

the chatterbox

NEWS FROM CROWLEY CARE

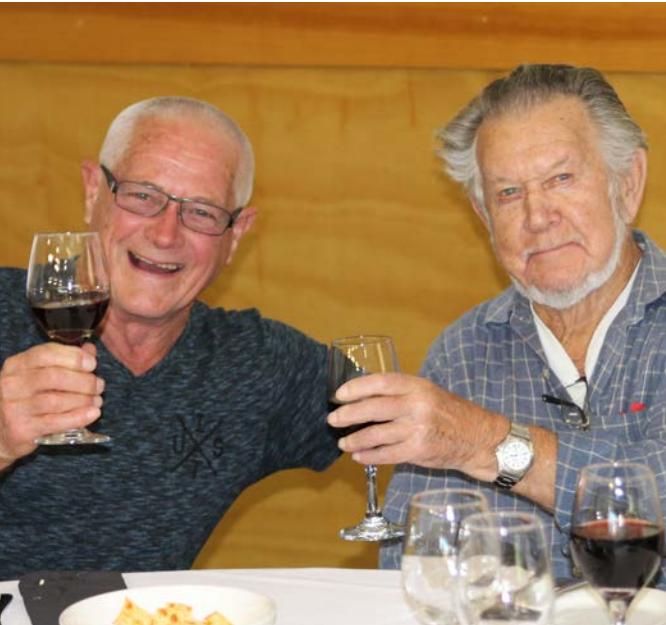
SEPTEMBER 2018





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COVER PHOTO

Our Customer Service Team brought spring to Crowley early while dressed in yellow to support Daffodil Day for the Cancer Council.

A Moment with Our CEO

Hello everyone,

Our Staff Recognised

Our annual Staff Recognition Event is always such a special day with this year seeing some 120 Crowley Care staff in attendance. So many well-earned awards were handed out on the day. And such a fabulous atmosphere where staff were recognised for doing great work each and every day, often going “above and beyond”.

After the formalities I had a couple of great conversations with staff who said they felt privileged to work at Crowley. “I’d never work at any other organisation” and “I love my job” were comments that captured this sentiment. Whenever I hear these sorts of comments I feel proud and humbled.

Blessing and Opening

The Blessing and Opening of our redevelopment was a unique opportunity to get everyone together. It was a celebration with Crowley at its best. It was also our chance to thank everyone who played a part in the development after such a long period of planning and construction.

My focus leading up to the event was to make sure everything ran smoothly on the day, and thankfully it did. But what has been really lovely is the number of residents who got ‘a great buzz’ out of the day and the obvious pride they have in their home.

That pride should extend to everyone who made it all possible - including our architects, builders, staff, families and residents who have been incredibly supportive. Thank-you!



Chapel at Our Heart is Open

Our new Chapel has been blessed by our Bishop and Father Michael has already held a number of masses in the Chapel. Located right in the heart of the new building, the Chapel is open for everyone to visit. I know that visiting the Chapel is an important part of many people’s day, whether it be for prayer, reflection or some quiet contemplation. So please do come and visit and spend some time in the Chapel.

Missingham Open

The top floor of our new residential care facility - named Missingham - has now accepted its first residents. We are systematically filling the top floor rooms and I have to say demand is very high. In fact we could have filled a facility twice the size. This says something I think about our good reputation in the region as a quality, locally-run provider of aged care services. And for that, we thank our wonderful staff.

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

Michael Penhey
Chief Executive Officer



Redevelopment Update

Kelli Potts Executive Manager Operations and Finance

What a momentous month August was!

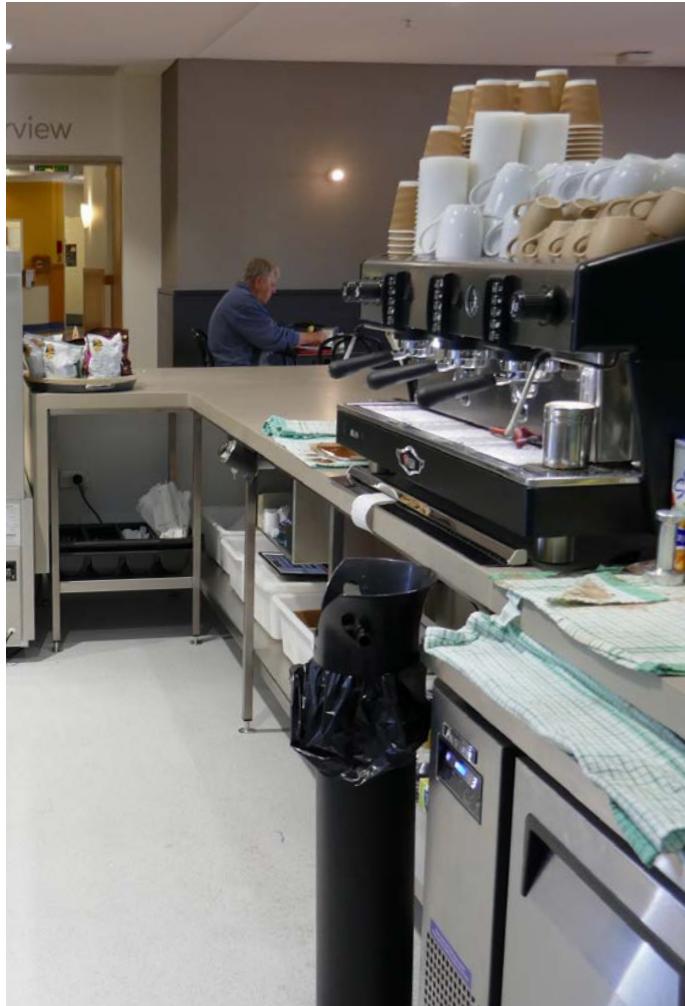
We had the Official Blessing and Opening of our redevelopment and the Saint Mary of the Cross Mackillop chapel. It's amazing to think that this brings to a close Stage 1 of our redevelopment and 23 months of construction here at Crowley.

Where to from here you may ask?

Now it is time to step back and to add the layers, the finishing touches that will fully bring the buildings to life. Things like, artwork such as the iconic and beautiful black and white images to walls of Barneys Cafe, décor, furniture, signage and music. And of course the significant refurbishment in Lillipilli Wing has been steadily going on and with the redevelopment now complete we can turn our attention back to these works.

Our Chapel has held its first Mass and is now open for residents and visitors to Crowley. This space has been created through numerous conversations, a little hard work and a lot of love. I am sure you will all agree this is a space that will be used by the Crowley Family for years to come. It is a place that feels special to me and many residents already.

The other big change with the end of the redevelopment is saying goodbye to all the builders and contractors who have called Crowley their work place for the past two years. They too have become part of our extended Crowley family during the build. Over the next few months we will have regular visits as we tweak bits and pieces and of course with many of them having become regular Café customers we won't be surprised if we see them at Barney's!





Out & About

New Talent

Recently we have had a number of new residents join us at Crowley, and with this has come many talented people. Doug Heaton is a musician who plays the Mandalay and has been performing for us at our Men's Group recently. What a treat it is to have such talented people right here with us!

It Was a Damper Off

With the help of Connie, Joyce and some overseers, we made some true-blue damper. Well, we made the classic damper with golden syrup, but we also ventured out and spiced things up a little with a blueberry damper and a cheese and bacon damper. All three were a success but I think the favourite was the blueberry, which looked (and tasted) sensational. A lot of us remembered all our camping days and using the camp oven on the coals to bake.





Coast Guard Tower

On Friday 20 July, the Men's Group had an outing to the Ballina Coast Guard tower. They listened to a very informative talk on the ins and outs of the running of the tower before embarking on a tour of the control centre. They were shown how all the radios work, which sparked a lot of interest from residents as well as many questions, and learnt about the role of the volunteers that operate the tower. The weather gave us a spectacular day with clear skies, so clear that we could see all the way to South Ballina! The whales and dolphins put on a show as well while our morning was finished with a lovely morning tea.

We also visited the Northern Rivers Community Gallery to explore a workshop of pixilated pictures.

Scenic Bus Drives

Well off we went again on our regular weekly bus drives. If you ask the residents, Juanita "gets lost". It was a little joke from the trip, because on our journey out to Mullumbimby we took the Binna Burra Road home only to find the bridge was closed, leaving us to trek all the way back around to make a big loop! To say the least it was an eventful trip with lots of back seat drivers.

Our next trip was to Lismore where we all enjoyed the scenic Gundurimba Road leading up to Tregeagle and back home. Last stop was Evans Head for the month, which is a great spot for views, checking out the community gardens and all the new building developments.



Out & About

Last Month at Crowley

Entertainers All 'Round

Residents attended a performance by the Ballina Christian Choir last month, enjoying their beautiful harmonies and voices. We will be looking forward to their return visit.

Our regular entertainer David Reeve will now be performing for us on the third Wednesday of the month, in the Entertainment Room at 10:30am and another performance at 1:30pm for the Rosebank residents.

There will be upcoming performances by the Ballina Boot Scooters, Paddy's Band and Silversmith Singers to look forward to in September.

Meet You at The Pictures

Last month we set off to the pictures to watch "Mamma Mia: Here We Go Again". It was a real hit and we all walked out singing and smiling.

