

the chatterbox

NEWS FROM CROWLEY CARE

AUGUST 2020



Contents

- 03 A Moment with our CEO**
Catch up with Michael Penhey on life at Crowley
- 04 Catch Up with Kelli**
Discover more about Crowley’s operations
- 06 Last Month at Crowley**
Get the latest gossip on the goings on
- 10 Residential Care News**
Behind the nurses station at Crowley
- 12 Crowley Connections**
Meet members of the Crowley team
- 14 Independent Living News**
What’s been happening in the village
- 16 Home Care News**
Out and about with the team in pink
- 20 Hotel Services News**
What the team has been up to
- 21 Recipes from the Chef**
Delicious and fresh treats to enjoy
- 22 Maintenance News**
Tips and tricks from the team
- 26 Organisational News**
News from behind the scenes of Crowley
- 32 Feedback and Comments**
Compliments and recommendations from you
- 35 Games Corner**
Try your hand at these mind melting quizzes!

Cover photo

Betty celebrated her 98th birthday surrounded by good friends and beautiful gifts.



A Moment with our CEO

Hello everyone,

In the last issue of Chatterbox I mentioned we had begun a phased opening of our residential care facility whilst continuing to keep our vulnerable residents as safe as possible. I'd like to thank families for the overwhelmingly positive responses we've had for the way we've been navigating through the global pandemic with our residents' safety always top of our minds.

There are now more than 50 aged care facilities across the nation with confirmed COVID cases. Whilst this is not the case at Crowley, should a case of COVID occur I want to reassure you we have a comprehensive plan in place to protect our residents and staff from further transmission, as best we can.

Recently I've been checking in with residents and their families to see how they are travelling in this unusual time. For example the phased opening has seen us facilitate excursions for our residents following a risk assessment. Generally families have really appreciated being able to take Mum or Dad home for a couple of hours for example. I've received positive comments for the way in which we conduct this process that allows some semblance of normality in these abnormal times.

Of course there are always differences of opinion on how best we manage our response to the pandemic. I accept that and most of our community appreciate we are treading a very fine balance as we try to meet the needs of everyone. For example, some residents have chosen not to go out for an excursion at this time and feel strongly others shouldn't venture out at all. We completely respect that decision.

I want to be clear however as an aged care facility we are meeting regularly to ensure we are following all required protocols. This includes abiding by all relevant Government and Departmental guidelines, public health orders, AHPPC recommendations, strictly following access codes of behaviour and regular connection with our Local Health District team. We are also getting updates from NSW Health on a daily basis and connect with the industry in general. Our team at Crowley is working extraordinarily hard as they manage this ever

changing situation and adjust our protocols accordingly. Collectively all these actions are in the best interests of our residents, whom we care about deeply.

I also accept some may disagree with aspects of our approach however the actions we've taken are to protect our vulnerable residents and staff. This is a crisis that is not of our making and so I do ask, during these difficult times, we remain courteous and respectful towards each other, which is the true Crowley way. We will come through the other side stronger, although it may not feel like it now.

Speaking of planning for the future, whilst COVID has occupied much of our time we have quietly been getting on with some significant upgrades that will improve the quality of life for our residents.

This includes the completion of the Riverview dining room and new fencing. We are also planning a refurbishment of our Rosebank wing and walkways around our perimeter for residents to better enjoy our gardens. There are more significant upgrades and developments in the planning. So please do stay excited about Crowley because we are fully committed to remaining the leading aged care provider in our region. What's certain is that after this pandemic we will return to something bigger and better as we create even better inspirational living experiences for our residents and clients.



A handwritten signature in black ink, appearing to read 'Michael Penhey', written in a cursive style.

Michael Penhey
Chief Executive Officer

Catch up with Kelli

Kelli Potts
Executive Manager Operations and Finance

While COVID-19 has changed a number of things at Crowley, and managing these has been our priority for our residents, staff and families, I'm confident we've been able to do what's needed for our residents health and wellbeing.

I am grateful for the way staff, managers and our Board have stepped up to these daily challenges with some difficult decision making to deliver the care and services we are familiar with. And all the while with such positivity, fortitude and flexibility... in the Crowley Way!

Even during the COVID-19 period we have continued to have a high demand for people wanting to come to Crowley. For our Residential Care facility, and for our Independent Village units - a testament to the "normal", day-to-day things we do well.

Speaking of normal, my "normal" world includes planning of some exciting upcoming and future projects. Have you noticed the little blue flags around the site? Over the last few weeks we have continued to have our site surveyed, this is work that commenced with the Stage 1 Redevelopment. This type of background work is important in helping us understand the site and prepare for future projects and upgrades. Once such project is the work we are doing towards the refurbishment of our Rosebank Wing. This project is particularly exciting as it focuses on contemporary dementia design with the challenge of integrating it into an existing building.



