

# the chatterbox

NEWS FROM CROWLEY CARE

APRIL 2020



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### Cover photo

Arrr Mateys, we love to dress up here at Crowley, and Juanita wasn't messing around when it came to Pirate Day!



## A Moment with our CEO

Hello everyone,

Let me start by saying these are difficult times for us all and I am humbled by the way the Crowley community has come together to help keep our residents, clients, staff and families safe during the COVID-19 pandemic.

We are working together as one, with our overriding priority to keep our extended Crowley family as well and as safe as possible.

Much has been done already to implement key measures relating to COVID-19 across our site and for our Home Care clients. And it is likely more measures will be needed, as I am sure you can appreciate.

Our COVID-19 Taskforce, management and staff are doing a magnificent job. We continue monitoring the situation on a daily basis with your wellbeing our top priority. My promise to you is that we will keep you informed by communicating all key developments and measures as they arise.

It has been said before, in times of adversity there are good things that emerge. For me it's incredibly touching to witness the Crowley spirit come to the fore as we all manage the COVID-19 issue. We are all in this together and I am hearing overwhelming support for the actions we have taken and the way we continue to communicate with you. I've received lots of messages from families thanking us for keeping their Mum's and Dad's as safe as we can.

The selflessness of our community at a time like this is beautiful to witness and I am truly grateful for the way everyone has risen to the challenge.



Whilst the famous "Crowley Hug" is on hold as we exhibit correct social distancing, we can still show each other love and kindness through our actions. In doing so, we are committed to behaving as normally as possible in these abnormal times.

I am very confident our community ethos, spirit and actions will see us through the other side.

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

*Michael Penhey*  
Chief Executive Officer

# Catch up with Kelli

## Protecting Our Community

**Kelli Potts**

**Executive Manager Operations and Finance**

To protect our community from Coronavirus, known as COVID-19, Crowley Care has implemented a broad set of measures. To see the latest please go to our website <https://crowley.org.au/> and click on the Important Notice link.

At the time of publishing this edition of Chatterbox the following measures were in place. **Please check <https://crowley.org.au/> and click on the “Important Notice” link as these measures may have changed due to the evolving COVID-19 pandemic.** The Crowley COVID-19 Taskforce is monitoring this situation on a daily basis with your health and wellbeing our top priority. This may require further additional measures for our Crowley community.

### COVID-19 Residential Care facility measures

The new restricted Crowley Residential Care facility visitor arrangements include:

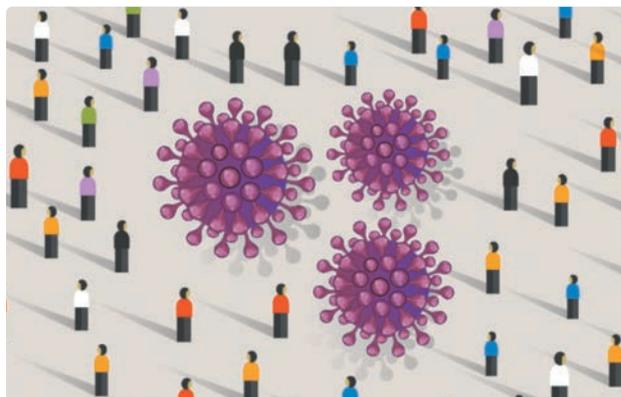
- Visiting times are now between 10.00am and 1.00pm Monday to Friday
- Visiting days are weekdays only
- Visits will be restricted to one visitor only per day of either family or a close friend
- Visits are to be with the nominated resident only
- Visits will be restricted to 30 minutes duration
- Visits must be held in the resident’s room, an outdoor area or in one of the areas designated by the facility
- Visitors must be able to demonstrate that they are following government directives in regard to social distancing and responsible community behaviour
- Entry to the Residential Care Facility is now only via Reception and visitor rules apply

Families please observe our recommendation that residents should not leave the facility unless they are attending an essential medical appointment. We continue providing the best care, support and socialisation for all residents.

### Supporting our residents and families

We have implemented a number of initiatives to support our residents and families during this difficult time. They include:

- Resident Connection Kiosk: designed to enable residents to access technology to remain connected to family via applications such as Skype
- Free Resident Wifi access: to help families stay connected Crowley has established ResWifi that is now available and free of charge to all Residential Care residents
- Leisure and Lifestyle Program: a revised program for residents accounting for our need for social distancing
- Barney’s Café: Barney’s Café will continue to be available to Residential Care residents for takeaways only. Staff will support residents to access this facility
- Coco’s Hair and Beauty Salon: Coco’s Hair Salon remains open for Residential Care residents. Due to the new Government restrictions and safe practice, the Beauty Salon is closed until further notice
- Lolly Trolley: residents will now be able to complete an order with staff who will arrange for the items to be delivered to their room
- Family Deliveries: for families who wish to have items delivered to their loved one, this can happen by calling Crowley Reception



### COVID-19 Independent Living measures

For Independent Living Residents and visitors the Residential Facility access will now be closed outside of the new visiting hours. Access to Reception for Independent Living residents is restricted to between the hours of 10.00am – 1.00pm on weekdays only.

#### Additional necessary facility and service closures

The following additional closures have also been made:

- Library: the library is now closed until further notice. We will investigate a home delivery book service for IL residents and will provide you with details on this service as soon as possible
- Hydrotherapy Pool: the pool is no longer allowed to be utilised and will remain closed to all users until further notice
- Coco's Hair and Beauty Salon: we regret we can no longer offer salon services to IL residents due to mandatory access
- Activity Centre and Gardenia Room: these are now closed in accordance with government directives regarding community spaces
- Chapel: we deeply regret the Chapel can no longer be accessed by IL residents. This is in accordance with the essential visitor rules in residential care
- Independent Living group events, activities and all gatherings including the Activity Centre, Gardenia Room, Education Centre are cancelled

#### Support for IL Residents at Home

We have been working behind the scenes to support our IL Residents at home with additional services during this difficult time. These services are:

- Barney's Café Village Delivery: whilst Barney's Café is closed to Independent Living Residents and the public, we have a Barney's Café Village Delivery service running Monday to Saturday
- Crowley Meal Service: Independent Living residents are reminded they can access Crowley's mobile meal service by contacting Reception the day prior and placing their order
- Grocery Deliveries: Crowley has an arrangement with SPAR Supermarket in West Ballina for phone orders and priority home delivery service for our IL village residents
- Pharmacy Deliveries: we can confirm the following pharmacies will do home deliveries for IL village residents free of charge. Tamar Village: 6686 7489, Terry White: 6686 8800, Blooms: 6686 9202
- Crowley staff providing support and services within the village will now call ahead before visiting Independent Living resident's homes.