Leisure & Lifestyle staff hope to go to the new Christopher Robin film in September, the sequel to "Goodbye Christopher Robin" which residents enjoyed earlier in the year.

Cooking in Serpentine

A small group of residents met in Serpentine dining room where we christened the new oven for the first time making scones (in typical Crowley fashion).

We used a secret recipe, or so I thought, but once the discussion started about different recipes we discovered that this is an old favourite with ladies touring in caravans, and as you only need a few ingredients there were many variations.

We enjoyed our scones fresh out of the oven while still warm, topped with jam and cream. It is great to have an area where we can cook and have access to an oven. We are all sure that there will be lots of cooking sessions in the future.

During our baking escapades we also made a vanilla lattice slice, which was as sweet as candy!



Crowley Auxiliary

They Have Done it Again!

The Crowley Auxiliary are known for their generosity over the years with the purchasing of medical equipment and items of need for our residents, and this year our Auxiliary have donated the fabulous new coffee machine in Barney's Cafe.

The coffee machine is the largest purchase for a single item our Auxiliary have made with a cost of \$895!

We are very fortunate to have our Auxiliary that do many wonderful things at Crowley, and now whilst we enjoy our daily cuppa, we can really appreciate the hard work of the Crowley Auxiliary.



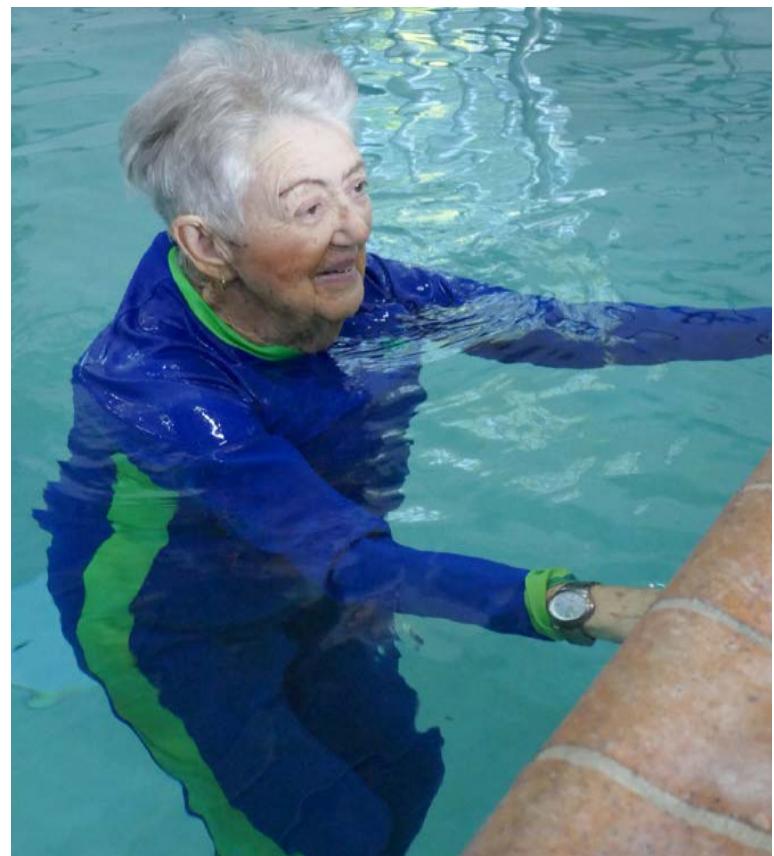


Crowley's Hydrotherapy Pool

A keen swimmer in Shaw's Bay for over 50 years, Laurie Quinn was part of a swimming group that would meet at 6am each morning for a swim across the Bay. Laurie only gave up this morning ritual in recent months at the age of 93.

Laurie enlisted a local seamstress to hand make her full-length swim suit as she was getting tired of the fish bumping into her legs. With recent media reports of sharks now in the Bay, Laurie is questioning whether it was the fish or sharks that interfered with her swim!

However Laurie is still swimming in Crowley's Hydrotherapy Pool on a weekly basis and she loves her time in the pool with our nursing staff. Laurie was quick to point out the water temperature of the Hydrotherapy Pool is a lot warmer than Shaw's Bay!



In the Know... What is Compulsory Reporting?

Christine Lawton
Residential Care Facility Manager

Earlier in the year we had an unannounced visit from the Quality Agency. One of the areas that they were looking at closely was Compulsory Reporting.

As per the Aged Care Act 1997, the law has compulsory reporting provisions to help protect aged care residents. This means that all approved providers of residential care services are responsible for ensuring that any suspicions or allegations of reportable assaults are reported within 24 hours. This is to both the Police and the Department of Health.



So what is a reportable incident and what are our responsibilities here at Crowley?

1. Unreasonable use of force on a resident.
This includes physical attacks, unwarranted use of physical force, hitting, punching, or kicking from a staff member or member of the public. This is regardless of whether it causes bruising or injury.
2. Unlawful sexual contact. This means that it is non-consensual. The reporting requirements under the law are designed to protect our vulnerable residents and not to restrict their sexual freedom.
3. If a resident is missing from the facility and we are unaware of any reason that the resident is not on the premises, then it is to be reported to the Police. The Department is also notified within 24 hours of the police being informed and if the resident has not been located. This is why we ask that all residents are signed out when going out with family or friends.

Apart from physical and sexual abuse, abuse also includes:

1. Emotional and psychological abuse
2. Neglect
3. Abandonment
4. Financial or material exploitation
5. Self-neglect

If you have concerns for a family member or someone in your community, you can call the Elder Abuse Helpline on 1300 651 192.

CROWLEY FAMILY SHOW DAY 2018!

When: Thursday 4
October 2018

Where: Crowley
Care Ballina

Time: 10am - 2pm



FEATURING:

CROWLEY'S FAMOUS CAKE STALL

PHOTO BOOTH

BABY ANIMAL FARM

ARTS & CRAFTS



CROWLEY COMMUNITY COOKBOOK 2018

**ON SALE AT
CROWLEY FAMILY SHOW DAY
4 OCTOBER 2018**

**CALL FOR RECIPES
DUE BY: FRIDAY 14 SEPTEMBER 2018**

**Drop to: Crowley Reception or
Email to: lellisharry@crowley.org.au**





Blessing & Opening

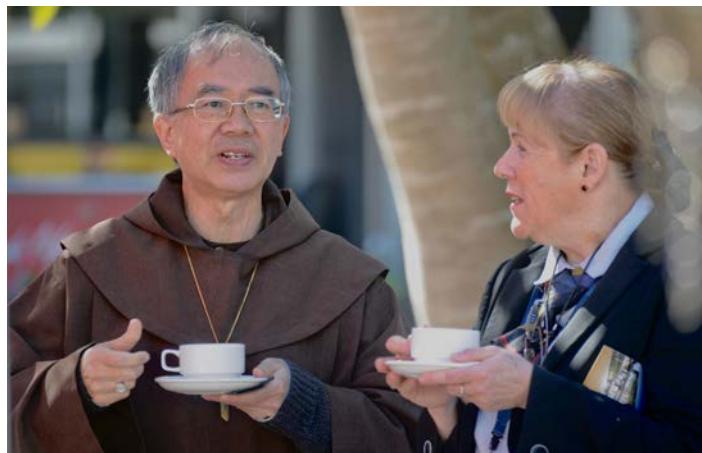
What an exciting month we have had at Crowley where we celebrated the Blessing and Opening of the Redevelopment and Saint Mary of the Cross MacKillop Chapel.

We were joined by more than 150 residents, clients, family members, staff, special guests and friends of Crowley to celebrate this special occasion on Wednesday 8 August.

The event was held in a large marquee in Crowley's new Plaza, where the weather was on our side with a beautifully warm winter's day. The enthusiastic chatter amongst the residents, visitors and staff whilst they enjoyed a delicious lunch was a sure sign everyone enjoyed themselves.

Thank you to everyone that was a part of such a special day for Crowley.







Daffodil Day

Laura Ellis-Harry Quality Officer

Daffodil Day is an important date in the Cancer Council's calendar with the day being one of Australia's most iconic events. Here at Crowley we acknowledge the day by dressing in yellow and collecting donations for the Cancer Council.

This year Daffodil Day took place on Friday 24 August. Across Australia companies and individuals came together to raise funds for life-saving cancer research. The event celebrated 32 years of turning Australia yellow, with Cancer Council aiming to raise more than \$4 million for cancer research.

Here at Crowley residents, staff and family joined forces to turn Crowley yellow - we were successful in raising just over \$400.00! Well done Crowley!

Our final fundraising day of the year is coming up in October. This is the day we call "Pink Day" and on this day we dress in pink and all the funds raised go to local not-for-profit organisation; Jodie's Inspiration.

Jodie's Inspiration was established to raise funds to purchase non-essential medical equipment and resources for our local oncology units, so pretty much those things that make an uncomfortable process that tiny bit more bearable.

We are looking forward to "Pink Day" this year and hope to see you all looking fab on Wednesday 24 October.



Crowley Board Profile

Kylie Bennett

Kylie Bennett joined the Crowley Care Board in 2013. She is the Director of Clinical Services at St Vincent's Hospital, Lismore.