We have also recently done some work with Ballina Shire Council on the flood modelling of our site. This again gives us insight into the best ways to improve and manage this magnificent site to take advantage of all it has to offer for Crowley and the community, now and into the future.

Recently we also commenced the replacement of the old fences that ran along the waterside of the residential care facility. The new fence and line has opened up more of the green space and with the addition of a walking path that will run alongside it will give the residents a safe new walking track loop along the waterfront and back into the facility. Stage 1 of the perimeter fencing is complete, with Stage 2 in the initial stages before we move onto the building of the path.

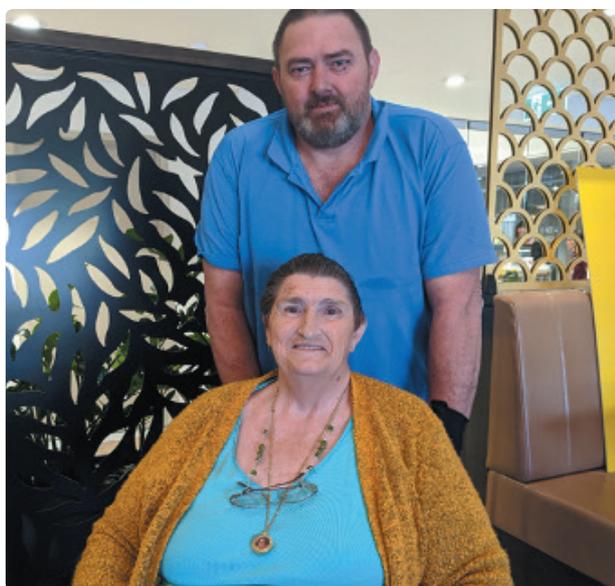
By now many of you will see that the Riverview Dining Room refurbishment is complete. What a magnificent room it is with all of its natural light and water views! We hope the additional space created will be enjoyed by the Riverview residents. The dining room now matches the recently refurbished lounge in Riverview which has become a lovely destination for resident activities and gatherings in the new pergola for all residents from across the facility.

Throughout this challenging time we have maintained our focus on projects that enhance the lives of our residents. And, although “normal” may be shaped a little differently, the heart of Crowley remains the same.



Out and About

Here at Crowley our calendars are always packed with exciting activities. From painting to storytelling, music groups 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:



Bev and son Darrell, what a wonderful surprise visit for Bev!



Tony and his girls.



Marcia recently celebrated a big birthday.



Dan 'shaking away' during a Dean Doyle visit.



BINGO day in Serpentine, winners are grinners!



Marie full steam ahead with her knitting, chatting and a relax.



Carole having quiet time with family.



Loy putting a spin on the bowl with Megan, hope you hit the jack!



John on his way to activities with Susan, always a smile.



What a pretty birthday surprise for Phyllis, all the way from the UK, many happy returns.



Carole relaxing in the garden enjoying the winter sunshine.

Last Month at Crowley

Crowley has always been a hub of activity and interaction, and this last month has been no exception. Residents, families and staff have been making the most of each day, filling it with activities to keep us connected during these times. We think the smiles on our residents faces say it all. Here are some of our favourite snaps from the past month!





Healthy Bones Week: 17 to 23 August

Christine Lawton
Residential Care Facility Manager

Healthy bones action week is held yearly to encourage people of all ages to take the three actions for building and maintaining healthy bones.

Those 3 actions are:

1. Increase your daily serve of calcium through drinking milk and eating cheese and yoghurt. If you feel you aren't having enough calcium in your diet your GP can prescribe a calcium supplement
2. Doing weight bearing exercises appropriate for your age daily. Walking is the easiest form of weight bearing exercise
3. Spending time outside getting your daily dose of vitamin D all the while being safe in the sun. Again, if you are not able to go out into the sunshine then your GP can look at prescribing a vitamin D supplement. Vitamin D is very important as it assists the body with the absorption of calcium. The recommended times to be exposed to sunlight are a couple of minutes a day in the summer and in winter 10 to 30 minutes several times per week



Strong bones are very important for your health, wellbeing and mobility, helping to reduce aches and pains and reducing the risk of fractures and Osteoporosis. Osteoporosis occurs when your bones lose calcium and other minerals causing them to become fragile and then increasing the risk of fractures.

Interesting fact 1: More than 66% of Australians over 50 years of age have poor bone health.

Interesting fact 2: 73% of Australian females do not have enough dietary calcium.

Encourage your family and friends to work towards improving their bone health.



Mental Health and Wellbeing at Crowley

Kelly Roberts
Clinical Manager

In June this year Crowley entered into a partnership with Change Futures, a charitable organisation that provides Mental Health services to our residents.