### COVID-19 Home Care measures

We have made specific changes in the community to ensure the safety of all our Home Care clients, families and staff. These important changes directly impact on our Home Care clients, and whilst inconvenient, are collectively designed to keep you well and safe. To further protect our Home Care clients and staff against Coronavirus we have put in place the following additional measures.

- All staff have access to hand sanitiser in their PPE kits and are practicing hand hygiene before and after visiting each client
- All staff will wear gloves during services regardless of service type
- Staff are equipped with PPE kits and are trained to utilise these dependent on need and circumstance of each client
- To further minimise risk of unnecessary exposure staff will now call all clients prior to attending services. If a client is unwell with symptoms the staff member will contact our office and be assessed by our Clinical Coordinator
- Only essential transport will be done in Crowley vehicles. Should a client need to utilise a staff member's vehicle they have been advised to take the necessary infection control precaution actions which include wiping over all hard surfaces including door handles and seatbelts with an alcohol based product
- Crowley are also recommending to clients and families the need to minimise travel outside of the home. Crowley have ceased our socialisation services with many families already deciding to do this and rearranging services accordingly
- Crowley has a staff member dedicated to review staff wellness. Staff are also well versed in infection control and outbreak management and self-reporting of any illness. In this current situation we have additional checks that are in line with government directives and all staff are aware of these requirements. Staff returning to work following an absence also undergo a vital signs check and interview on the day of return prior to commencement of work
- As our Home Care clients are in the high-risk group we recommend you limit your movements in the general community, instead placing a higher emphasis on remaining at home.

Thank you for your support and understanding as we all work together to continue to keep our Crowley Family and community safe and well. We will keep you updated.

## Out and About

Here at Crowley our calendars are always packed with exciting activities. From painting to storytelling, social gatherings and quiet strolls, there's something going on that's perfect for everyone. And our residents have been busy during the last month! Here are some highlights:



*Elaine Toogood celebrated a birthday on 6 March with a special requested chocolate sponge enjoyed by all. Happy Birthday Elaine!*



*Children always bring us smiles. Students from Holy Family enjoyed reading stories to happy listeners.*



*Residents enjoyed listening to the stories told by the children from Holy Family, particularly 'Pig the Grub'.*



*The visits from the students at Xavier Catholic College as a part of their Pastoral Care Program is enjoyed by young and old. The sand art activity was a hit, with students and residents alike creating masterpieces!*





*Music is important at Crowley and resonates on so many levels for many residents.*



*Rosebank residents enjoyed getting out and about on a scenic bus drive.*



*Our Crowley Choir enjoys getting together in harmony to entertain us all with new and old favourites.*



*What a treat it is to have such talent right here at Crowley, always up for another sing along!*



*Residents really enjoy the weekly visits from the mums and their babies with our Crowley Mini Kids group. Connections are being made and it's smiles all around.*



# The History of St Patrick's Day

St Patrick's Day started as a religious celebration in the 17th Century to commemorate the life of Saint Patrick, one of Ireland's patron saints who ministered Christianity in Ireland during the fifth century.

Saint Patrick was born into a wealthy aristocratic family in Roman Britain in the late fourth century. He was kidnapped at the age of 16 by Irish raiders who were attacking his family's estate and taken to Ireland as a slave where he spent six years in captivity.

During this time he worked as a shepherd, outdoors and away from people. Lonely and afraid, he turned to his religion for solace, becoming a devout Christian. He eventually escaped back to Britain and began religious training, a course of study that lasted more than 15 years. After his ordination as a priest, he returned to Ireland in 432 to convert the Irish to Christianity.

By the time of his death on 17 March, 461, he had established monasteries, churches, and schools. He lived a typical human life, but legends about the saint developed around the seventh century, three hundred years after he died. One of the most famous legends about him involves a shamrock. The story goes that Saint Patrick used a shamrock to explain the concept of the Holy Trinity – Father, Son, and the Holy Spirit – to a non-believer.



It was emigrants, particularly to the United States, who transformed St Patrick's Day into a largely secular holiday of revelry and celebration of all things Irish. Cities with large numbers of immigrants, who often wielded political power, staged the most extensive celebrations which included elaborate parades. Boston held its first parade in 1737, followed by New York city in 1762. Since 1962 Chicago has coloured its river green to mark the holiday. Irish and non-Irish alike commonly participate in the 'wearing of green', sporting an item of green clothing or a shamrock, the Irish national plant, in the lapel. Corned beef and cabbage are associated with the holiday, and even beer is sometimes dyed green to celebrate the day.

This "Feast Day" always takes place on the anniversary of Patrick's death, which was believed to be March 17, 461 AD and is a global celebration of Irish culture.



## Infection Control in Residential Care

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

As we enter Influenza season it's a good opportunity to refresh our practices around infection control.

Influenza vaccines will be offered to residents and staff within the next six months. We have had an excellent uptake with residents and each year the number of staff who have the vaccine continues to climb. This is the best way to protect both our staff and residents.

The most effective way to prevent the spread of any infection, especially Flu, is to practice and maintain good hand washing. Every year all staff at Crowley are required to demonstrate competency for hand washing.

On 28 February I attended the resident meeting and spoke about the importance of maintaining good hygiene practices. I asked residents to assist us in keeping the facility safe by communicating to friends and family not to come and visit if they are unwell.

Our residents are a vulnerable population and need the best protection. Please consider them before visiting. Similarly, we advise all staff not to attend work if they have flu like symptoms.

In each resident's room near the door is a hand sanitiser unit and we encourage not only staff and residents to use it, but visitors as well. There are numerous hand washing basins available throughout the facility. At the entrance to both Reception and Barney's Café we have hand sanitiser units and encourage all visitors to use them prior to entry to the facility.