Highly qualified, Kylie has both a Graduate Certificate in Clinical Management and an MBA from The University of New England.

She oversees the clinical governance at the hospital and St Joseph's Nursing Home in Lismore, which like Crowley, is owned and operated by the Trustees of the Catholic Church. Kylie brings a wealth of clinical expertise to the Board.

Chatterbox recently caught up with Kylie.

Your experience is different to other Board members, what do you think you bring to the Board?

That's true. The great thing about the Board is that we have members with a range of skills and expertise.

My passion is to ensure that good clinical outcomes are achieved for our residents. Our Board takes this very seriously and is committed to making sure we deliver high quality care.

I suppose I bring considerable acute and clinical care knowledge from my work at the hospital and from my training and experience as a nurse.

What are some of the challenges?

Aged care is now a very dynamic environment and to do it well requires an ability to support residents who have complex needs and sometimes acute medical conditions. That's a big challenge. We are increasingly seeing people enter aged care, including Crowley, at a later stage in their life, when they can no longer cope at home (even with services in place).

So a key challenge is to make sure we manage their acute and chronic medical conditions well but do that in a home-like environment. It reinforces the need for quality initial assessment of a resident's needs, through care planning and the delivery of that care.



When you think of Crowley what are the areas that excite you?

The staff and their enthusiasm to keep improving outcomes for residents is great. Maintaining that desire to have the best clinical outcomes by helping staff to achieve and strive to do better is important to me. Crowley staff can be proud of their achievements. We need to continue to make sure all of the systems to support residents' clinical needs are really robust. In my opinion, the governance of clinical care is and must be taken seriously.

Overall, when you think of Crowley, what comes to mind?

I feel grateful and proud to be part of a dynamic Board of an organisation which is of such high quality. I love meeting with the other Board members because they truly care about Crowley and are focussed on delivering the best service we can for our community.

Crowley Connections

Donna Kennedy

This is where my story begins. Who am I? Where did I come from? And why am I here?

My name is Donna Kennedy, Registered Nurse, Home Care. I started working at Crowley in October 2017.

Why?

I came to Crowley after a recommendation by a previous work colleague, well actually, my old boss. I resigned from my previous role as Assistant Director of Nursing, Aged Care, at another aged care facility in Lismore. I had worked there for 8.5 years and loved my job, loved my work colleagues and especially loved my residents. It was my second family.

Needing a change, I closed that door and the Crowley door opened. And I now know, that it was meant to be. The values I hold so dear, were alive and kicking at Crowley. Crowley felt like "home" from my very first day and I am reminded just how much I love Crowley every day.

So who Am I?

I am 53 years old, a wife and mother of five sons. I completed my nurses training at Lismore Base Hospital in 1985.

I have been married to Brian, an auctioneer, for 32 years. Our sons range in age from 29 to 19, the last two being twins. Being the mother of five sons has been quite a ride. They make me old but keep me young, they drive me crazy but keep me sane. They are not perfect - they are boys in every sense of the word. And apparently reach maturity at age 30... I live in hope!

Last year marked the end of the twin's schooling and when I proudly declared to the Facebook world that it ended 24 years of packing school lunches, a dear friend calculated that it equated to 68,000 lunches. That's not counting the ones they took to school and sold!





The boys have always been active, playing sport all year round. Rugby League being their number one preference. They have all enjoyed success at different levels of the game:

Number 1: Australian Schoolboy representative and played professionally in NRL

Number 2: Is strength and Conditioning coach at Sydney Roosters and is Australian Weightlifting champion

Number 3: Has just been selected in U/23 NSW Country side to tour PNG next month

Number 4: Plays first grade locally and works at Woodlawn as PE assistant

Number 5: Has represented NSW and plays in U/20s side in QLD

The younger boys are currently studying at uni as well. I am a proud mother!

I've been a footy mum for 19 years, spending most weekends and holidays on the sideline or in grandstands, with my trusty first aid kit of slings, ice packs and skin glue handy.

I think I've watched as many football games as I have packed lunches. Raising five sons has been a battle between keeping the fridge full, paying the medical bills and keeping the wrestling to a minimum. But an absolute joy!

I spent 28 years in a totally male dominated environment, but then two years ago was blessed with my first grandchild - a precious baby girl. And since then we have had a second. Jasmine and Frankie. They are my absolute world, my sunshine, my cherry on top.

I live at Evans Head, with the beach being a very important part of my life. I am a water sign, Pisces, and I love being near the water. And am very lucky to live very close to the water. One of my greatest pleasures is walking along the beach, or scaling the headlands. We as a family all enjoy fishing, swimming, kayaking, spear fishing and basically anything water related so being close to the water is essential.

I enjoy amateur photography, with the emphasis being on amateur, but derive great pleasure when you take that great shot. I had an amazing experience last year whilst out fishing off Evans Head when a pod of eight whales approached our boat. It was as exciting as it was terrifying, but I managed to take some great photos in between the squeals and gasps. With my camera always close by, we have enjoyed recent trips to Malaysia, New Zealand and a cruise around Pacific Islands. Our next adventure is a road trip to Tassie in October, but I do have a hot air balloon ride planned next weekend. And of course there are always excuses for trips to Sydney every other weekend - two very precious pink excuses.



When to Make the Move

Dave Crosby

**Customer Service and
Independent Living Manager**

Many people struggle with the decision around when is the right time to move into Crowley Independent Living. So you're not alone. There is no "perfect" time, it is different for everyone.

While this decision seems like you are surrendering, it is actually an empowering process where you can take control. The natural supports that exist living within Crowley Independent Living, mean a safe and supporting environment for you, which means you are less reliant on friends and family. You could say you become more independent. There is less for you to worry about, like home maintenance and knowing help is available when you need it. It also means your loved ones are less worried for you, knowing you're safe.

Some of our residents have made the move earlier in their retirement and have established lifelong friends while being able to fully participate in all the activities and facilities available.

One of our residents recently shared, "I can't believe I met my best friend at 93!" Another very common response we get from new residents is, "I should have moved here years ago."

Independent Living at Crowley is about, making cooking optional, laughs mandatory, and providing peace of mind for you and your family. If this is sounding too good to be true, then it just might be the perfect time to speak to me about how you can live the Crowley Way!

Phones to be tested in August

4-9 Redford Place
16-54 St Marks Close

From the IL Desk

Who Am I?

I was born on 28 May 1935 at Moss Vale in the Southern Highlands of New South Wales and was the second of three boys to Connie and Wilfred who were dairy farmers at nearby Werai.

In 1939 our farm was sold and our family moved into Moss Vale where my father became involved in auctioneering and real estate and we were able to commence our schooling at the local public school.

I started kindergarten in 1940. In 1941 Dad joined the Army and was posted away from home, spending a year or more in Western Australia, which led to a family break-up with the boys being sent to live with relatives.

I lived for a while with my mother's mother at Leura in the Blue Mountains and attended the public school. Later in 1943, my brother David and I moved to the Carlingford C. of E. Boys' Home for the rest of our primary schooling at the public school.

In 1947, I was enrolled at Hurlstone Agricultural High School at Glenfield where I lived, as a boarder, until 1951. During those years, I joined the army cadets, played rugby union and studied wool classing, botany, agriculture and science.

After high school, I worked at Berrima Cement Works for 12 weeks, in the laboratory, debating just what I would end up doing. I decided, with much prompting, to take up a government occupation, so accepted a Teacher's College scholarship at Armidale Teachers' College where I spent the next two most enjoyable years.

In 1954, at age 18, I was appointed to Woodenbong Central School as the Science Teacher. I spent six years at Woodenbong before moving out west to a small school at Kikoira, west of West Wyalong. In 1964, I was posted to Lorne Public School near Kendall and later to Eltham Public School in 1969. While still living at Eltham I also taught at Southern Cross Primary and Manifold Public Schools. In 1979, we bought a small farm at Clunes to set up a macadamia orchard.

Whilst teaching at Woodenbong I was fortunate to meet up, at local dances, with a delightful young lady called Joan Bagshaw. We were married at nearby Urbenville, on 5th January 1957 and have four children, Kerry, Peter, Scott and Fiona who have given us great pride and joy.

In 1959 we decided we would move into small schools where I could teach our children and was able to do so from Kindergarten to Year Six. This idea came from seeing it happening with a teacher and his three boys at Moss Vale. Our children, as a result, have all done well in their various careers.

Since retirement I have been fortunate in being able to travel to many other countries. Our first trip involved six months driving around the UK and Ireland, meeting up with relatives and visiting places where they had lived.

Other trips have been to Europe, Morocco, N.Z., Fiji, China, Indonesia and Thailand. Since retiring, we spent some years involved, with our interests, in the Ballina/Byron U3A. In our early days, we both played tennis and golf and became involved in local community organisations. I have been 56 years with the Masonic Lodge and 27 years involved with the Ballina Bridge Club whilst Joan has enjoyed her time reading, writing stories and singing with various local choirs.

In conclusion, I must mention how much we are enjoying our time at Crowley. Five years ago we decided to downsize from our four-bedroom home of 25 years at Lennox Head and move to Ballina. Joan's mother had resided at Crowley for 8 years until 2001 so we knew what a caring place it was. Since moving in, we are enjoying the various activities and facilities, especially the caring friendly attitude of the staff as well as the opportunity to make new friends.