The Change Futures Psychology in Aged Care (PAC) Wellbeing Program offers psychological services to our Residential Care residents. The service is funded by the Australian Government and there is no cost to clients accessing the service.

Lena Johnson is our visiting psychologist. We know that change is difficult. Often people have sadness about parts of their lives. We may grieve about what we have lost. This can prevent us from enjoying opportunities in our new homes. Change Futures are experienced in working with older people facing these challenges. Their staff are skilled and trained in counselling and supporting those who may feel depressed or anxious. They offer a weekly conversation and friendship group. You can also have individual sessions with a counsellor.

The service is free, private and confidential, with information shared with our residential facility staff and others with the client's consent.

Residents can withdraw from the program at any time either directly to staff of Change Futures, or by informing a staff or family member of their wish not to continue in the program. No penalties apply for withdrawing from the program.

If you know of someone who you feel may benefit from seeing Lena please let reception or your Team Leader know and they will complete a referral. Lena already sees several of our residents weekly and the list is growing. Crowley is very focused on doing all we can to support the overall wellbeing of our Residential Care facility residents during COVID-19. This is a challenging time, when residents and their loved one's struggle with separation and restrictions.

We welcome the access we have to Lena and the Change Futures program.



Crowley Connections

Marion and Rodney

Marion and Rodney first met in 1983 in Murwillumbah while Marion was working at Merrotsy's Accountancy office and Rodney was at JH Williams.

Rodney needed to be persuasive as Marion didn't want to date a younger man. 18 months later they were married and the theme was red and white. Why, you might ask? Marion was a mad Dragons fan and thankfully they won that day!

In 1986 they went into business with Rodney's father and brother, purchasing the Winsome Hotel in Lismore while Marion worked at Wal Murray Real Estate (for the first time, she'll be back). While at the Winsome they survived three floods in two years.

In 1989 they bought the Brushgrove Hotel on a small island village between Maclean and Grafton, again with Rodney's parents. It was there that they welcomed their first child, a daughter, Stefanie just in time for Christmas 1990. While enjoying a number of years in the wonderful small town community of Brushgrove family health issues led Marion, Rodney and Stefanie back to Murwillumbah where their son Bradley was born in August of 1993.

In 1994 they moved to another small community, the village of Dunoon, to run the General Store until 2001. Marion returned to Wal Murray's and Rodney helped out at the local post office until they moved to Goonellabah in 2006. Rodney then went into partnership with his brother, running the Eagle Boys pizza shop at Goonellabah until 2010, not knowing they would regularly be making 700 pizzas on Cheap Tuesday. It was quite the learning curve.

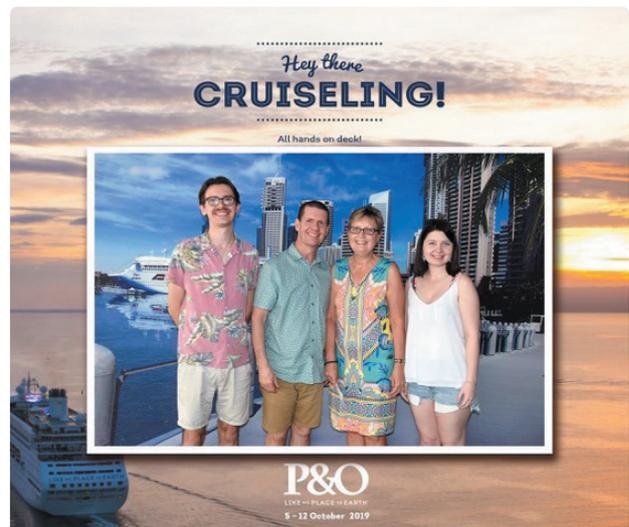
In 2011 Marion and Rodney purchased the supermarket in Coraki. This was an interesting time as in 2012 Bradley went into the Big Brother house, surviving three evictions and putting Coraki on the map. They even named a burger after him at the local takeaway. The supermarket also became a set for the filming of Gods of Wheat Street miniseries and the family appeared in blink-and-you-miss-it cameos.



A major health scare for Marion led to the selling of the business in 2014 and they returned to Goonellabah. Rodney started work at Master's until they went into administration and Marion completed her Certificate III in Aged Care leading to her joining the Home Care Team at Crowley. Following the closure of Master's Rodney also completed his Certificate III and also found employment at Crowley in Residential Care/ Home Care. After renting in Ballina for two years and getting rid of their daughter/houseguest Marion decided that they would purchase a home in Shaws Bay where they currently live.

After decades of owning businesses, working seven days a week with no holidays, Marion and Rodney have since spent two weeks campervanning around Tasmania and most recently went on a cruise to the Great Barrier Reef with their now adult children. Stefanie is now a school teacher at St John's College, Woodlawn and Bradley has made a life for himself in Brisbane.

Now that they have finally settled down Marion and Rodney see the Discovery Park and Crowley as their long-term future.



