products such as making cardboard tubes found in cling wrap, alfoil and toilet rolls. We did not know it then, but we were early pioneers of recycling.



# Rubbish Talk

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

It's "bin" a long time in the making, but here we are with 100 new bins in the village!

As a result of the resident survey and feedback, Crowley completed a review of its village waste service. Front of mind was resident safety, wellbeing, and ease of use.

**Why was this change important?**

Independent Living at Crowley offers a community environment with supports that aid our residents to age in place. Our old waste program was caught short in Crowley's journey from good to great. The new program ensures our residents have the opportunity to contribute to their community and social responsibility via recycling activities, without the burden of distance and awkward heavy lids. This step by Crowley helps our residents maintain their independence. A win-win.

The end result sees shared general waste, recycling and green waste bins available at handy locations throughout the village. We have strategically located the new bins so please be sure to keep them in their designated locations. This means our residents can easily participate in recycling activities and do their bit for mother nature.

Crowley Maintenance Team will ensure the correct bins are out for collection on Mondays and Wednesdays and return them to their set positions they will also replace the bin liner in the red bins each week. Additionally a contractor has been engaged to clean the bins on a 4 monthly basis.

If you have any questions or need more information, please pop in and see me in Customer Service.

Now remember to "be a good sort" and recycle!

# National Volunteers Week

## Give a Little, Change a Lot

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In May we acknowledge our wonderful volunteers across the organisation during National Volunteers Week, which this year will be from 21 – 27 of May.

National Volunteers Week is an annual celebration to acknowledge the generous contribution of volunteers across Australia.

The theme for this year is: “Give a little. Change a lot.” This statement could not be more true of the amazing volunteers we have here at Crowley.

Just getting someone a cuppa and having a quick chat is a simple thing that we know truly means the world to our residents.

Volunteers make a profound impact across society as a whole and at Crowley we could not be more grateful for the support we are afforded by our wonderful volunteers.

Crowley will celebrate in two ways over the week. We will hold a morning tea for all our volunteers as well as an Auxiliary appreciation evening to acknowledge our wonderful Auxiliary and all the hard work they do for the Crowley community as a whole.

Rewarding relationships are at the core of all we do here and we believe our volunteers enrich the Crowley community further by being integral to the daily moments of residents, families and staff.

We sincerely thank all our Crowley volunteers for their time, support and love of the Crowley family.

We will always welcome new volunteers to the Crowley family - contact us to find out more information about volunteering.



# An Afternoon at the Movies

## Florence Foster Jenkins

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

**Movie:** Florence Foster Jenkins  
**Genre:** Biography, Comedy, Drama  
**Directed By:** Stephen Frears  
**Written By:** Nicholas Martin  
**Starring:** Meryl Streep, Hugh Grant, Simon Helbern, Nina Arianda

In the 1940s, New York socialite Florence Foster Jenkins dreams of becoming a great opera singer. Unfortunately, her ambition far exceeds her talent. The voice Florence hears in her head is beautiful, but to everyone else it is quite lousy. Her husband St. Clair goes to extreme lengths to make sure his wife never finds out how awful she truly is. When Florence announces her plans for a concert at Carnegie Hall, St. Clair soon realizes that he's facing his greatest challenge yet.

### Reviews:

“Streep’s heartwarming, hilarious performance as a music lover oblivious to her own awful singing voice makes this biopic a surprisingly poignant look at one woman’s delusional delight.”

- Common Sense Media

“Florence Foster Jenkins reminds us all that, sometimes, passion trumps perfection. That what we love doesn’t always make sense.”

- Plugged In



## Crowley Screening

**Movie:** Florence Foster Jenkins  
**When:** Wednesday 2 May  
**Where:** Crowley Education Centre  
Room 1 (Upstairs)  
**Time:** 1.00pm  
followed by Afternoon Tea  
**Cost:** Gold Coin donation  
**RSVP:** To Crowley Reception  
Monday 30 April



## **IL Mens Bus Trip**

Thursday 10 May

8.30am departure from Crowley Education Centre  
\$5 bus fare, \$4.30 ferry ticket + morning tea, lunch and drinks

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

RSVP to Crowley Reception by Monday 7 May

## **IL Ladies Bus Trip**

Thursday 7 June

8.30am departure from Crowley Education Centre  
\$5 bus fare + morning tea, lunch and drinks

In June, the ladies are off to the Red Rattlers Gallery in the Tweed Hinterland. Following a look around the Gallery and morning tea, we will head back to the coast for the afternoon. For lunch, we have booked in to the Kingscliff Surf Lifesaving Club situated on the beautiful Cudge Headland. Join a lovely group of Independent Living ladies for a special day out.