As a reminder to all visitors, the expectation is that everyone should be entering via Reception and signing in and out. This enables us to update you about any issues currently affecting the facility such as infections. Additionally, in case of an emergency this list ensures we are able to see who is currently in the building.

Regarding the Coronavirus outbreak, we are receiving all the updates from the Department of Health and the local Public Health Unit and are following their guidelines. There will be information available for residents and visitors at the Reception area. We do ask that you read it carefully and notify Reception if you have concerns about entering to visit one of our residents.

Crowley will continue to produce communication for residents throughout this outbreak.



# Quality Use of Medicines

**Kelly Roberts**  
Clinical Manager

Following on from the Royal Commission findings in 2019, one area that was highlighted for improvement for all older Australians was the Quality Use of Medicines.

Over time, many people accumulate a high volume of medicines and end up with what is known as Polypharmacy - taking five or more medications each day. Often this can lead to adverse side effects, chronic nausea and interactions between medications that were not expected.

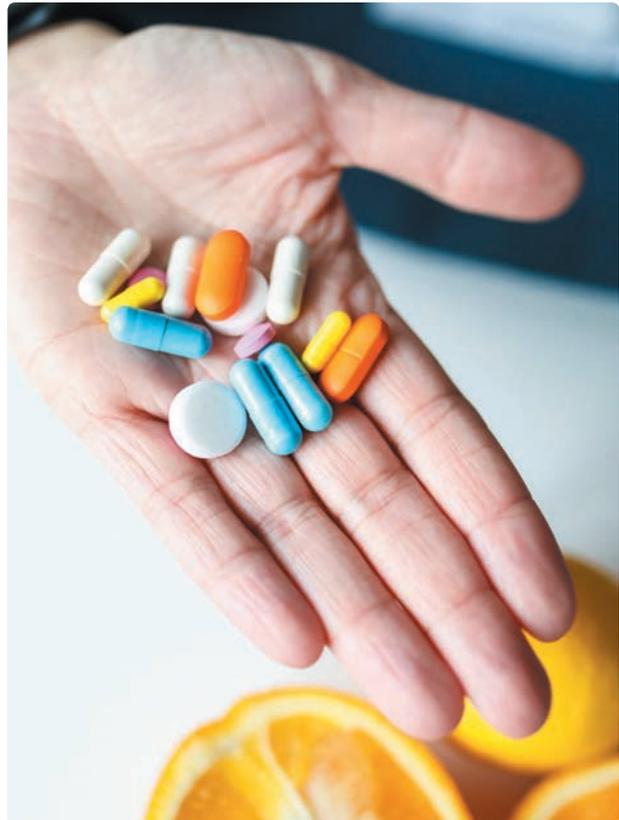
One particular class of medications, psychotropics, has generated a lot of discussion and policy development in the Aged Care industry and also in the wider community.

Psychotropic medications can affect a person's mental state. They are used to treat an array of conditions, ranging from Parkinson's disease, epilepsy, chronic pain, depression, anxiety and other mental health disorders, such as schizophrenia. Occasionally, they are also used to treat behavioural and psychological symptoms that may occur in people living with dementia.

Psychotropic medications can be very effective when used appropriately, however older people can be more sensitive to the effects of medications and use should be supervised by your Health Care Team including your GP, Pharmacist, Nurse Practitioner and staff working with you to provide care.

The person taking the medication or their legal representative is required to consent to treatment and in some instances, sign a consent form to use medications that may be prescribed.

Information you discuss with your prescriber may include the proposed treatment plan, intended length of treatment, anticipated benefits and any potential side effects that may occur.



Every individual is different and will respond differently to medications and their effects. Some unwanted side effects of medications may include nausea, diarrhea, weight gain or loss, constipation and many others.

Staff within Residential Care are able to access information about any medications you may have queries or concerns about. Your pharmacist can also provide valuable information about any newer medications that you may be prescribed.

Please talk with your GP or staff regarding any concerns or queries you may have around your medication management. If we don't know the answer to your query straight away, we can certainly find out some initial information for you to discuss further with your doctor or specialist.

# Crowley Connections

## Tracey Moorhead

### Home Is Where the Heart Is

Originally from Sydney, I grew up with my beautiful mum and three sisters. We didn't have much but there was love in abundance for one and all. Many a stray soul came to stay in that happy home.

My working life started early at age 15 with The Bank of New South Wales (yes, I am that old), then waitressing for a couple of years before spending a year travelling and working overseas. What an adventure with many happy memories of countries visited. Five weeks in Turkey was definitely the highlight.

Returning to Australia I found my dream occupation becoming a family portrait photographer, which I did for 25 years, travelling all over NSW to capture precious smiles for thousands of families. During this time I was so blessed with the birth of my gorgeous daughter Jasmin in 2000 at the ripe young age of 37. Jazmin is truly the love of my life and the best thing that ever happened to me. Every year we would travel up the coast to visit friends and family, and every time we came to the Northern Rives my heart would soar and I knew that one day I would settle somewhere in the area.

Meanwhile, Sydney became a challenge. As a single mum with a mortgage and struggling to make ends meet it was clear the time had come to move. I put my home of 25 years on the market, sold up and moved to my sister's place in Queensland. I knew that I wanted to live somewhere with a view, so the fun of searching began. After a few false starts with various blocks of land and builders I finally found a block with gorgeous views and ended up going owner/builder, boots and all, with a kit home. With the help and guidance of amazing friends, a builder and two other girls the home where my heart lies was built in six months. It was certainly hard yakka, on a slope and at 54 years old, but it was done!



While building and running out of money I found work at a furniture store in Ballina where I met the fabulous Judy from Crowley and the rest as they say was history. Now I have another “home” where my heart lies with the biggest family you could ever wish for. It’s such an honour and a privilege to serve and care for our beautiful residents with a team of the hardest workers you will ever find. And to top it all off life-long friendships have been forged which is such a blessing. Nothing warms the cockles of my heart more than tucking a resident in for the night with a cuppa and saying “Good night, God bless and sweet dreams.” To have them hold your hand and look you in the eye as reciprocation of their appreciation is simply a special moment in time.

All I need now is to convince my beautiful daughter and gorgeous sisters to come live in God’s green Northern Rivers with me.



## From the IL Desk

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

Autumn has arrived with a few milder days and welcomed rain. With these changes also comes the cold and flu season.