From the IL Desk

Jenny Kliese Independent Living (IL) Coordinator

Have you seen or received in your mailbox an informative pensioners and seniors booklet?

The booklet covers a lot of topics about useful Government Services, including:

Services and Payments Through Centrelink

- Claiming a payment
- Basic conditions of eligibility for pensions
- Deeming
- Age pension
- Disability support pension
- Carer payment
- Bereavement payments
- Special benefit
- Crisis payment
- Advanced payments for recipients of income support payments

Additional Benefits and payments

- The works bonus
- The pensioner concession card
- Pharmaceutical benefits scheme safety net
- Carer allowance
- Child disability allowance payment
- Carer supplement
- The essential medical equipment payment
- Rent assistance
- Remote area allowance
- Commonwealth seniors card
- Grandparents raising grandchildren
- Department of Veterans' Affairs payments
- Safety hints
- Wills
- Living wills (advanced care directive)

Useful National Numbers

Online Safety Tips

Hot Weather Tips

Aged Pension Rates

Age Pension

Pension Assess Test limits

Age Pension Income Test Limits

Income Test Payment Cut Off Points

The COVID-19 Pandemic has changed what is 'normal life' for a lot of people not just socially and emotionally but also economically. The uncertainty for some especially self-funded retirees with no income coming in, this booklet might give you some direction and assistance. If you would like a copy of this booklet please contact the IL Team or contact the office of Justin Elliott's office 07 5523 4371 and they will mail you a copy.



A Shocking Story

David Crosby
Customer Service Manager

Last month Crowley Care, along with approximately 2,000 other Ballina residents lost power for much of the day. The cause as it turned out was right on Crowley's front step... well front speed bump.

A local magpie decided to build a nest atop one of the tall power poles in front of the Crowley Florence Price Place apartments. While the nest was under construction, the magpie touched two lines at once causing a power outage, forcing the two lines to detach from the pole and dangle precariously.

A safety perimeter was established and essential energy notified. Nearby residents rescued the magpie and took him to a local vet for treatment. While lucky to be alive, he was missing a few feathers. Essential Energy crews worked throughout the day to safely restore power.

The day was a reminder of the great collective effort Team Crowley and our residents have. In true Crowley family spirit, the days challenges were overcome with a smile and a skip.



Extra! Extra! Read all about it!

David Crosby
Customer Service Manager

Reading the paper is a morning ritual for many residents. Sadly the last printed edition of the *Northern Star* was delivered on 29 June. Residents receiving the *Northern Star* were invited to swap to *The Daily Telegraph* which runs stories from the *Northern Star*, now an online publication only.

If you would like to receive *The Daily Telegraph* or any other Newscorp Subscriptions, this can be arranged through Customer Service.

Crowley's relaxing lounge spaces will have *The Daily Telegraph* available along with the *Sydney Morning Herald* for residents to continue their routine of sun-filled comfort with the daily headlines.

Having an Advanced Care Plan

Sherrie Viney
Home Care Manager

The Aged Care Quality Standards have the expectation that we have processes for clients to have safe and supported conversations about death and dying to help make end of life and palliative care wishes known.

A recent audit of our Home Care clients identified less than 10% of clients have an Advanced Care Plan in place - a written plan resulting from conversations and decision-making about your end of life wishes.

As a society we plan for many events in our lives, weddings, retirement, births but we tend to shy away from planning our final events.

8 August is 'Dying to Know Day', a national day of conversation and action encouraging Australians not to be afraid to talk about death and to make preparations for end of life.

We encourage all our clients to have a conversation with loved ones about your wishes and how you can plan for a better death.

Explore your options and have a think about your final affairs;

- Is your will up to date & where are your important documents?
- Have you nominated someone to speak for you if you can't?
- Have you written your Advanced Care Plan?
- Would you prefer to die at home?
- Is there something comforting that you want with you in your final days?
- What type of funeral would you like? Buried or cremated and where?
- Would you like your ashes scattered or a tree planted?
- What do you want on your headstone or plaque?
- Who do you want to perform the eulogy?
- Do you want to donate to charity in lieu of flowers?
- Who will receive your special family and treasured items?
- Have you discussed your end of life wishes with your important people?

Future planning can be confronting for some families. To ensure you can control how you would like things to be and how you would like those 'left in charge' to direct events in accordance with your wishes and values, then tell someone close to you and even better, write it down.

Start the conversation with the people you know and "bring death to life" with good planning.

If you need further resources or information on Advanced Care Planning, please speak with one of our Home Care case officers on 1300 139 099 or our Registered Nursing staff visiting you at home.



Home Care Client Profile

John Sheridan



Where were you born?

I was born in 1922 in Drummoyne Sydney.

Where did you grow up?

I grew up in North Sydney.

Do you have any brothers or sisters?