RSVP to Crowley Reception by Monday 4 June

# Relay For Life

## Saturday 5 May 2018

### **Sarah McMahon** Project Officer

We are counting down the days until Relay for Life 2018 and looking forward to this overnight event. We invite staff, residents, family members, ex-staff and friends of Crowley to join us in the fun and moving overnight experience.

We all know how much we love to dress up at Crowley. This year's theme "Give Cancer the Boot" provides a great opportunity to get into the country spirit.

There are prizes that will be awarded to the Best Dressed Male, Best Dressed Female, Best Dressed Tent, and also Best Dressed Baton.

We have left our Baton in the capable hands of the Leisure and Lifestyle team, who, together with our residents, will provide an award-winning baton to be carried on the track.

We would love your support for Team Crowley Care on Saturday 5th May from 3.00pm at the Alstonville Showground.

# Home Care Purchasing

## Services, Products & Goods

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### **Sherrie Viney**

#### **Acting Home Care Manager**

Crowley Home Care package clients are provided with government funding to purchase goods and services for themselves related to their care needs and goals.

Services and purchases are permissible if they are directly related to your care needs and may include:

- Personal services: including assistance with personal care such as showering dressing mobility and toileting
- Support with nutrition: assistance with meal preparation and eating utensils
- Continence management: assistance with aids commodes and catheter care
- Mobility and dexterity: rehabilitation aids such as walking frames, pressure relieving mattresses and lifters
- Nursing and allied health services: including podiatry exercise physiology, physiotherapy and occupational therapy
- Transport and personal assistance: getting out and about with an escort to appointments and events
- Management of skin integrity: assistance with skin moisturisers and wound dressings
- Assistive technology: including devices that assist with personal safety, mobility and communication
- Aids and equipment: including products to assist you to perform activities of daily living

Home care funds cannot be used as a general source of income for items including:

- Day to day bills and food
- Mortgage payments and rent
- Payment of Home Care fees
- Home modifications not related to your care
- Travel and accommodation
- Entertainment activities
- Payment for services and items covered by Medicare Benefits or the Pharmaceutical benefits scheme

At Crowley, there are several ways we can reimburse your purchases, it's your choice.

You can either:

1. Pay for the products or goods yourself and submit a receipt to Crowley for reimbursement, or...
2. You may have your chosen provider invoice Crowley Care, and they **MUST** note your name on the invoice. Crowley finance team will pay on your behalf from your home care packaged funds.

It is advisable to contact a Client Case Officer to check that your purchase is claimable and the status of your funds. Reimbursements to you are by cheque.



# Celebrating Milestones

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

Crowley's Evans Head Home Care Client Annie Scully turned 105 in April. Annie celebrated at home with a steady stream of visitors on the day. We caught up with Annie to get an insight into what it's like to be 105!

**What is the best thing about being 105?**

Being able to see my great, great grandchildren grow up.

**Is there anything you don't like about being 105?**

Most days I get tired. I cannot work like I use to. I look forward to going to bed at night.

**What has impressed you in your lifetime?**

Electricity – we can't do without it. I remember days without electricity when I was younger when we used Kerosene lamps and had a petrol iron. I don't do the ironing anymore though. I grew my own vegetables mostly and now there are all these new and different vegetables on the cooking shows I've never heard of.



**What is your best life memory?**

I have lots of wonderful memories of travelling and getting family together.

## News From Our Parish

### Congratulations

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Crowley would like to extend our heartfelt congratulations to Auxiliary member Margaret Moore and her husband Len who celebrated their 65th wedding anniversary recently.

Sending our love and best wishes,  
The Crowley Family





# Winter Warmers

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

As winter is fast approaching, it is now time to review our menus across Residential Care and our Meal Delivery Service.