### Cold and Flu Etiquette

- Sneeze into your elbow, not your hand
- Wash or sanitise hands frequently
- Warn others that you're just getting over the flu
- Stay home if you're not feeling well
- Excuse yourself from shaking hands

This applies with vomiting and gastro. Remember if your symptoms continue, contact your General Practitioner.

**With the season change it's a good reminder to check your hospital bag is up to date with:**

- Sleepwear (pyjamas or nighties)
- Robe (dressing gown)
- Underwear
- Toiletries
- Footwear (slippers)
- Relevant paperwork (Current Health Summary, a current Medication List, ACD and Contact List)
- Activity Book
- Small amount of money for incidentals if needed



### Reminders:

- Daylight saving ends on Sunday 5 April. We regain the hour by turning our clocks back an hour and mornings are lighter for your morning strolls.
- Don't forget to test your INS Lifeguard System.

### IL Easter Hours

**10 April 2020**  
Public Holiday After Hours Procedure

**13 April 2020**  
Public Holiday After Hours Procedure

*Happy Easter to all!*

# Safe and Secure at Crowley

**David Crosby**  
**Customer Service Manager**

Through our resident surveys and general feedback there is an overwhelming consensus that a big part of people's decision to live in Crowley's Independent Living Village is to feel safe.

We are so fortunate to have such a supportive village community where neighbours truly care for and respect each other. This shared value among residents creates the vibrant and supportive environment to allow us to all safely live and thrive.

Security and safety is a continuous consideration for Crowley, and we continue to invest in this space. The Introduction of an Annual Village Evacuation Exercise and our new "LIFEGUARD" emergency consoles in each unit that can connect you to a nurse in seconds are recent examples of this.

Crowley has just received delivery of Evacuation Diagrams that are unique to each villa and apartment. These provide evacuation instructions as well as evacuation pathways to your nearest assembly area. Our village residents can expect these in their homes shortly.

Stay Safe!



# Activities for the Elderly in Isolation

## Keep Active While Social Distancing

Whilst access to our residents is currently limited, there are still some creative ways we can implement to keep active.

Research indicates that “mindfulness” meditation practice has a positive impact on well-being with the practice of sitting down daily in a quiet place and holding awareness of the present moment.

- Relax with meditation apps like HeadSpace, a slow walk or wheelchair stroll around the garden, or sit under a majestic tree
- Listening and watching birds outdoors

We can exercise our brains to help improve cognitive skills such as memory, attention, processing speed, mental flexibility and problem solving.

- Trivia books for reading, quizzes and reading material on varied topics of interest
- Use a journal and write down thoughts, past experiences and favourite memories
- Puzzles, board games and decks of cards.  
*Try your hand at our find-a-word puzzle over on the next page*



The therapeutic value of drawing and colouring-in comes from the need to concentrate. According to experts, drawing can stimulate the right and left sides of the brain resulting in improved emotional mood.

- Mandala colouring pages, drawing from numbers and free draw pictures

Knowing that we are valued by others is an important psychological factor in helping us feel more positive.

- Have family members write letters and children draw pictures and post so family members can display these in their homes and rooms
- Utilise volunteers – although they cannot enter your community right now you can still utilise them to make regular check-in phone calls and develop a new relationship for them

Now is the perfect time to take advantage of technology.

- Schedule Skype, FaceTime or Facebook Messenger video calls with family members so they can speak with loved ones and stay connected
- Bring the entertainment to you - google a favourite entertainer and watch one of their performances online

# Aussie Animal Find-a-Word

## Find these words:

- |            |                |
|------------|----------------|
| Bandicoot  | Kookaburra     |
| Blackswan  | Lyrebird       |
| Budgerigar | Nabarlek       |
| Cassowary  | Numbat         |
| Cockatoo   | Pelican        |
| Dinornis   | Platypus       |
| Echidna    | Possum         |
| Ekaltadeta | Tasmaniandevil |
| Emu        | Treefrog       |
| Kangaroo   | Wallaby        |
| Kiwi       | Wallaroo       |
| Koala      | Wombat         |

A	O	T	A	K	A	N	G	A	R	O	O	E	O	V	S	V
P	O	S	S	U	M	N	A	B	A	R	L	E	K	I	O	E
O	Q	A	S	J	D	I	N	O	R	N	I	S	Z	E	U	S
L	Y	R	E	B	I	R	D	T	W	O	M	B	A	T	O	R
K	I	W	I	A	N	A	A	T	H	T	A	B	M	U	N	N
M	N	A	C	I	L	E	P	L	A	T	Y	P	U	S	P	B
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F	T	D	P	A	A	W	R	E	L	A	A	U	D	V	K	O
Q	C	L	I	I	B	D	A	I	R	E	L	I	O	U	A	T
S	L	N	O	I	O	Y	E	R	G	T	T	A	Y	D	T	A
T	C	Q	E	I	A	B	O	T	Y	A	O	E	O	D	O	E
E	A	N	D	I	H	C	E	T	A	A	R	T	A	K	O	E

## Book Club with Judy Riley

This month we read “The Yellow House” by Emily O’Grady.

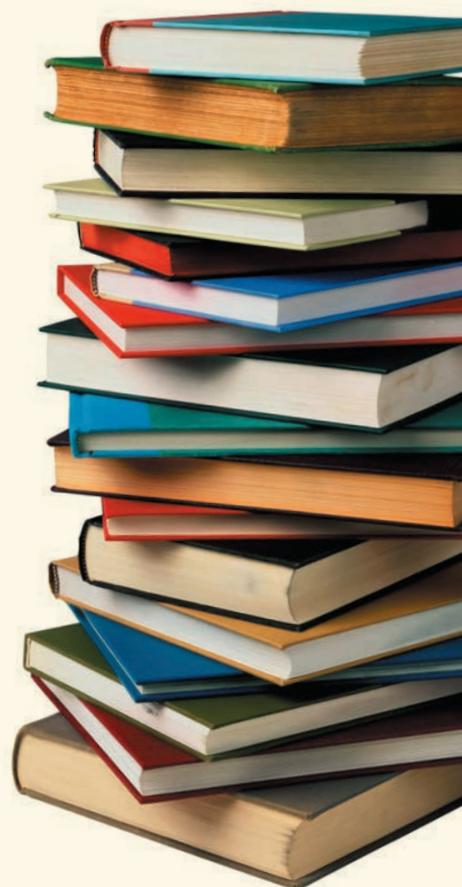
Amazingly magical, full of heart and beautiful characters, this cheeky well-written and insightful novel is about love, resilience and self-discovery.