I have three brothers and one sister.

What did you do when you left school?

I left school at age 12 to go out to work as my father's health declined after serving in the first World War. I also had to help my mother support my siblings.

I worked in a warehouse selling carpet in Sydney CBD.

In 1939 I enlisted in the army and served until 1945. I have lots of favourite memories from this time.

Tell us about your family.

I met my wife at the Top Hat Café in Bondi. We had five children - three girls and two boys.

Tell us about your interests and hobbies.

I loved to swim, run and walk when I was young. I then moved into dancing which is my greatest passion.

What would you say are your best decisions you have made in life?

Living in Evans Head. I love the place, the people and the climate.

What is your favourite memory in life so far?

I was very proud of my wife. She was the lead dancer at the Tivoli Theatre in both ballet and ballroom dancing.

What is your favourite food?

Chinese food.

Victory in the Pacific 75th Anniversary

Saturday 15 August Marks the 75th Anniversary of Victory in the Pacific and the end of the Second World War.

On the morning of 15 August 1945, Australian Prime Minister Ben Chifley made a nation-wide address “Japan has accepted the Allies surrender conditions. The Second World War was over”. Victory in the Pacific Day was declared a national Holiday on this day and commemorated annually in Australia and around the world.

Around the country, people poured the streets in celebration. There were conga lines, civilians and men and women in uniform dancing together, strangers embracing, streets littered with confetti, flags flying.

With over 12 000 Second World War veterans still alive today, this commemorative date is important for us all to observe. VP Day brought an end to years of fighting and the return home of hundreds and thousands of Australians from around the world.

To commemorate the 75th Anniversary, we encourage you to tune in to ABC for the Department of Veterans’ Affairs televised commemorative service from inside the Australian War Memorial on Saturday, 15 August 2020, commencing at 10.00am.



Community Connections

Lake Ainsworth, Lennox Head

The Coke Lake, the Tea Tree Lake, the Brown Lake. Lake Ainsworth, in Lennox Head is known by many names and loved by locals and visitors. Many locals can tell stories of growing up and either swimming, sailing or even about diving into it off a 10-meter platform.

Lake Ainsworth was named after James Ainsworth (1843-1924), a farmer near Broken Head who was one of the very first settlers to the area. Tea tree plants grow beside the lake and their super natural oil drip into the water, creating something similar to a 'medical bath'. The tea tree colours the fresh water so it looks like a cup of tea with an oily film on top.

Historically Lake Ainsworth was an Aboriginal women's sacred water hole and birthing place. To this day women from all over the world commonly feel something spiritual when they visit the lake. Tannins from the tea trees give the lake its brown tea-like colour which is said to provide wonderful antiseptic qualities. Women would wash in the tea tree infused water after giving birth. Traditionally the lake was not frequented by men.

A rich source of food was the key attraction for the Bundjalung Aboriginals who called Lennox Head home. Three brothers first settled on Seven Mile Beach; one of the brothers, Yarbirri, thrust a spear into the sand, fresh water ran, and even today when the tide is low it is said that you can still see a rusty stain.

The Bundjalung were the first to use the tea tree plant for medical reasons. They would take some leaves from the tea tree plant and crush them up. Once crushed they would rub them into bites, grazes, burns and other skin irritations. They would also use it as an insect repellent.

Two diving towers were built by long term Lennox Head resident Sydney Gibbon. The first was built in the 1940s after World War II and constructed completely of tea tree poles. The second tower was constructed from timber supplied by Council and had two timber platforms and a diving board. Later a pontoon was constructed, built on drums, which was anchored in the swimming area. It remained for several years until destroyed by a cyclone in the 1960s.

In the 1980s children used to hang ropes off the tea trees closest to the water to swing themselves into the shallows.

Today Lake Ainsworth is a lovely spot for picnics, a swim or a place to sit under the shade of the trees and have a coffee. It is a very popular area in the summer months with many tourists visiting and staying in the area.



A Little Extra Support for Our Staff

Tony Baldwin
Hotel Services Manager

A big shout-out to our staff!

Since the start of the COVID-19 pandemic Crowley has provided a free hot lunch for all staff once a week to recognise their extra hard work and commitment at a time when each day can be unpredictable personally and at work.

Barney's café staff have taken over the role of managing the orders and organising the number of meals to be picked up on the day. To make sure nobody misses our staff who have not been working on the actual day or on a later or evening shift have their meal packed and labelled and then placed in the fridge so that they are able to collect it when they are on duty.

There have been over 1800 meals provided to staff at a cost of \$9,000.00. It has also been great during winter to be able to provide staff with a nice warm meal.