If you have any suggestions, feel free to let Judy or myself know in the next couple of weeks as we are preparing the menu currently.

Over the cooler months we get requests for more hearty meals and soups, so we know it is a great time to add the pulses and grains to the soups and think about dishes like Shepherd's Pie.

When the weather is cold and windy and you are cosy on the couch, cooking can seem like a chore. It's wise to keep something in the freezer ready to go and wholesome soups are always a hit and are easy to store with a good freezer life.

Soups such as pea and ham, beef and vegetable or lamb broth usually have plenty of pulses and grains, as well as a serve of protein that fill an empty tummy and warm you up inside. My personal favourite is a Cauliflower Soup. There is nothing better than a bowl of soup and a crusty bread roll on a cool evening.



I have included in this issue one of my personal favourite soup recipes. I have been making this for years, served with crusty bread. Crème Dubarry is just perfect for a winter evening.

Don't forget the Crowley Meal Delivery Service can supply nutritionally balanced meals and soups. If you are looking for further information about our Meal Service, please contact Customer Service for more information.

# Recipe from the Chef

## Crème Dubarry - Cauliflower Soup

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### INGREDIENTS

2 tbsp butter  
300g cauliflower  
120g leeks, white part  
2 cloves garlic, minced  
1 shallot, chopped  
2 tbsp flour  
5 cups chicken stock or water  
Salt/white pepper to taste  
½ cup thickened cream  
¼ cup gruyère or parmesan, grated

¼ cup small cauliflower florets  
¼ cup small broccoli florets  
Chives, diced

1 Heat the butter in a saucepan over medium heat. Add the garlic, chopped shallot, leeks and cauliflower; sauté for several minutes until the vegetables soften a little. Add the flour and stir. Add the chicken stock and cook for about 15 minutes until the cauliflower softens and is fully cooked through. Add salt and white pepper to taste.

2 Transfer the mixture to a blender and blend for several minutes until smooth. Transfer mixture back to the saucepan, add the cream and cheese and stir until thickened. Add more salt and pepper if required.

3 In a small saucepan, bring water to a boil and add the cauliflower and broccoli florets. Cook for several minutes, then remove. To serve, add soup to bowl, place several cauliflower and broccoli florets in the center of the bowl and sprinkle with some chopped chives.





Join us for a BBQ and drinks in the

## **Crowley Activity Centre**

**Thursday 14 June**

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley  
Reception by  
Monday 11 June

## **News from the Men's Shed**

### **Ian Gregor Independent Living Resident**

First of all, we must thank Tony Baldwin for his article in the April Chatterbox that focused on the Men's Shed and some of our operations there. We are now considering appointing Tony as our (Honorary) Publicist!

Recently, the Men's Shed received a visit from special guest of the leg-less slippery variety. After pleasantries were exchanged, we followed our resident handbook

instructions and reported its presence to Crowley who contacted WIRES (Wildlife Information, Rescue and Education Service). The snake was monitored and went on its way.

The Men's Shed would like to thank those that support us with donations throughout the year. We certainly value the contributions we receive. We would appreciate that you chat with the Men's Shed

prior to delivering your donations.

We continue to construct things for our sale days later in the year and have helped with several fix-it jobs in the past month although we have been somewhat down on workers recently because of holidays, out of town absences etc. Uptake of Frank's Healthy Herbs continues, and he is working diligently to build up his stocks.

# Update From Maintenance

## Reduce Your Troubles

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

Here are a few simple maintenance tips for residents to do themselves to identify potential problems or reduce the risk of potential problems occurring:

- Check inside and at the back of the kitchen cupboards and bathroom vanity to see if there is any moisture, mould or warping
- If you hear the toilet cistern filling up when no one has used the toilet, especially at night, the cistern washer needs to be replaced. For people who engage cleaners, ask them to check if the cistern is leaking. Remember do not flush wipes down the toilet
- Most of our hot water systems are located inside the unit. Check if water leaks from the connections. Compare your hot water account to see if there is a large difference in electrical consumption. The relief valve may have failed
- Avoid putting grease, fats or oils from cooking into the drains as they congeal and cause other items to stick to the oil and block the drain. Flushing the kitchen drainage line with hot water regularly will help maintain a clear line
- For those who engage a cleaner, if time permits, ask for your air conditioning filter and cook top exhaust filter to be cleaned
- Replace frayed electrical leads on any electrical appliances

The Maintenance Team have been busily working away on various projects including:

- The new Hair and Beauty Salon
- Putting the “Crowley touch” on the new Residential Care rooms

In the Residential Care building the Prospect wing air conditioning has been upgraded in the common areas.