In a forgotten nook of Cambridge a little shop stands where thousands of sheets of beautiful paper and hundreds of exquisite pens wait for the next person who, with Clara Cohen’s help, will express the love, despair and desire they feel to correspondents alive, estranged or dead.

Clara knows better than most the power a letter can have to turn a person’s life around, so when she discovers a cache of wartime love letters, she follows them on the start of a profound journey of her own.

A great story about love, and of course magic, lost love, returned love and new love.

Happy Reading.



# Lest We Forget

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

Nationally on 25 April, Anzac Day, we come together as a nation to acknowledge all people who have served our country and those who have lost their lives in War.

Anzac Day was first celebrated in 1916 and has evolved to include Dawn Services, Memorials, and Marches. It's a day dedicated to reflecting on the traumas of war, the Anzac spirit and the hope for peace worldwide.

Anzac Day recognises all men and women who signed up to serve, including our Aboriginal and Torres Strait Islander (ATSI) people, who have served in every conflict since Federation in 1901.

The exact number of Aboriginal and Torres Strait Islander people who have served is not known because they were not legally able to sign up, so they concealed their identity and a person's cultural identity was not recorded until the mid 1900's.

What we do know is:

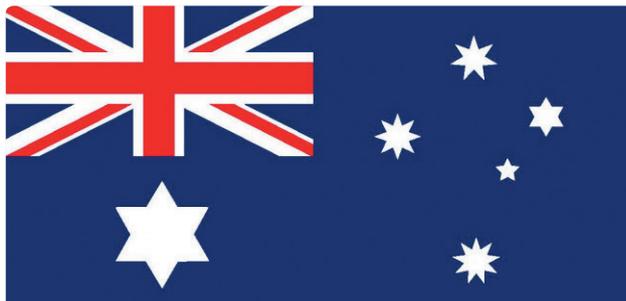
- At least 50 ATSI people served in the Boer War from 1899-1902
- Over 1000 ATSI people served in World War I and 70 fought at Gallipoli
- 3000 Aboriginal and 850 Torres Strait Islander people served in World War II

Aboriginal and Torres Strait Islander people have participated in all military conflicts, including Vietnam, Iraq and Afghanistan.

In the true Anzac spirit, colour doesn't matter because comrade in arms and mateship is paramount when facing the enemy.

Our thoughts go out to our Crowley Veteran Community and all Australian Veterans and their families on Anzac Day.

Lest we forget.



# Home Care Client Profile

## Gordon “Keith” Krause



### Do you have any brothers or sisters?

Keith had four sisters and two brothers, all now deceased. He attributes his longevity to drinking apple cider vinegar daily.

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

Keith worked at the cycle shop in Lismore until 16 where he developed a love of cycling. In 1942, Keith won the Northern Rivers Cycle road race, and also won the Junior championship.

He joined the Navy and served on the HMAS Kanimbla in World War II.

After discharging from Navy, Keith moved to Inverell, then Sydney, where he worked a variety of jobs, including making aluminium windows, working in a mechanical shop and as a travelling rep for Lend Lease.



### Tell us about your family.

It was in Sydney on Bondi Beach where Keith met his lovely wife, Doreen. They have three children, nine grandchildren and four great-grandchildren.

### Tell us about your interests and hobbies.

Keith has many interests, but golf is a favourite. He travelled extensively throughout Australia and New Zealand representing the RSL playing golf.

### Where were you born?

Keith was born in Casino in 1925 and will reach the grand milestone of 95 years this year.

### Where did you grow up?

At early age Keith moved to Port Macquarie, then back to Lismore.

### What would you say is your best decision you have made in life?

When asked about a good decision he has made in his life, Keith very quickly responded, “Marrying my beautiful wife. She is tops.”

# Community Connections

## Ballina's 19th Century Public Buildings

Known as the Federation period in the early 19th century, buildings were often characterised by rough-cast walls, faceted bay windows, stone bases, tall chimneys, high-pitched roofs and overhanging eaves. Ballina is home to a combination of handsome and impressive Federation architecture that is heritage listed, such as:

### Ballina Court House

Located in River Street this elegant Court House was built in 1867 and is now a central feature of the town's main street. It is located between the Post Office and the Police Station.

### History of the original Ballina Post Office

The original Ballina Post Office was prominently oriented on the corner of River and Martin Streets. The main section of the Post Office Building was completed in 1888, with the clock tower completed two years later in 1890. Designed by significant colonial architect Walter Liberty Vernon, the Post Office is of late Victorian Italianate design built from stuccoed brick with a large central clock tower of unique tapered design. The complex elevations with their raking iron roofs are given further interest by a portico and varying the window arrangement. Following a petition of influential business people in Ballina, the Post Office was moved to the vicinity of the present day Court House.



### Ballina Manor – built in 1924-1925

Fenwick House – 3 Brighton Street East Ballina was built by Captain Thomas Fenwick in 1886. The stunning five-star boutique hotel, offering excellence in accommodation, dining and service was originally the North Coast Girls College where the elite young ladies from wealthy families in the early 1920's sent their girls to school. Comprising of a grand dining room, internal and external architecture and its towering staircase, this beautiful grand old lady displays many period antiques throughout, displaying photos capturing various historical events and aspects of her colourful past.



### Crawford House

A loving restored federation home built in 1910 this building is home for the Alstonville Plateau Historical Society's Archive and Museum, featuring many interesting household objects that reflect family life from the turn of the century to the 1960's. It has a research room and a collection of materials relating to the history of Alstonville. With exhibits changing regularly to keep you returning, visitors can discover how rural families lived in the last century or research their family history in this lovely federation home.



### Brundah – Residential Heritage Listing

Constructed in 1908 Brundah is an excellent example of the domestic timber architecture once typical of the North Coast area but now rare and provides a resource for research into early twentieth century domestic life and building construction. The house is set in a fine, mature garden and is generally considered the best example of domestic architecture in Ballina. A large intact Federation style timber house with encircling verandahs located on a prominent corner position. It is a single storey building elevated on stumps and has a multi-gabled galvanized iron roof, and elaborate lattice and timber detailing around the verandah.