We feel very privileged to receive the "Crowley Hug".

An Afternoon at the Movies

The Guernsey Literary & Potato Peel Pie Society

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: The Guernsey Literary and Potato Peel Pie Society

Genre: Drama, history, romance

Directed By: Mike Newell

Written By: Don Ross, Kevin Hood, Thomas Bezucha

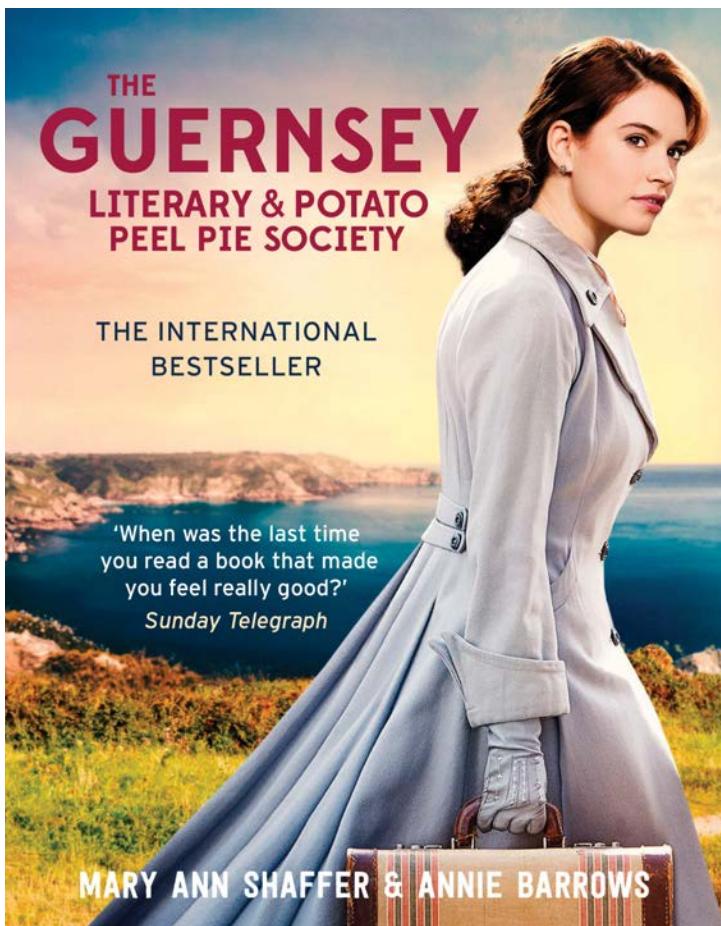
Starring: Jessica Brown Findlay, Lily James, Tom Courtenay, Michiel Huisman, Matthew Goode, Glen Powell

A correspondence begins between Juliet Ashton and members of The Guernsey Literary and Potato Peel Pie Society, with them sharing their experiences of Nazi Occupied Guernsey. When an idea for a book catches Juliet she goes to visit the island, making lifelong friends and taking life changing steps along the way. This book is told by way of letters and as the reader, you become enchanted by the writers of them and the love Juliet comes to feel for each of the Islanders; Dawsey, Amelia, Isola, Eben, Kit and Elizabeth. A beautiful story of love, friendship and the sadness of friends lost.

Reviews:

"While it's mainly a love story, it's also an act of homage to the stimulation and consolation to be had from books."

- The Sydney Morning Herald



Crowley Screening

Movie: The Guernsey Literary and Potato Peel Pie Society

When: Wednesday 12 September

Where: Crowley Education Centre Room 1 (Upstairs)

Time: 1.00pm followed by Afternoon Tea

Cost: Gold Coin donation

RSVP: To Crowley Reception Monday 10 September



IL Mens Bus Trip

Thursday 13 September

8.30am departure from Crowley Education Centre

\$5 bus fare + \$11 for admission fees (castle and museum) + food and beverages

It will be an interesting day of local hinterland sights, passing through Newrybar and other interesting locations before we head up to the Crystal Castle at Mullumbimby. Lunch is booked at the Mullumbimby RSL Club. After lunch we have a viewing of the Brunswick District Museum which should prove interesting.

RSVP to Crowley Reception by Monday 10 September

IL Ladies Bus Trip

Thursday 11 October

8.30am departure from Crowley Education Centre

\$5 bus fare + \$13 for tour, \$3 for train + lunch

We will depart Crowley and head to Zentveld's Coffee Plantation where we will partake in a tour of the plantation and facilities followed by morning tea. Once finished at the Coffee Plantation we will head to the Byron Solar Train for a round trip on this recently opened attraction. After our train trip we will head to Brunswick Heads to the hotel for lunch.

RSVP to Crowley Reception by Monday 8 October

Community Connections

Ballina Community Gardens

If you fancy yourself a green thumb, the Ballina Community Garden's may be a great place for you to get involved and meet new people.

The Ballina Community Garden is a welcoming and inclusive space where members can grow fruit, vegetables and flowers, and share their produce and understanding about gardening and local food sustainability. The gardens are located on a 3,900 sqm site, on Crown Land adjacent to Saunders Oval on the corner of Swift and Clarence Streets.

Members of the garden can access the garden at any time, however, the garden is open to visitors and new members on Tuesdays and Sundays between 9am and noon.

Contact: Simon Scott 0400 148 692





St Francis Xavier Catholic Parish
Ballina warmly invites all
ladies to

Breakfast with Bishop Greg

Tuesday 16 October 2018

7:30AM - 9.00AM

\$20.00 Breakfast

(payable at the door)

Crowley Activity Centre
154 Cherry St Ballina

Bookings are Essential

RSVP by Monday, 17th September
SFX Ballina Parish Office 6681 1048
Or email admin@sfxballina.org.au



CROWLEY AUXILIARY **FASHION PARADE**



Join us for a Garden Party
and enjoy a showcase of

SPRING FASHIONS BY CORRIES

Saturday 29 September

2.00pm

Crowley Activity Centre

\$15 entry fee
includes afternoon tea
(pay at the door)



The Secret to a Long Life

**Sherrie Viney
Home Care Manager**

Recent research has identified two strong predictors for how long you may live. Researchers looked at every aspect of life including exercise, diet, and marital status.

The two top predictors of those living longer were: Close relationships: if you have a few people in your life that stand by you in a time of need, you are more likely to live longer.

Social integration was the strongest predictor.

Social integration is about how much you interact with those you don't have strong bonds with, for example, having a chat with your neighbour, the man in the coffee shop or people in your interests' groups.

These two predictors rate higher for a longer life than giving up drinking or smoking and the study found that having a flu vaccine protects you more than exercise.

September is Dementia Awareness Month and recent dementia prevention research is suggesting that caffeine intake may have benefits with memory.

In August, Crowley Care proudly opened Barney's our new coffee shop here onsite. The coffee shop is for all Crowley staff, clients, families and friends, including our valued community clients.

If you are a home care package client accessing socialisation services with our staff, why don't you consider coming to Barney's for a coffee or a meal? We can arrange this for you. Just give your case officer a call on 1300 139 099. All DVA Clients are encouraged to come and visit our new Hollywood style coffee shop too.

Home Care Client Profile

Nancie “Nan” Crozier



Where were you born?

Lismore, NSW.



Where did you live as a child?

I grew up in Lismore, going to school and living there until we moved into Crowley a few years ago.

Do you have any brothers or sisters?

Jean is my sister and Ross my brother. I was the baby of the family and was spoiled by my father.

What did you do when you left school?

I wasn't too fussed on school as I was very shy and when I left I began work as a dental nurse in Lismore. I worked there after I was married, until I had our first child Lindy.

Tell us about your family:

My father was an accountant in Lismore and my mother was an artist, that's where I get my interest in painting from. My brother and sister weren't interested in art, although some of their grandchildren are very good at painting. I married Harold Crozier. He was from Alstonville and we have three lovely children. Our eldest daughter lives in Casino, another daughter in Brisbane and our son lives in Ballina. All three visit regularly and keep us busy.

Tell us about your interests, hobbies or passions:

I have been painting since I was a child. I did not have any lessons, as my mother was an artist and helped. I have painted with oils and watercolours and prefer to paint landscapes and flowers. I was a member of the Ballina Art Group and did a lot of work with the Lismore Anglican Church catering for lunches and sometimes weddings. People make a church and I have many friends from the church.

What are two good decisions you have made?

Marrying Harold and having our three lovely children.

What is your favourite memory of life so far?

Travelling the world and visiting England, Ireland, and America. We have visited Ireland about six times as Harold's family are there. Irish people are lovely gentle people, very casual and they take you as you are. I also visited the Louvre in Paris to see the art. We travelled on bus tours so Harold didn't have to drive.

What is your favourite food?

I like the cake Lindy cooks when she visits on Saturdays.

Calling All Superheros

Crowley Staff Recognition 2018

Here at Crowley we love what we do in caring for and supporting the aged and their family and friends in our community. However, as an organisation we know we do not do it alone, each year at Crowley we host a special event to honour our dedicated and hardworking staff members – our Superheros.

Our 2018 Staff Recognition Presentation recognised those who have excelled in their positions, gone above and beyond to serve our Crowley community or extended themselves through professional development or further education.