# Making Feedback Flow

## Home Care Client

I love them all, I think they are fantastic.

## IL Resident

Thanks again, I am so grateful. My olds are loving it and Dad hasn't looked so relaxed in about 10 years and he's raving about Crowley.

## Home Care Client

Veronica is a very lovely person. I enjoy talking to her about the things that we have in common.

## Residential Care Resident

Residents at the Easter luncheon loved the meal and the social outing.

## Home Care Client

Julie and Karen are both very nice and I really like having them visit.

## Crowley Auxiliary

Laura does a great job!

## Home Care Client

We are very happy with the staff and Rodney is great with my husband.

## IL Resident

To Alyse and all Crowley staff who help older people like me with a disability. Alyse your charming company was only surpassed by your very informative attitude.

## Home Care Client

Your Hotel Services staff members were wonderful men and did a great job.

## Staff Member

Thankyou Michael, Kelli, Gail, Dave and Michelle for an informative Orientation on Thursday 15th March. It was a good insight and reminder as to why we do what we do at Crowley Care. Continuous improvement and self-audits go hand in hand, assisting us to go above and beyond our comfort zones in order to be the best possible version of ourselves both professionally and personally. Continuous Improvement is a great flashcard in our minds. Thank you.

# WOW DAY

WEAR ORANGE WEDNESDAY TO SUPPORT SES VOLUNTEERS

## FUNDRAISING DRESS UP DAY

WEDNESDAY 23 MAY 2018

## WEAR ORANGE

GOLD COIN DONATION  
ON THE DAY

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

## Banjo's Banter

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We love our jobs and the opportunities we have to help people every day, so we thought we would ask our residents: "What was your profession during your working life?"

### **John Abegg**

I have had many different careers, however the most recent was with my own company, installing and supplying computer systems. I had this business in Tasmania for over 5 years. I still have a strong interest in all technology.

### **John Kelly**

My role has been a Catholic Priest. I lived in Casino, however my position was held in Grafton, Kempsey, Maclean and Sawtell.

### **Heather Dowse**

I was a volunteer for the Hospital Auxiliary. My role was the Purchasing Officer for the Auxiliary shop at the hospital. Some of the main things of importance was a lift to get an elderly patient into the bath, and new trolleys for the auxiliary staff to use.

### **Bev Devine**

I worked in a clothing factory named Rundles, for men and their sons. After finishing at Rundles, I became a mother, a role that never stops no matter what age your children are.

# Focus on Quality

## Quality Management

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

Quality management at Crowley ensures we provide consistently high standards of individualised care and services to our residents and clients. It has four main components; quality planning, quality assurance, quality control and quality improvement. How do we do this:

#### **Quality Improvement Program**

One component of Quality Management at Crowley is our subscription to a program - Moving on Audits (MOA) an auditing and quality improvement program that facilitates a structured approach to stay on track with best practice, legislation and regulatory obligations, quality improvement goals and exceeding the expectations of the Aged Care Standards.