### Northern Rivers Community Gallery

Built in 1927 the Northern Rivers Community Gallery is privileged to be housed in the historic former Ballina Municipal Council Chambers. Ballina Shire Council established the Northern Rivers Community Gallery (NRG) in 2007 and renovated this building to the highest standard in lighting, climate control and security.



# Warming Up Our Wardrobes

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

As we think about the cooler months approaching and our summer clothes being packed away can we please ensure the procedure for the marking of clothes is followed. This helps all staff return the correct items to their rightful owner. We see a number of new clothing items come into Crowley at this time of year. It is very important to follow this system to ensure all clothing is labelled appropriately.

## **In the case of a new resident:**

1. New resident's clothing is dropped at Reception for documenting and preparation for collection. Laundry staff are informed and they collect the clothes and take them to the laundry where they are labelled with the resident's information
2. The labelled clothing is returned to the resident's room and the clothes are then put away by the care staff
3. A place on the laundry trolley is allocated for the new resident appropriate to the area they are living including a named hanging space and a laundry basket

## **Existing residents:**

When additional clothing is brought in for an existing resident, the process is the same. The clothes should be taken directly to Reception where they are documented and sent to the laundry for labelling. If reception is closed, clothes are to be given to the Team Leader of the appropriate area where the resident lives. They will then hand over the clothing to Reception when the office reopens.

## **Regular laundry:**

The regular laundry service is done daily in each area. The clean laundry is returned to the different areas on trolleys and the care staff then put the clothing away. If any items of clothing for residents are not labelled, these are returned to the laundry and remain recorded in the Unmarked Clothing Book. We then wait for them to be claimed by the owner.

## **Unclaimed clothes:**

There are however clothes that are not claimed from time to time so we will be having these on display on the long weekend over Easter they will be placed in the entertainment room for identification please look out for these.





## Easter Egg Truffles

These Easter egg truffles are colourful, sweet and the perfect Easter treat. They also make great gifts, but we're certain they'll be eaten before you can give them away!

### Ingredients

- Green's Vanilla Mud Cake mix
- 2 Free Range Eggs
- 1/4 cup vegetable oil
- 2 tsp finely grated orange rind
- 2 tbs orange juice
- 400g white chocolate melts
- Red, blue, green and yellow food colouring
- Rainbow sprinkles or confetti to decorate

### Instructions

Preheat oven to 170°C. Grease a 20cm round cake pan. Line the base with baking paper.

Prepare the cake mix using eggs, oil and 125ml water following packet directions. Pour into prepared pan. Bake for 45 min or until skewer comes out clean. Turn onto a wire rack to cool.

Line a tray with baking paper. Crumble the cake into a large bowl. Add icing mix from the packet with orange rind and orange juice and mix. Roll 1 tbs portions of mixture into oval shapes. Place on the lined tray. Freeze for 15 min.

Place the chocolate melts in a heatproof bowl over a saucepan of simmering water. Stir until melted. Divide into 4 bowls. Use food colouring to tint the chocolate pink, blue, green and yellow.

Dip 1 cake ball in melted chocolate. Place on lined tray. Repeat with remaining cake balls and chocolate, alternating between colours. Top with sprinkles or confetti.

Spoon the remaining chocolate into 4 sealable plastic bags. Cut off 1 corner of each bag. Drizzle truffles with chocolate. Set aside for 10 mins or until set.

# Maintenance News

## Time to Check Your Smoke Alarm

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

Daylight saving in NSW concludes on Sunday 5 April and this is the time for all of us to check the function of the smoke alarm and replace the 9-volt battery if the smoke alarm does not have an internal rechargeable battery.

In our Village we have majority of photoelectric rechargeable smoke alarms which are superior to the ionisation smoke alarms. Part of a unit refurbishment is to update smoke alarms to the photoelectric rechargeable smoke alarms.

The green LED light indicates the power is on and red LED light indicates a standby condition which will flash once approximately every five minutes to indicate unit is functioning properly.

These smoke detectors are triggered by smoke particles scattering the light cell triggering the alarm.



### A few hints to maintain the smoke alarm.

- For those who are able to, if not ask a friend or family member, you can test your smoke alarm monthly by pressing the test button with the end of a broom handle until the alarm sounds. Then press the hush button.
- Smoke alarms operate by monitoring the air and the environment around it. Small particles in the air such as dust, fumes and small insects may cause the smoke alarm to activate. It is recommended the smoke alarm be regularly cleaned at least once a month using a soft brush vacuum cleaner to ensure dust and debris does not accumulate around the smoke alarm.
- If the smoke alarm rings and there is no sign of flame or smoke, a gentle push with a broom handle in the middle of the alarm will cease the alarm. If the smoke detector regularly beeps it is a sign the battery needs replacing, or the smoke detector has failed.
- Remember when the smoke alarm goes into alarm for no reason, a soft press of the hush button with a broom handle should stop the alarm.

# Crowley Auxiliary

## Annual General Meeting

**Helen Cooney**  
**Crowley Auxiliary President**

On 24 February the Crowley Auxiliary held the Annual General Meeting for 2020.

Very welcomed guests at the meeting were Mr Michael Penhey, Chief Executive Officer of Crowley Care, Mrs Kelli Potts, Executive Manager Operations and Finance, and Mr Paul Lloyd, Parish Business Manager.

A vote of thanks went to the outgoing executive who have done a marvellous job over the last six years. A new executive was elected and have immediately set to work to follow the dedicated leadership of the past years.

On Monday 2 March a number of members attended the Hoy afternoon organised by the Pimlico Ladies. It was a delightful afternoon of Hoy and an excellent afternoon tea was enjoyed

by all who were present. I would like to thank the Pimlico Ladies for their generous donation to the Crowley Auxiliary it is much appreciated.

The Crowley Auxiliary intend to continue to organise fundraising events for the year and trust that many people will join us in our efforts to raise funds for the purchase of equipment to support the Crowley Care Community.

Our monthly meetings are currently on hold, however when we recommence we welcome new members to our meeting on the fourth Monday of the month at 3.00pm.