Here is a taste of some of our superheros recognised!

We have several award categories on the night, ranging from **Educational Achievement Award**, **Special Recognition**, **Years of Service**, **Team Award** and **Employees Choice Award**.

In 2018 we also introduced 3 new award categories being the **Community Crusader Award** – an award where Crowley employees needed to be nominated by members of the Crowley community, **The HR Managers Quiet Achiever Award** for a member of staff who's ongoing commitment and dedication deserves to be recognised and **The Leadership Award** for a member of senior staff who has continuously gone further than the call of duty to serve and mentor the residents and staff of Crowley Care.

The 2018 **HR Managers Quiet Achiever Award** went to one of our Residential Care RN's **Chris Catarinich**, we recognised Chris' ongoing commitment to Crowley and the ongoing education support she provides to our Residential Care staff.

The **Leadership Award** for 2018 went to **Tony Baldwin** our Hotel Services Manager for his ongoing commitment to the Crowley family.

This year for the **Employee's Choice Award**, we had a record number of nominations submitted for 69 staff members!

From these nominations awards went to:



Clay Blyth
Maintenance

Jen Hargreaves
Residential Care

Hayley Shelley
Residential Care

Brenda Kearney
Residential Care

Rodney Darke
Residential Care

Melba Byrne
Residential Care

Danielle Stothard
Home Care

Orion Kelly
Residential Care

Tammie Geddes
Residential Care

Jo Williams
Residential Care

Chantel Williams
Residential Care

John Yenubari
Residential Care

Essie Gooley
Home Care

Kim Scully
Quality



The **Community Crusader Award** introduced is an award where we asked the Crowley Community being residents and their family and friends to nominate a Crowley Staff member who they had seen serving the community in an exceptional way, the winner of this inaugural award were:

Bob Watson

Residential Care

"Unceasing good humour, kindness, equanimity, humbleness."

"An amazing individual and everyone I speak to agrees, such a gentle unassuming person that I am sure he has no idea just how much his caring and extra special nursing touches the hearts of his residents and their families. He seems to have a great work ethic and needs to know he is someone we really appreciate and is exactly right for his job. He is always ready to help new staff or his work colleagues who need a helping hand and visitors too and is so quick and methodical in his work. My husband has dementia and is not easy to care for but says that Bob is his friend and is happy when he is there."

Vanessa Kay

Home Care

"I feel safe when she is around, I know she is always aware of my needs as I plough my way through my 93rd year I am getting slow, walk slower, think slower. Over my last 6 years at Crowley, Vanessa has adjusted with me, always a ready hand to help me down a step on the pavement. Vanessa is always willing to do that extra effort."

"Vanessa has the ability to make mountains look like mole hills. She is always calm and cheerful when she is getting everything in order."

"Extremely pleasant, initiative and thorough."

Kim James

Hotel Services

"Unfailing kindness, good humour."

Jenny Dallimore

Hotel Services

"Always pleasant, always helpful."

"Always lovely, makes great coffee – friendly. Nothing is ever too much trouble for her."

Wendy Cassidy

Hotel Services

"We have observed Wendy's quiet nature respectful to clients, her attention to detail is of high standards."



The **Special Recognition Award** is awarded to staff members who have gone above and beyond their day to day duties.

Our Special Recognition Superheros for 2018 are below, along with some of the comments from their fellow staff:

Michelle Maroulis

Home Care, Residential Care, Beauty

"For her unwavering ability to manage working in three departments at Crowley. Michelle takes personal responsibility in managing work requests and hours worked, not to exceed etc. Michelle always attends Crowley events and dress ups with enthusiasm. Michelle attends Home care meetings by managing beauty bookings every 3rd Monday of Month."

Donna Kennedy

Home Care

"Over past 12 months, Donna has visited unwell, palliative and freshly wounded clients after work and as required, ensuring best outcomes for clients. She always acts with approval, never alone. Donna confidently and consistently checks the correct way to do things with her manager. She is a friendly smiling face for everyone. She contributes and participates in events and all things HC. A great Crowley Fit committed to the Crowley culture."

Dan Thwaite - IT

"Dan deals with each IT request with patience and understanding. He has a can do attitude and goes out of his way to help always with a smile on his face and an awesome attitude."

Dave Fisher

Hotel Services

"Dave's can do attitude, willingness to go the extra mile and helpfulness over the last 10 months has been phenomenal. Throughout the redevelopment and various events Dave has been a removalist, parking attendant and cleaner and has done it all with a smile on his face. A great Crowley fit!"

Laura Ellis-Harry

Quality

"Laura's outstanding contribution to Auxiliary Bake Sale cannot go without recognising and her commitment to Relay for Life. Her efforts with these two events was nothing short of amazing, above and beyond. Her creativity and ideas take our events from Good to Great each year as she grows in her role. She is a passionate Quality Team Member!"



We recognise staff who have undertaken further education during the year. This year the below Crowley Superheros completed further education. We congratulate these staff members and thank them for the investment they have made in furthering themselves professionally and personally.

The staff who received **The Educational Achievement Award** included:

Kelly Roberts

Masters of Nursing - Nurse Practitioner

Lauren Johnson

Certificate III in Individual Support (Ageing)

Christine Groth

Certificate III in Individual Support (Ageing)

Michelle Golding

Certificate IV in Training and Assessing

John Yenubari

Diploma of Nursing (Enrolled-Division 2 Nursing)

Beverley Pilcher

Bachelor of Nursing

Nicole Fidock

Bachelor of Nursing

Tara Buggy

Diploma of Nursing

Karin Stralow

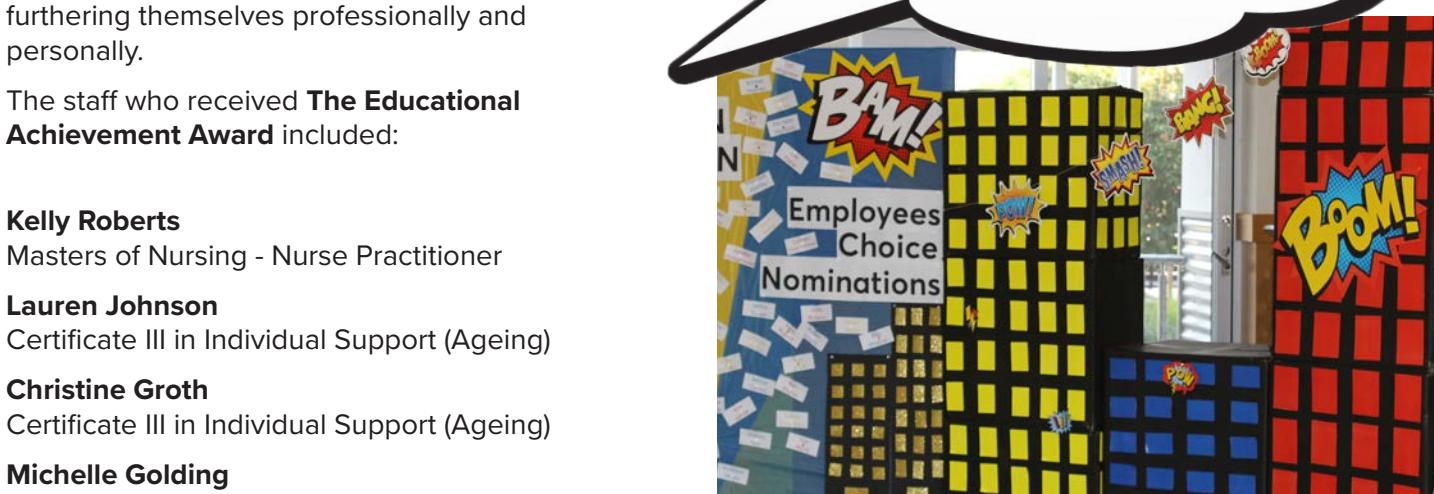
Certificate IV in Aged Care

Jarrod Leu

Certificate IV in Cyber Security

The Crowley Team of the Year Award,
this award goes to a team who has consistently served across the organisation, a team who has adapted to great change over the past 12 months and moved forward with poise and grace.

Our Team of the Year for 2018 is:
The Customer Service Team.





Finally, each year we acknowledge those who have been a part of the “Crowley Family” for extended periods of time and thank them for their service and loyalty to the organisation.

Our **Years of Service** Superheros for 2018 are:

5 YEARS

Kelly Jacobsen	Christine Frawley
Raylee Rayward	Vanessa Kay
Brenda Kearney	Karin Stralow
Jenny Downs	Vidya Danuka
Ebony Stibbard	John Yenubari
Hazel Adams	Jenny Dallimore
Naomi Sakai	

10 YEARS

Narelle Krause	Gai Newell
Christine Lawton	Michelle Maroulis
Michelle Golding	

15 YEARS

Sherrie Viney	Jill Fox
Narelle Copas	
Steven Duff	

20 YEARS

Russell Turner	Denise Bienke
Lorraine Minter	
Peter Howard	

25 YEARS

Jenny Kliese

30 YEARS

Karen Short
Pat Boyd



CROWLEY STAFF RECOGNITION PRESENTATION

THANK YOU TO OUR WONDERFUL SUPPORTERS!