Over the past four months there have been some great meals served up for our staff including:

- Butter chicken
- Thai chill pumpkin soup
- Lamb madras
- Bean nachos
- Loaded wedges
- Homemade pizzas

Plus many more during the months





One-Pot Creamy Lemon Pork Pasta

Easy, one-pot pork sausage pasta that the whole family will love. This dish is creamy, lemony and perfect for winter.

Ingredients

- 500g Italian pork sausages
- 1 tbsp extra virgin olive oil
- 2 leeks, white part only, thinly sliced
- 2 garlic cloves, crushed
- 1 litre salt-reduced chicken stock
- 300ml light thickened cream for cooking
- 300g penne pasta
- 1 bunch broccolini trimmed, cut into 4cm lengths
- 2 tablespoons lemon juice
- 1/4 cup grated extra sharp parmesan, plus extra to serve
- Lemon zest, to serve
- Fresh basil leaves, to serve

Instructions

Remove sausages from casings. Roughly crumble meat. Heat oil in a large heavy-based saucepan over medium-high heat. Add sausage. Cook, stirring occasionally, for 5 minutes or until browned. Add leek. Cook, stirring, for 3 minutes or until softened. Add garlic. Cook, stirring, for 30 seconds until fragrant.

Add stock and half the cream. Bring to the boil. Add pasta. Reduce heat to medium-low. Simmer, partially covered, stirring occasionally, for 15 minutes or until pasta is almost tender. Add broccolini. Cook for a further 4 minutes or until pasta and broccolini are just tender. Stir in remaining cream, lemon juice and parmesan. Stir until parmesan just melts.

Serve pasta topped with extra parmesan, lemon zest and basil.

Maintenance News

Albie Viel Maintenance Manager

To ensure our residents and staff are safe, there are a variety of measures in place.

At night our contracted security firm carry out patrols around the Residential Care building checking doors, windows, and gates and reporting to the registered nurse and documenting observations in a communication diary.

The Village Units and Apartments are part of the nightly patrol which is carried out at various times during the night and morning.

Inside the Residential Care building at various locations duress alarm buttons can be used and the signal is received by a monitoring call centre and linked to the patrolling security who can call the police for assistance. These alarms are checked regularly and documented by Crowley Preventative Maintenance.

The Residential Care building has swipe card access for its external doors which can be programmed to allow access to outdoor areas and secure the building at night. This system also tracks who has entered the building at what location. With the construction of the new waterfront fence the gates will have magnetic latches and linked back to the fire panel and will release when the building goes into alarm.



Throughout the Residential, Activity Centre and Education buildings there are 47 CCTV security cameras that activate to record on movement. There are monitors that allow staff at night to view critical points. These cameras are monitored by our ICT team and the recordings are securely managed with only strict authorised access when required.

Lighting throughout Crowley is either on a sensor or set on a timer which are all on similar on/off time settings. If a light is flickering please report to Reception for replacement.

Crowley provides access to medical, maintenance and security assistance. Our Independent Living Unit residents have the Life Guard INS system. When the help button is activated medical help is seconds away.



Aged Care Employee Day

Thanks
for
caring!

FRIDAY 7 AUGUST



Aged Care
Employee Day

Thanks for caring

agedcareday.com.au

#ThanksforCaring



Keeping Connected While We're Apart

Sarah McMahon
Marketing and Events Coordinator

During COVID-19 we've missed visits from students at Xavier Catholic College, St Francis Xavier Primary, Holy Family Primary, St Anne's and our newest additions to the Crowley Family, Crowley Minikids.

Our Intergenerational Programs are a big part of our lives where children connect and build relationships with our residents.

Not to be defeated, children and teachers have come up with creative ways to stay in touch and show their love and support even though they can't currently spend time with us onsite.

St Francis Primary School's Year 2 class created a beautiful bunting that shows the students smiling faces on one side and wonderful drawings and messages on the other. The bunting is proudly displayed in Barney's and the Entertainment Room for our residents to enjoy at their pleasure.

Love can spread, never stop dreaming

Hello, Be happy

You are not forgotten, Everyone loves you. Keep safe and be happy

Remain Calm, Remember God Loves you

Whilst St Anne's Day Care have been working on videos to share with our residents. The videos involve dancing, singing, and story time. I don't think you could watch these wonderful videos without having a big smile on your face.

Some of the children from our Minikids Playgroup have sent in beautiful artworks to add to our Bug Garden and to share with residents.



Along with our Parish schools from Ballina, we recently had contact from Trinity Catholic College in Lismore. The students shared messages of love and support during the COVID-19 pandemic. Crowley residents and staff were so overwhelmed with the thoughtful, caring and mature words and couldn't believe these were written by high school students.

We're here with you the whole way and care for you all.

I hope you are doing well, although life isn't the same but it will be ok, humans have been through harsh times before we can get through another. May your wisdom and strength guide you through these hard times. God bless your soul, stay safe.