## Welcome to the Shed

### News from the Crowley Men's Shed

The Men's Shed started 2020 well with shared ideas and projects to start the year off.

Timber that has been on hand for some time is in the process of being sliced, and there are already plans for some to be made into dual cases, as well as Ian's plans to create a new design for his cats.

In other news, Frank has happy herbs for sale at the front with an honesty box for convenience.



# Thank You for Supporting Our Bushfire Appeal

On behalf of Crowley Care friends and family,  
we have made the following donations:

**Red Cross: \$263**

**St Vincent de Paul Society: \$471**

**WIRES: \$400**

**NSW Rural Fire Service: \$1000**

Check out their websites to see how your donations are being used  
to support our communities:

**NSW Rural Fire Service**

[www.rfs.nsw.gov.au/news-and-media/general-news/donations-update](http://www.rfs.nsw.gov.au/news-and-media/general-news/donations-update)

**WIRES**

[www.wires.org.au/media-releases/wires-emergency-wildlife-relief-and-recovery-plans](http://www.wires.org.au/media-releases/wires-emergency-wildlife-relief-and-recovery-plans)

**Red Cross**

[www.redcross.org.au/news-and-media/news/australian-bushfires-how-we-are-using-funds](http://www.redcross.org.au/news-and-media/news/australian-bushfires-how-we-are-using-funds)

**St Vincent de Paul Society**

[www.vinnies.org.au/page/Our\\_Impact/](http://www.vinnies.org.au/page/Our_Impact/)

Your generosity will make a big difference to those that  
have been impacted by the bushfires.



the  
power of  
humanity



# Marketing and Events

**Sarah McMahon**  
**Marketing and Events Coordinator**

In this edition of Chatterbox you will see our usual photos of coming together to enjoy school visits and activities in the Crowley way over the past month.

Sadly, this has had to stop, and while we know it is not forever it is important in keeping our precious residents safe. For now we can enjoy the photos and look forward to the future. We would like to express a big thank you to everyone for their support and understanding as we have needed to postpone or cancel many of our upcoming events and activities.

A number of our organisational events over the coming months where we gather together such as Easter, Anzac Day and Mother's Day can no longer be held as a group. We will however ensure we continue to celebrate these special days with our residents in a personalised manner.

Our Leisure and Lifestyle Team are also working closely with our residents and other staff to tailor activities that allow our residents to stay active and engaged.

The kindness that we have received when speaking with our stakeholders about these events and activities is appreciated and reconfirms what an amazing culture we have in our Crowley family – thank you!



# Focus on Quality

## Feedback at Crowley

### Michelle Golding Quality Manager

Crowley Care promotes a culture that encourages, educates and enables consumers, families, friends, carers and others to give feedback and recognises the value of this feedback for continual quality improvement.

The feedback process is easy and accessible to all consumers and stakeholders to provide feedback about our care, services and their rights. Crowley supports all stakeholders who wish to remain anonymous.

Feedback is collected in various methods; in person, printed forms, by telephone, by email and annual surveys. Feedback cards are provided to all stakeholders and you can return these via the feedback box, a staff member or directly back to Crowley Care.

Complaints are acknowledged and responded to fairly, professionally and in a timely manner. An open disclosure process is followed when things do not always go to plan whilst ensuring privacy is maintained.

Crowley Care endeavours to ensure all feedback and complaints are handled satisfactorily and in a prompt manner with professionalism, fairness and equity in accordance with the Principles of the Aged Care Act, Charter of Aged Care Rights, the Australian Government's Aged Care Quality Standards, Best Practice in Complaint Handling and our Policies and Procedures.

At Crowley Care we understand that it may not be easy for you to express your feedback and can support you if you require Advocacy Services or if you need an interpreter or translation. Crowley Care also has brochures available in different languages. A translation and interpreting telephone service is available on 131 450.

We would love to hear from you about what we are doing well and what we could do better!



# Making Feedback Flow

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

## **Residential Care Family Member**

A very big and sincere thank you to Tony and the kitchen staff. Dallas really enjoyed his crumbed fish and chips - thank you for making the change. Also a big and sincere thank you to Riverview nurses, especially Christine and Narelle who bought about the change.

## **Home Care**

Thank you to the mowing contractor. Not only did they follow my request to leave the grass longer in this unprecedented heat but they used a leaf blower to dry the grass then followed brilliantly with a whipper snipper. Care was much appreciated.

## **Residential Care Family Member**

Gary, who usually works in Lillipilli, cleaned Mum's room today in Banksia and he did a fabulous job. I am so impressed, thanks so much.

## **Hotel Services**

My wife Ruth, who is coeliac, would like to congratulate the kitchen on the tasty meals prepared for her, which she really appreciates. Thank you.

## **Independent Living**

Thank you Crowley for my family's care and for making her laugh whilst shopping.

## **Hotel Services**

Thank you to the kitchen for delicious meals especially chicken, tomato soup and sandwiches.

## **Home Care**

We found Melinda to be an excellent Home Care worker. She was punctual, pleasant, accommodating, efficient, adaptable, flexible and self-sufficient. She gave every attention and care to our mother while wisely ensuring her own safety when completing her Home Care duties. We cannot recommend Melinda highly enough and would welcome her into our home again most willingly.

## **Home Care**

Your lovely card of sympathy of my beloved husband is so much appreciated. Thank you especially for the period of 'grace' you are giving me for the house cleaning - unexpected but so helpful and appreciated.



# Aries Horoscope

21 March - 19 April



As the first sign in the zodiac, Aries always marks the beginning of something energetic and turbulent. They are continuously looking for dynamic, speed and competition, always being the first in everything - from work to social gatherings.

Aries is one of the most active zodiac signs. It is in their nature to take action, sometimes before they think about it well. Its representatives are naturally brave and rarely afraid of trial and risk. They possess youthful strength and energy, regardless of their age and quickly perform any given tasks.