Shelter Café Lennox Head

Blooms the Chemist
Ballina Fair

McGrath Real Estate Ballina

Seven Mile Brewing Ballina

PFD

Alstonville Osteopathy

The Kitchen Shelf Lismore

The Cellars Ballina

Vast Interior Ballina

Belle General Ballina

Urban Earth Hair Studio Ballina

Danny's Bonefish Bar & Grill
Ballina

Muscle & Skin East Ballina

Beachside Home Ballina

Eureka Street Furniture Ballina

Harvey Norman Ballina

Riverside Health Studio Ballina

Beef + Beach Lennox Head

Alstonville Florist

Curves Ballina

Terry White Chemmart Ballina

Ramada Hotel & Suites Ballina

Crowley Care Cake Stall

Show Day Contributions

Tony Baldwin
Hotel Services Manager

Can you believe the Crowley Show Day is almost upon us again? If there are any family members or Independent Living resident's wishing to make some jams, pickles, cakes, biscuits or slices to donate to our Cake Stall, please feel free to do so. We would LOVE them!

You can drop them into Crowley Customer Service in the days leading up to Thursday 4 October with the ingredients listed and the Quality Team will make labels to attach to the containers.



Barney's Business

From the Barney's Team

Barney's is open for business! We're excited! Barney's Café has been open for the last 3 weeks and all is going well. It's great to have the bigger kitchen area and the beautiful counter space where we serve our customers from.

With the opening of our beautiful brand new café, we've established some new processes and introduced some new products.



One of these you may have noted already is our environmentally friendly packaging system. Our new cardboard containers are made from recycled paper. This packaging is food safe, biodegradable and user friendly. Even our new eco-straws are a small but notable environmentally friendly change.

Another new process that we have introduced is table service. We appreciated the help we had in the old café, however there is now no need to return your dirty dishes back to the counter. They can be left on the tables and staff will clear them away from there. This will assist us in keeping the counter clear of dirty dishes and looking pleasant at all times.

We are elated to be up and running in Barney's and we look forward to seeing you soon!

Recipe from the Chef

Little Lemon Dessert Cakes

INGREDIENTS

- 3 medium lemons
- 1 1/4 cups caster sugar
- 125g butter, softened
- 2 eggs, separated
- 1 cup self-raising flour
- 2 tablespoons milk
- Double cream, to serve

Preheat oven to 180°C/160°C fan-forced. Grease a non-stick muffin pan. Cut six 2mm-thick slices from 1 lemon. Place 2 tbsp sugar on a plate. Dip slices, one at a time, in sugar. Turn to coat. Place in prepared pan holes.

Grate 2 teaspoons rind from 1 lemon. Juice the remaining lemons. Using an electric mixer, beat butter, 1/2 cup sugar and lemon rind until light and fluffy. Add egg yolks, beating well after each addition. Whisk egg whites in another bowl until stiff peaks form.

Sift flour over butter mixture. Add 1 tbsp lemon juice and milk. Stir until just combined. Gently fold egg whites into butter mixture. Divide mixture between prepared pan holes. Smooth top. Bake for 20 minutes or until golden. Stand in pan for 10 minutes.

Meanwhile, place remaining sugar and 1/3 cup lemon juice in a saucepan over medium heat. Cook, stirring constantly, for 3 to 4 minutes or until sugar dissolves. Bring to the boil. Reduce heat to low. Simmer for 4 to 5 minutes or until thick and syrupy. Spoon half the syrup over cakes. Cool for 5 minutes. Serve cakes warm with remaining syrup and double cream.





Join us for a BBQ and drinks in the
Crowley Activity Centre
Thursday 11 October

12.00pm
\$5 per person
BYO Drinks

RSVP: To Crowley
Reception by
Monday 8 October

BOOK CLUB

with Judy Riley

'The Pearl That Broke Its Shell' written by Nadia Hashimi was the title of choice for the book club. Set in Afghanistan in Kabul it is the story of one woman and her family – tied by blood and tied by the inequality of the sexes for more than a century.

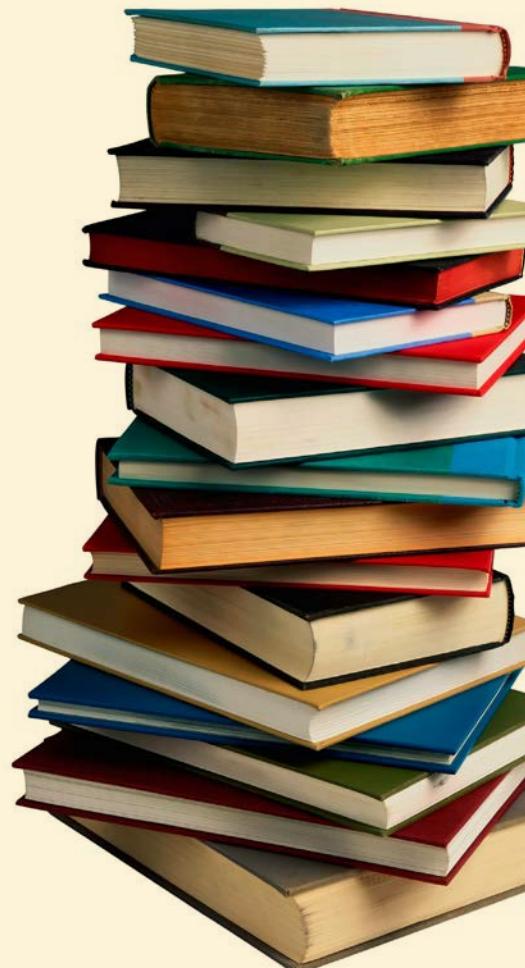
In this society if a woman doesn't produce a son for her husband she is mostly treated very badly often beaten, abused and forced to accept the injustice of these traditions. One of the daughters is even forced to become a bacha posh, dress and work as a boy until of marriageable age.

The story unfolds, and eventually through some education and opportunity, Rahima is able to move forward and we hope for a better and more acceptable way of life.

Just think how fortunate we are to be able to move forward, enjoy our families and our careers! There are several novels similar to this one, including 'The Kite Runner' and even 'The Patience Stone'.

Our next read is 'Me before You' by Jojo Moyes and we will be meeting in the Library on 27 September at 3pm. We do find it interesting to hear what some of the book clubbers think of what we read, and you are most welcome to come and join us.

Happy Reading to you all!



Update From Maintenance

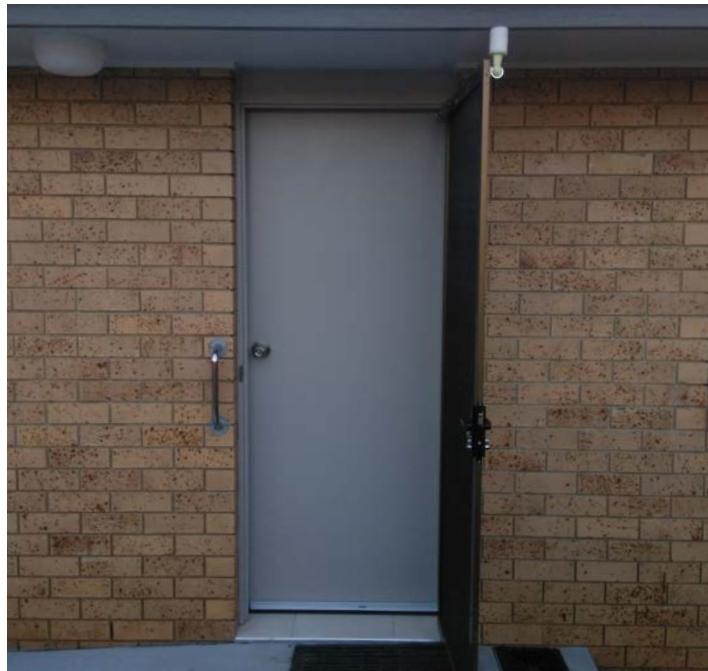
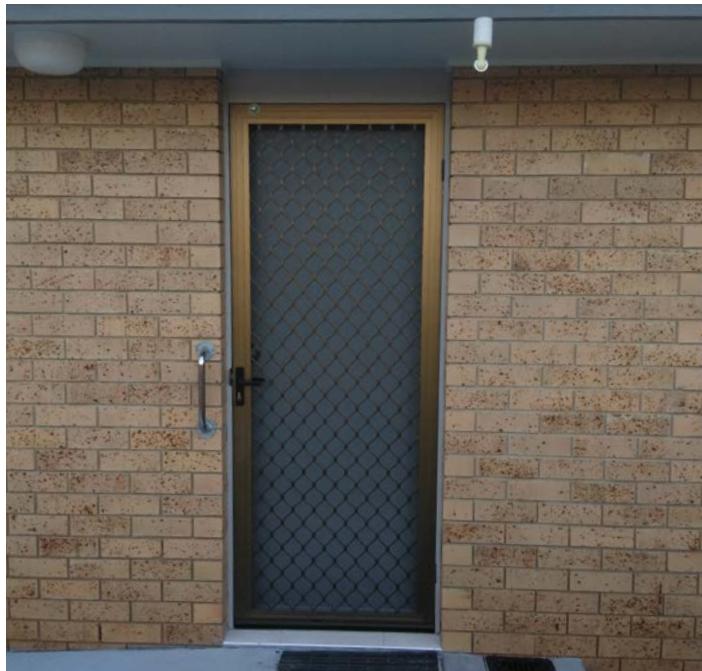
Albie Viel
Maintenance Manager

Bang! The crashing sound of a security screen door closing when impact occurs against the timber door jamb. There are many occasions when phone calls are received requesting to soften the banging of the security door.