Thank you to all the essential workers who are continuing to show kindness through helping others. For those who are vulnerable and away from their families right now, I hope you all stay healthy and happy, and we'll all get through this together.

Thank you to the children, teachers and parents that have made ways to ensure our residents know they are still in their thoughts.



Focus on Quality

Michelle Golding
Quality Manager

Upping our infection control learning

Learning at Crowley comes in many forms, it might be internal education in the form of staff meetings, self-directed learning or mandatory training days or participating in external conferences and webinars.

Continuous updating of skills and knowledge is important in the rapidly expanding area of infection prevention and control. It is important for all staff to understand the importance of infection prevention and control and their individual contribution to preventing the spread of infection.

This year our infection control training has taken on a different delivery method due to COVID-19 with less face to face and more online training and self-directed learning.

Staff across the organisation have participated in handwashing assessments and COVID-19 online training modules developed by the Department of Health. These modules included:

- Infection Control Training
- Personal Safety Training
- Families & Visitors
- COVID-19 and Aged Care
- Outbreak Management Procedures
- PPE
- Laundry
- Catering
- If you suspect a person has COVID-19
- Supporting older Australians

We have also recently rolled out our Infection Control Handbook and Questionnaire. This self-directed learning module includes correctly donning and doffing PPE, handwashing, respiratory hygiene and cough etiquette, equipment cleaning and waste management. It also includes symptoms of COVID-19, influenza and norovirus.





Daffodil Day

Friday 28 August

Gold Coin Donation
Dress Up Day

Everyone is invited to get involved,
dress up, and have some fun!

Please join Crowley in celebrating this
Daffodil Day and help others in need by
dressing up in YELLOW!

All monies raised on the day will be
donated directly to the Cancer Council.



The Danger in the Familiar

Rene Lange Risk Manager

As we go about our daily lives we fall into routines and behaviours that without us even realising put ourselves or others at risk of injury or illness.

The more familiar we are with a situation or our environment the less of our conscious mind we use to navigate through life. We're on autopilot.

In a study titled "Failure to See Money on a Tree" university students conducted a research project on the impact of being on autopilot.

In this experiment they placed obstacles around their campus and observed how people moved around and past those objects. What they found is that while no-one walked into the obstacles, when asked most were completely unaware that they had avoided walking into something.



So, they decided to up the ante and placed money on a tree branch which they bent so it was over a path right at head height, which would require people to duck or move around the branch. Everyone saw the money right?

Nope. The good news was no-one got smacked in the face with a tree branch, but interestingly very few people saw the branch and those that did failed to recognise it had money hanging from it.

Being on autopilot is common when we are performing tasks that require little conscious thought. Walking or driving home via a familiar route for example. However, where this becomes dangerous is when we fail to recognise the significance of the obstacles in our path. Imagine the tree branch covered in poisonous snakes.

It's our conscious mind that recognises risks and is able to plan, whereas autopilot follows predictable patterns. If you are on autopilot you will probably avoid the branch but will fail to see the risk of walking past a branch covered in snakes.

This past July we saw an unfortunate spike, the so called "second wave", of Coronavirus in Victoria. While there are many factors that contributed to the resurgence of COVID-19 in Victoria what was demonstrated was our familiarity, and to an extent desensitisation to the risks which had in some respects led us to become complacent.

We were on Coronavirus autopilot, buoyed by our apparent successful suppression of the virus in Australia. States had started to relax restrictions, serving only to re-enforce the feeling that it was all over. Yet we failed to see the snakes hanging from the COVID-19 tree branch. Physical distancing advice was ignored by a small number of people and suddenly the virus had a foothold again.



At the time of writing the state of Victoria is effectively isolated from the rest of Australia with daily cases in the hundreds. Proving the virus respects no boundaries, South Western Sydney is currently in a race to control outbreaks whose origins can be traced back to a single visitor returning from Melbourne. We too are not immune to the threat of infection with a COVID-19 positive traveller identified as having arrived in Ballina on 12 July 2020.

Now the purpose of this article is not to be alarmist but more to highlight how we, as humans, are hardwired to find the easy path and to default to autopilot in familiar situations. After six months, COVID-19 has become 'familiar' and while there is talk of a return to normal the reality is we still have a long way to go and rather than a return back to the way things were, we must navigate our way forward to the new normal of life with COVID-19.

Crowley safety actions

Last month we continued on the cautious path to relaxing restrictions for our Crowley residents enabling resident excursions. To support those wishing to venture out and in identifying the risks of doing so and ensure we, as a provider, continue to adhere to public health orders, government, and state and federal health advice, we introduced a Resident Excursion Risk Assessment & Declaration form.

This form is important for many reasons, least of which is that it makes us all stop and consider what we are about to do, what the risks are and how we can avoid or reduce them.

Lunch at home with five of your family and friends is so normal right? It's a routine event that we have undertaken countless times before with people we trust...and therein lies the danger.