**Element: Fire**

Enthusiastic, passionate, interesting, emotional

**Ruling planet: Mars**

Power, instincts, drive, aggression, masculinity

**Compatibility:** Libra, Leo

**Aries strengths:** courageous, determined, enthusiastic, optimistic, honest, passionate

**Aries weaknesses:** impatient, moody, short-tempered, impulsive

**Aries likes:** comfortable clothes, leadership roles, physical challenges, individual sports

**Aries dislikes:** inactivity, delays

**Lucky numbers:** 1, 8, 17

**Colour:** red

**April birth flower:** daisy, sweet pea

**April birthstone:** diamond, opal, sapphire

## What a Laugh!



Barry and Hannah, an old married couple, were sitting on the couch watching television.

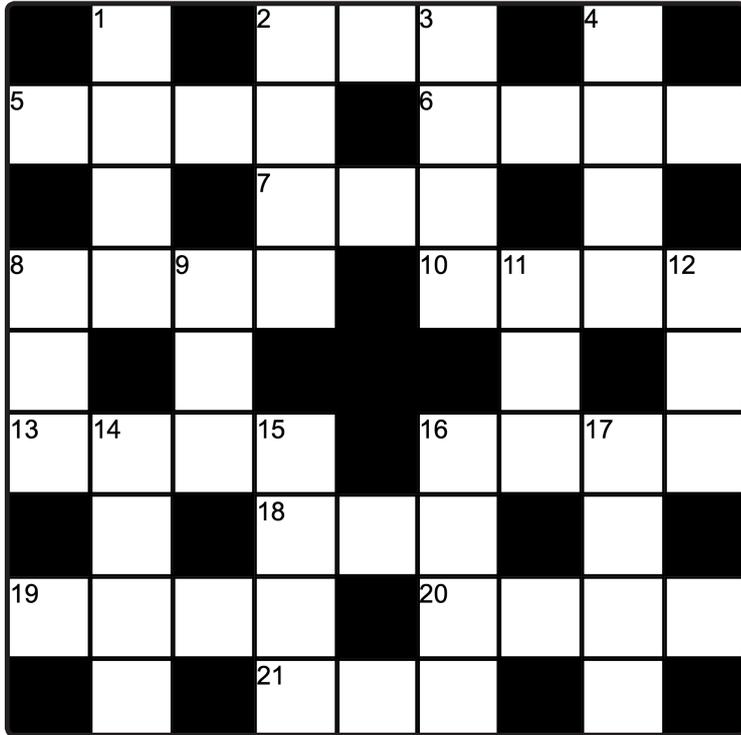
On the show they were watching the host was speaking about how to prepare in case of death.

“Honey,” said Barry, turning to his wife with a serious expression, “I want you to promise me, that if there ever comes a time that I am dependent on machines and bottled fluid, that you will make sure to put an end to it.”

“No problem hun,” said Hannah, as she promptly got up, turned off the television and poured his beer down the drain.



# Games Corner



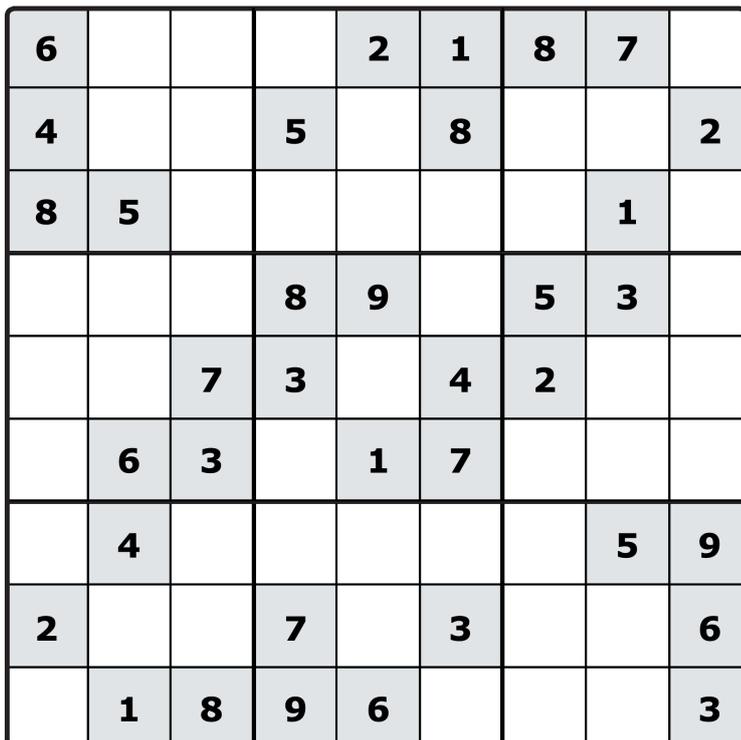
# Crossword Clues

## Across

- 2. Morning riser
- 5. Journey
- 6. Parrot
- 7. Wrath
- 8. Expanse
- 10. Stopped living
- 13. 365 days
- 16. Ogles
- 18. Rainbow shape
- 19. Mark from healed cut
- 20. Just
- 21. Long period of time

## Down

- 1. Swaddle
- 2. Go around and around
- 3. Necessity
- 4. Footwear
- 8. Secret agent
- 9. Driver's organisation
- 11. Frigid
- 12. Disk operating system
- 14. Apiece
- 15. Very uncommon
- 16. Business course
- 17. Slippery swimmers



## Riddle Me This...

I am full of holes  
but I can still hold  
water.

What am I?

*Answer: A sponge!*

# Round the Traps

Here at Crowley we are always up to something, and usually it's something new, exciting or mischievous. This is what we have been up to:

1. A few of our lovely Lolly Trolley Ladies, who volunteer on a weekly basis, gathered in Barney's Café for a well deserved cuppa and some cake
2. Tony took a break to bond with one of our residents, David, on a stroll through the fresh Autumn air
3. Ebony from Customer Service caught up with Grace for a friendly chat
4. The fish tank has a new home and is now enjoyed by the residents in the Rosebank Wing



## Local Contacts

Crowley Administration  
1300 139 099

Crowley Meal Service  
1300 139 099

Emergency  
000

Crowley Business Fax  
6686 6082

Crowley Hair Salon  
1300 139 099

Ballina Fire Brigade  
6686 2038

Crowley Independent Living  
1300 139 099

St Francis Xavier Parish  
6681 1048

Ballina Police  
6681 8699

Crowley Residential Care  
1300 139 099

Ballina District Hospital  
6686 2111

Crowley Home Care  
1300 139 099

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 Care Administration.