The door closer is designed to close firmly. The spring pushes a piston, which forces the air out of the cylinder through a small hole which is adjustable to control the closing speed. The brand of door closer we use has a durability of over fifty-thousand operations.

Rubber seals and felt-like material can be stuck to the jamb to reduce the impact when the door closes. Another solution we can do to help residents entering and exiting their units is to fix a magnetic stop to the wall or eave and to the door to hold the security door open until residents are in a position to pull the door closed. This allows residents to close the door in their own time.

In other news, the maintenance team has been active with significant refurbishments of the Residential Care rooms and the refurbishments of the Independent Living units.





Making Feedback Flow

Independent Living Resident

Thank you for drawing my number in the raffle "Go the Blues" and "Go Parramatta" what a great 88 years it has been.

Student

Reception staff thank you so much for putting up with all our annoying requests and for keeping us entertained with your incredible costumes! Your positivity and enthusiasm makes our days here all the more enjoyable! We wish you all the best! Warmest regards, Speech Pathology students.

Crowley Auxiliary

On behalf of Crowley Auxiliary I would like to say a huge thank you to you and your staff for your wonderful assistance at Bunnings Barbeque. We could not do this day without your help. As usual Tony's catering was spot on making it all so easy, not to forget Tony and helpers making the barbecue sparkle at the end of a successful day. Thanks to one and all - a great result.

Independent Living Resident

Congratulations to the Crowley Auxiliary for giving us an unforgettable afternoon with Sebastiaan. The whole event was beautifully done with the wine and cheese plates. To all concerned, a big thank you.

Family Member

Now that Mum has moved to another part of the Crowley Village Community we wanted to say a sincere "thank you" to you for the part you played in Mum's time as an Independent Living resident. The visits and interactions she had with you and Jenny were extremely valuable and appreciated. It has been so reassuring for us to know that there was always someone just staying in contact and able to give us feedback about how she was going. Your role was / is invaluable. Mum definitely is in the right place and we are so grateful for the care, kindness and understanding she has had. Thank you so much. No doubt we will see you now and then as we continue to visit Mum.

The Faces, They Are A-Changin'

Gail Norton
Human Resource Manager

Thus far 2018 has been a year of saying hello to new staff and adios to familiar staff. Yes, the faces of Crowley are 'a-changin'.

Crowley has been in recruitment mode in preparation for our new 42 bed Residential Care wing. Our new staff to date, 48 in total, includes four Registered Nurses and four Enrolled Nurses with a number of these new staff studying to be either RNs or ENs.

The range of ages (the youngest is 17) and diversity in culture and experience will add another level to the 'Crowley Experience'. Our existing staff are currently assisting in the mentoring of these newbies to enable them to settle into Crowley in the nicest way possible.

On the induction tour we hear comments about the friendly vibe felt and this is often repeated after they have worked here for some months. Comments such as, 'I have never worked in such a friendly place' and 'this is the best place I have ever worked' is music to our ears.

All our staff work hard to maintain our great reputation and we are proud to tell anyone who has a hearing ear that working at Crowley has been one of the best decisions we have ever made.

Yes, the faces are a-changin' and they are looking better than ever!

OCTOBER IS BREAST CANCER AWARENESS MONTH

Join us on
Wednesday 24 October
for a PINK themed Mufti Day!

All staff, residents and visitors are welcome to dress up in PINK and join in the fun!

Gold Coin Donation Mufti Day with all proceeds to be donated to local Breast Cancer NFP Organisation **Jodie's Inspiration**.

Focus on Quality

Accreditation 2018

Michelle Golding
Quality Manager

Crowley Care has submitted our application for re-accreditation and self-assessment to the Quality Agency. It is a review of how Crowley meets each expected outcome - there are 44 in total.

New arrangements commenced from July. From this date the Quality Agency moved from announced re-accreditation audits to unannounced re-accreditation audits, and this applies to Crowley Care.

The move to unannounced re-accreditation audits includes:

- a strengthened focus on consumer and consumer representative input prior to the site visit
- tighter profiling of homes to identify potential quality and safety risks
- provider self-assessment of performance to be included in application for re-accreditation.

The Federal Minister for Aged Care Ken Wyatt said “These changes will strengthen the oversight of aged care services to provide greater assurance that standards of care are consistently maintained, not just at re-accreditation times.”

On the day of audit at Crowley Care family members / representatives will be advised by email that the audit has commenced, and signage will be placed throughout the facility for residents. Information will be provided to residents and their family members / representatives on how to give information to the Quality Agency before and during the audit.

TEAM COLOURS DAY

Any sport – show your team pride!

Wednesday 12 September

Residents, staff and visitors show off your team pride for the day and dress in your teams' colours!



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



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

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



Pet Visits at Crowley

Michelle Golding
Quality Manager

Research shows that simply having pets around can help to boost the health and wellbeing of people and the benefits can also be seen socially, emotionally and even cognitively. Simply petting a dog can lower your blood pressure, it helps your body release a relaxation hormone, and cuts down on levels of a stress hormone.

Owning and caring for a dog, can encourage increased levels of motivation and physical activity, and can provide an all-important feeling of companionship and being needed.

At Crowley Care we love the many pet visits we have throughout the year, it not only brings laughter and smiles to our residents and staff, pet therapy in aged care as many benefits:

- Pets are a wonderful source of interaction, entertainment and enjoyment
- Animals can provide a new focus of conversation
- Animals accept people unconditionally and this can be heartwarming and soothing for residents
- Pets inspire humor and good times

- Animals can add purpose and inspiration to their lives
- Pets are emotionally safe and non-threatening They don't discriminate or impose demands. They live for the moment and interacting with them often helps residents concentrate on the present and stop dwelling on the past or worrying about the future
- Animal's are easier to 'read' than humans and interaction with pets can help develop an individual's sense of empathy as they respond to the animal's needs
- Caring for pets encourages adherence to a daily schedule and will often evoke wonderful memories of the past
- Most people love animals and will enjoy sharing time together in the company of animals, talking and laughing together
- Being around animals provides stress relief and spiritual fulfillment. An animal's love is unconditional



Although not every pet is suitable for visits, the ideal pet to visit Crowley is one that is calm, gentle and above all well behaved and mannered.

Crowley's is committed to providing a home like atmosphere, whilst ensuring our residents are able to enjoy and participate in a wide variety of activities and experiences to enrich their lives whilst respecting their safety and choice.

To maintain a safe environment without undue risk to everyone's health and safety we have listed a few simple guidelines for pet handlers visiting Crowley.

- All pets are to be supervised by their owner at all times, whilst visiting Crowley
- All pets must be well trained to obey commands and be well behaved around people and other animals
- Pets are not allowed in the dining areas, particularly during mealtimes
- All pets are to be restrained on a leash
- At no time are sick animals to enter the home. The responsibility shall be on the owners to ensure that the pet is in a healthy and safe condition
- In accordance with Infection Control Guidelines visiting animals must have annual veterinary checks and should be fully immunized and wormed
- Please do not feed pets whilst visiting Crowley
- All pets visiting Crowley are to be clean and well groomed
- The owner / handler will be required to clean up after the animal





SUPPORT THE CROWLEY AUXILIARY

BUNNINGS BALLINA BBQ
SATURDAY 8 SEPTEMBER

Marketing Update

Sarah McMahon
Project Officer

The final layers of the redevelopment are coming together with our first stage of signage installed throughout the village. You may have noticed we have added our new Crowley logo to the front of Crowley's site near our apartments, and directional signage for Parking, Reception, Deliveries, Education Centre and much more.

The additions of the Crowley logo at our Reception desk, and the map on the wall have had many people talking excitedly.

We still have plans for more signage to be added throughout the facility and are excited that we will have our Barney's signage installed to complete our new café very soon.



Facebook Feed

Notifications from Crowley Care

Did you know that we have joined the Facebook community?

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

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

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

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



New Post - Crowley Care - August 9

Saint Mary of the Cross MacKillop Chapel

The Crowley Care Chapel was recently blessed by Most Reverend Gregory Homeming OCD, Bishop of Lismore. This special event occurred on the Feast Day of Saint Mary of the Cross MacKillop after whom the new Chapel was named. The Chapel lies in the heart of the new redevelopment - a beautiful place for peaceful contemplation.



Like



Comment



Share



New Post - Crowley Care - August 8

An event for all generations

The adorable Seabirds from St Anne's Long Day Care Centre were fabulously entertaining at our Blessing and Opening. The children sang a whole range of favourites from 'Home among the gum trees' to 'I can sing a rainbow'. So lovely to involve the Parish School children in Crowley celebrations today. But for the very young, it was all a bit too tiring! And a big thank you to Xavier Catholic College Concert Band who entertained the audience so beautifully.



Like



Comment



Share

New Post - Crowley Care - August 9

Crowley Care Opening

It was a pleasure to have Kevin Hogan and wife Karen join us in the celebrations!