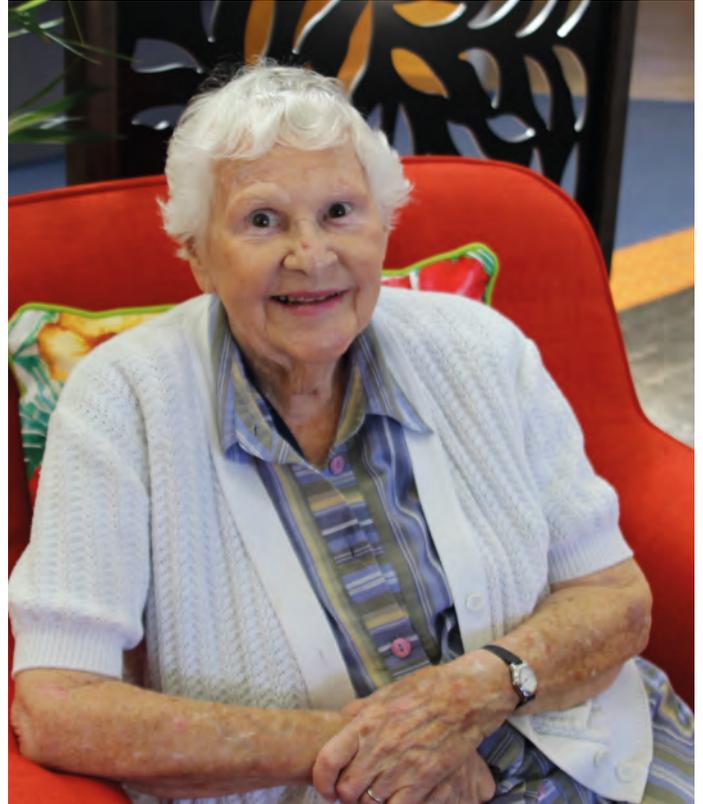
MOA consists of monthly audits and quality indicators – data collection tools in line with Accreditation Standards and Home Care Common Standards.

Audits consist of reviewing policies, procedures, resident files, medication charts, care plans and staff knowledge. Data is collected and submitted online where results are available as soon as the data is entered.

MOA flags potential risks and enables Crowley to monitor trends. Results are analysed and areas are identified for continuous improvement.

#### **Benchmarking**

Crowley not only subscribes MOA but also QPS a national benchmarking program as another aspect of our Quality Improvement Activities. Benchmarking involves the collection and submission of data on a number of areas such as resident falls, infection rates and staffing.



These results are then compared to approximately 1500 participating Aged Care Facilities and Home Care Providers and we are given an overall rating. Residential Care Resident / Relative Survey, Home Care Client & Survey and our Employee Satisfaction Survey are also conducted annually which forms part of our benchmarking program.

#### **Measuring Satisfaction**

Residents, relatives and staff satisfaction are measured in a number of ways. These are both informal and formal. Formal measurement tools include the annual resident, relative and employee satisfaction surveys undertaken by QPS. As well as these tools all parties have the opportunity to raise issues and make comments at regular meetings held throughout the year as well as providing feedback on feedback cards.



## Snapshot of Quality's Tasks in April

- Audited Contractor Management Program – reviewed and updated documentation
- Developed Data Breach Policy and Procedure in accordance with new legislation
- Implemented Staff Communication folders for Residential Care staff
- Coordinated Easter Hat Parade and Crowley Games
- Coordinated and prepared documentation for new Nurses Stations in Missingham and Serpentine wings
- Surveyed and collected data for Employee Satisfaction Survey
- Designed and implemented new Resident Dining Cards throughout the facility
- Coordination of Monthly Chatterbox

### Accreditation

All residential aged care homes and home care providers are accountable under the Aged Care Act and the Aged Care Quality of Care Principles.

The Aged Care Act outlines the processes of accreditation for residential care homes and quality reviews for home care. The Act outlines the standards on which all residential aged care facilities are measured against and the Home Care Common Standards that home care providers are measured against. The standards assess the overall quality of services provided.

The Australian Aged Care Quality Agency manages the accreditation and quality review process.

There are 4 main Accreditation Standards (Residential Care):

- Standard 1 Management Systems, Staffing and Organisational Development
- Standard 2 Health and Personal Care
- Standard 3 Resident Lifestyle
- Standard 4 Physical Environment and Safe Systems

There are 3 main Home Care Common Standards (Home Care):

- Standard 1 Effective Management
- Standard 2 Appropriate Access and Service Delivery
- Standard 3 Service User Rights and Responsibilities

Crowley Care is extremely proud of our record of meeting and often exceeding the Quality Agency standards for accreditation, quality reviews and unannounced visits. This quality standard extends over the 35 years we have been providing residential care in our community.

### Document Control System

All documentation is reviewed and updated every three years or as required. This involves consultation and collaboration with staff and management. All documentation goes through an approval process of which signoff is sought from Service Area Managers, EMOF and / or CEO.

# TAURUS HOROSCOPE

## April 20 - May 20

Practical and well-grounded, Taurus is the sign that harvests the fruits of labor. They feel the need to always be surrounded by love and beauty, turned to the material world, hedonism, and physical pleasures. People born with their Sun in Taurus are sensual and tactile, considering touch and taste the most important of all senses. Stable and conservative, this is one of the most reliable signs of the zodiac, ready to endure and stick to their choices until they reach the point of personal satisfaction.

**Element: Earth**

Stability, sustenance, femininity

**Ruling Planet: Venus**

Love, romance, partnership, values

**Compatibility:** Scorpio, Cancer

**Taurus Strengths:** Reliable, patient, practical, devoted, responsible, stable

**Taurus Weaknesses:** Stubborn, uncompromising

**Taurus Likes:** Gardening, cooking, music, romance, high quality clothes, working with hands

**Taurus Dislikes:** Sudden changes, complications, insecurity of any kind, synthetic fabrics

**Lucky Numbers:** 2, 6, 9, 12, 24

**Colour:** Green, Pink

**May Birth Flower:** Hawthorn, Lily of the valley

**May Birthstone:** Emerald

## BOOK CLUB

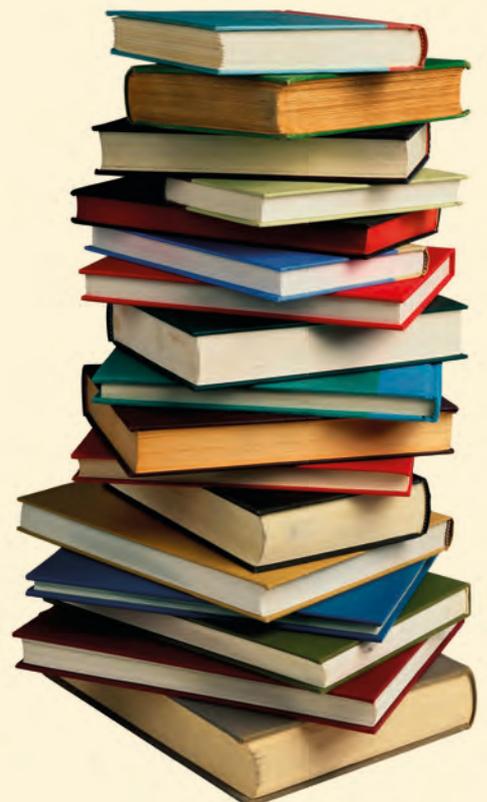
with Judy Riley

Recently the Library has received some lovely donations that we would like to acknowledge and pass on our sincere thanks.

To the donor of the Geoffrey Deaver books, they are in excellent condition and we are sure many readers will enjoy them.

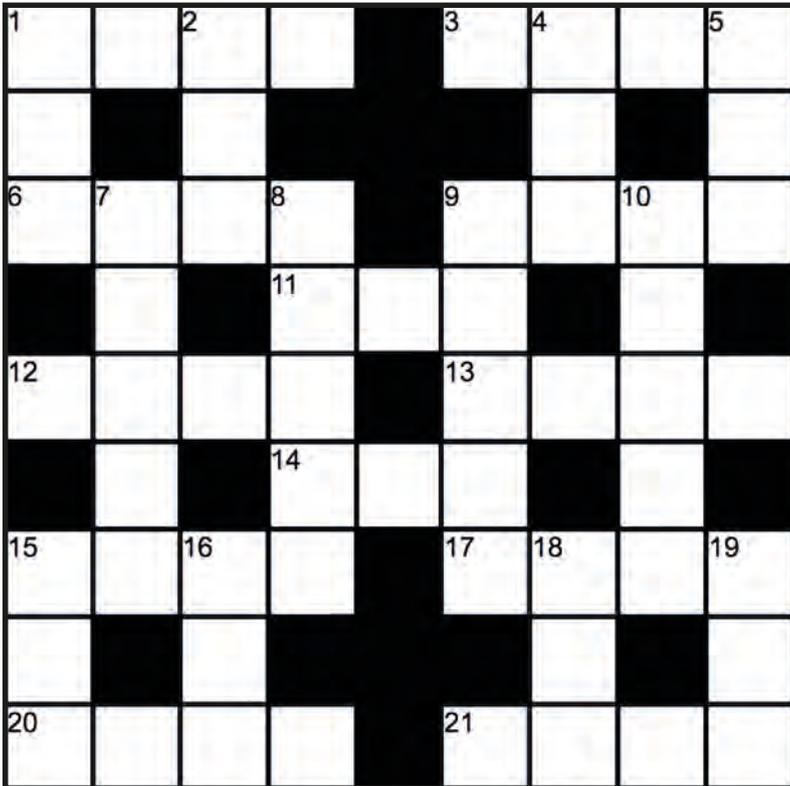
Also to the Dreadnaught Society for their donation of the final edition called, "These also Came" by Olwen King. This tells what happened to many of the boys and their ensuing lives.