Like



Comment



Share

VIRGO HOROSCOPE

23 August -
22 September

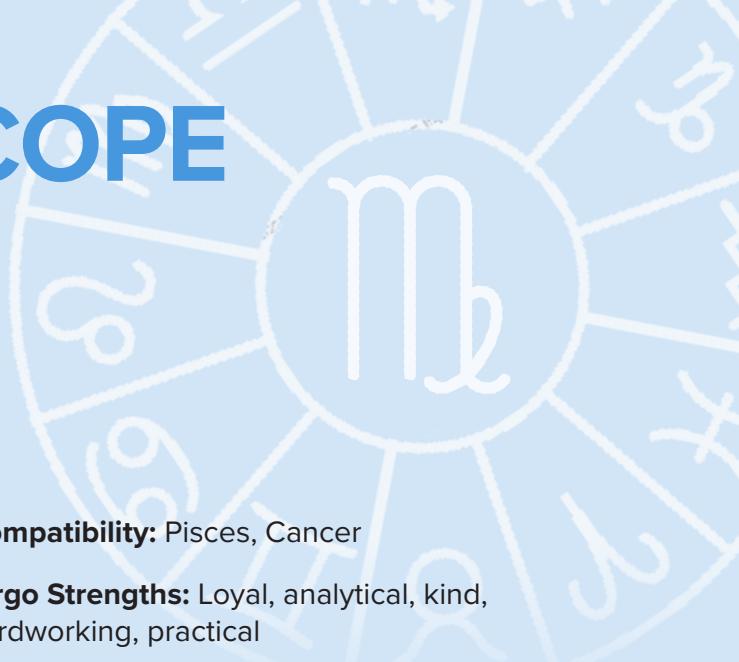
Virgos are always paying attention to the smallest details and their deep sense of humanity makes them one of the most careful signs of the zodiac. People born under this sign like serving others and they don't ask a great reward for that. They only have to know you have noticed what they have been doing. Virgo's are pretty successful at writing and speaking. Accordingly, they are good at any job that involves communication with society. They like to experience and express everything for the first time, as real pacemakers. Virgo's don't like being in leadership, they feel better when others give them orders.

Element: Earth

Dependable, grounded, reliable, loyal, practical

Ruling Planet: Mercury

Intellectual, logical, thoughtful, communication



Compatibility: Pisces, Cancer

Virgo Strengths: Loyal, analytical, kind, hardworking, practical

Virgo Weaknesses: Shyness, worry, overly critical of self and others, all work and no play

Virgo Likes: Animals, healthy food, books, nature, cleanliness

Virgo Dislikes: Rudeness, asking for help, taking center stage

Lucky Numbers: 5, 14, 15, 23, 32

Colour: Grey, beige, pale-yellow

September Birth Flower: Aster, morning

September Birthstone: Sapphire

Sebastiaan
Cabaret Singer

crowley care

Join us for an
Afternoon of Song with

Sebastiaan

Wednesday

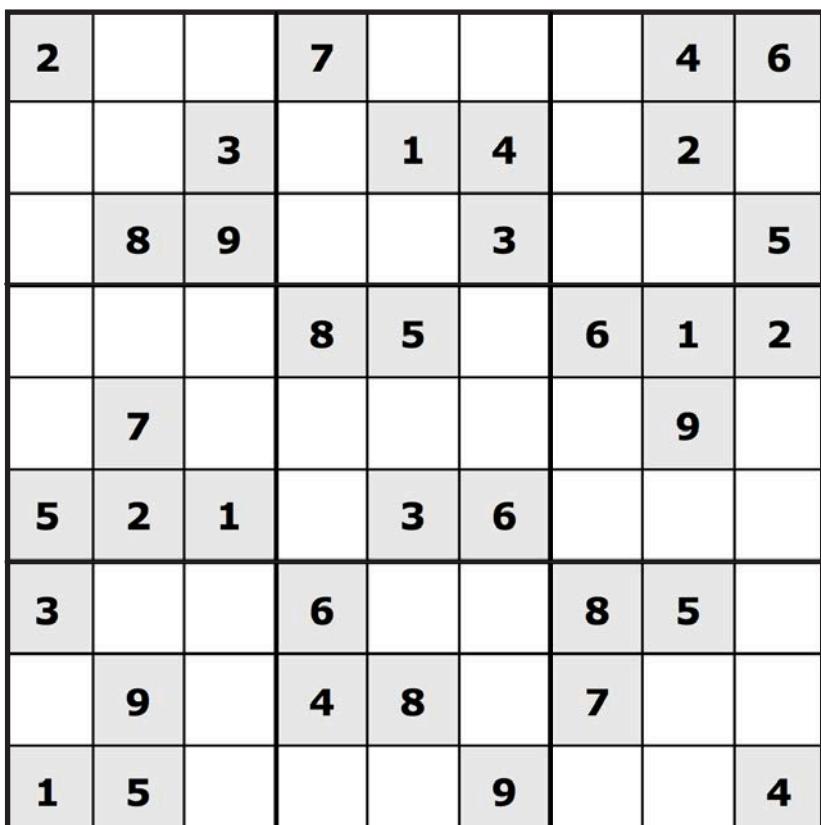
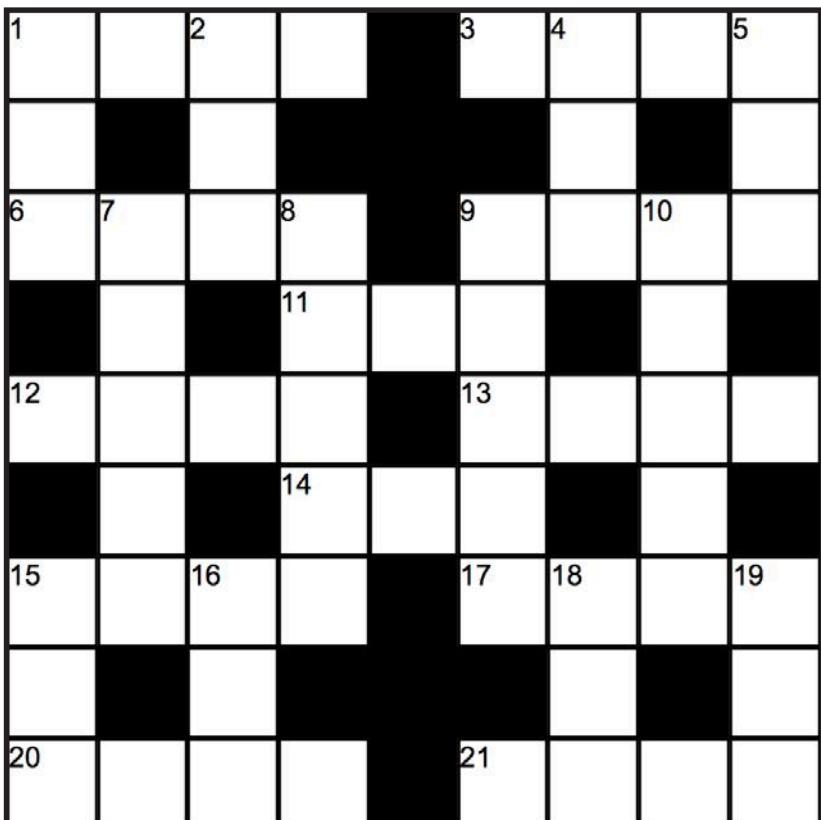
31 October

2.00pm

Entertainment Room

GAMES CORNER

CROSSWORD CLUES



Across

- To gain from working
- Side dish
- Young fellows
- Monastery resident
- Deuce; even score
- Bart's sister
- Precipitation
- Coffee cup
- Quick fastener
- Adam and Eve's place
- Firm hold
- Unlikely, as a chance

Down

- Moray, e.g.
- Color of blood
- London lavatory
- Chinese cookware
- UFO pilot
- Official seal
- Combine
- Loud sounds
- Hang loosely
- Boxing legend
- Penn. neighbor
- Viet ___

A wife was making a breakfast of fried eggs for her husband. Suddenly, her husband burst into the kitchen. 'Careful,' he said, 'CAREFUL! Put in some more butter! Oh my gosh! You're cooking too many at once. Turn them! TURN THEM NOW! We need more butter. Oh my gosh! WHERE are we going to get MORE BUTTER? Careful. CAREFUL! I said be CAREFUL! You NEVER listen to me when you're cooking! Never! Turn them! Hurry up! Have you LOST your mind? Don't forget to salt them. You know you always forget to salt them. Use the salt. USE THE SALT! THE SALT!'

The wife stared at him. 'What in the world is wrong with you? You think I don't know how to fry a couple of eggs?' The husband calmly replied, 'I just wanted to show you what it feels like when I'm driving.'



Serpentine resident, Doug Heaton had our residents toes tapping whilst listening to him play the Mandalay in the Entertainment Room.



Fish and Chip Friday is always a busy day for our Café, and the first Barney's Fish and Chip Friday impressed all residents and visitors alike.

I hope you shared the scones Liam! Marie Myers and her great nephew Liam enjoyed morning tea after the first Mass in the new Chapel.



IL Resident Dot Egan has CEO Michael Penhey hook, line and sinker!



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.