The next Book Club meeting will be held in the Crowley Library on Thursday 31 May at 3pm.



# GAMES CORNER

# CROSSWORD CLUES

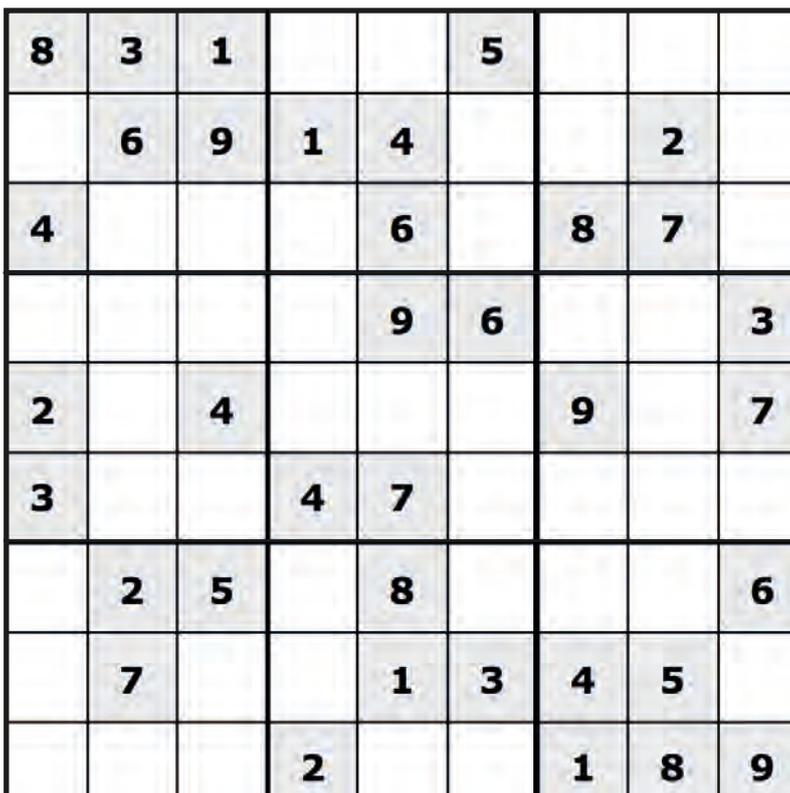


## Across

1. Casino cubes
3. Small argument
6. Swedish pop bad
9. Put your hands together
11. Average
12. Fur loving pest
13. Malevolent
14. Color TV pioneer
15. Left
17. Conceal
20. Burg or hamlet
21. Impact sound

## Down

1. Dead On Arrival
2. Bus alternative
4. Buddy
5. Pinnacle
7. Battle of the \_\_\_\_
8. Away from each other
9. Coffee additive
10. Moniker
15. Drenched
16. Not used
18. Residue of fire
19. Poke fun at



The sight of a boy's grandmother cleaning her dentures fascinated the young boy.

He sat riveted as she carefully took them out, brushed and rinsed them, and popped them back in.

"Cool, Grandma!" he said, "Now take off your arm."



A delicious meal was had at the Annual Easter Luncheon, where Allan Rice invited his daughter Gwen to share the occasion.



Lorna Spratt was the recipient of one of the lucky door prizes at the Easter Luncheon.



There was strong competition at the Crowley Commonwealth Games. CEO Michael required a bit of a pep talk by Bette Chandler prior to competing.

It was a slippery slide for Joyce Brown in the snakes and ladders game at one of the weekly visits with Xavier students.



## 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.