Much like the low hanging branch if we allow ourselves to operate on autopilot and fail to stop and pay attention to our surroundings we may very well miss the dangers. Interacting with your extended family or friends unfortunately now comes with a number of risks that were not present before. Familiar does not mean safe!

As the COVID-19 Global Pandemic continues we must be prepared for the obstacles. We must also prepare mentally and emotionally for the return of stronger restrictions if the current outbreak continues. If this does occur remember, Crowley is a community and we will work together as we have done in the past to ensure everyone remains connected and supported even during difficult times.

Focus on Recruitment

Bridget Challis
Human Resources Manager

The happiness equation in the workplace

Happiness can be defined as a feeling of pleasure and positivity. When someone feels good, proud, excited, relieved or satisfied about something, that person is said to be happy.

Much has been written, studied, considered and discussed as to what makes a person happy. Happiness is unique to an individual, however, there is a Happiness Equation to consider.

HAPPINESS = EXPECTATIONS – REALITY

Using this equation, is it really achievable to get the outcome of happiness? In terms of expectations, every person has different levels. As an employer, Crowley has performance expectations for their employees. Crowley wants every person to work to the best of their abilities and aim to set individual expectations that align with Crowley's vision.

Reality is what is real, what is occurring. This equates to the level of performance / behaviour outcomes.

The motivation to be happy is contingent on a person proactively seeking happiness, avoiding negativity, focusing on positivity and being an active participant in the equation.

Crowley operate 24 hours per day / 7 days a week. This requires teams of motivated staff to ensure the high level of care and support to our beautiful residents and clients to achieve their happiness equation. The reality is what we provide and our success can be measured in terms of feedback and levels of satisfaction.

HAPPY EMPLOYEES = HAPPY RESIDENTS



Welcome to Team Crowley



Bronwyn
Administration



Natasha
Residential Care



Jane
Residential Care



Myah
Hotel Services

Making Feedback Flow

Michelle Golding
Quality Manager

Residential Care Family Member

- You are all great. Thanks for all you do!!

Residential Care Family Member

- Congratulations Crowley on the great work you have done throughout COVID-19!!

Residential Care Family Member

- Fantastic! Great job Crowley!

Residential Care Family Member

- Lovely to be able to visit, the communications team are doing a fabulous job.

Residential Care Family Member

- It was a very special visit yesterday with the great grandkids from Canberra. Mum absolutely loved it and was so very happy. You guys are doing a wonderful job. We appreciate all the effort that goes into making life so comfortable for all the residents. Thank you so much.

Crowley Volunteer

- Being a volunteer at Crowley is heart warmingly rewarding and a privilege. Miss YOU ALL so much, can't wait to see you guys again.

Residential Care Family Member

- To the wonderful people at Crowley who look after Elaine and Stan with such care and kindness. We all appreciate it very much.

Home Care Family Member

- Thank you Crowley staff for the care given to my Mum. Very caring and confident staff assisting her, who couldn't stay at home without the high quality of care given. Mum's home is cleaned extremely well and the RN is great with Mum. The follow up on the weekend by the on call staff Robyn was greatly appreciated.

Residential Care Family Member

- So happy my mum is in Crowley. Thank you!



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 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



Leo Horoscope

23 July - 22 August

People born under the sign of Leo are natural born leaders. They are dramatic, creative, self-confident, dominant and extremely difficult to resist, able to achieve anything they want to in any area of life they commit to. There is a specific strength to a Leo and their “king of the jungle” status. Leo often has many friends for they are generous and loyal. Self-confident and attractive, this is a Sun sign capable of uniting different groups of people and leading them as one towards a shared cause, and their healthy sense of humor makes collaboration with other people even easier.

Element: Fire

Enthusiastic, interesting, passionate

Ruling planet: Sun

Creativity, expression, individuality, identity



Compatibility: Aquarius, Gemini

Leo strengths: creative, passionate, generous, warm-hearted, cheerful, humorous

Leo weaknesses: stubborn, lazy, inflexible

Leo likes: theater, taking holidays, being admired, expensive things, bright colors, fun with friends

Leo dislikes: being ignored, facing difficult reality, not being treated like a king or queen

Lucky numbers: 1, 3, 10, 19

Colour: gold, yellow, orange

August birth flower: gladiolus, poppy

August birthstone: peridot, spinel

What a Laugh!



Two women were out driving in a large car - both could barely see over the dashboard.

As they were cruising along they came to an intersection. The stop light was red but they just went on through.

The woman in the passenger seat thought to herself,

“I must be losing it, I could have sworn we just went through a red light.”

After a few more minutes they came to another intersection and the light was red again and again they went right though.

This time the woman in the passenger seat was almost sure

that the light had been red but was really concerned that she was losing it.

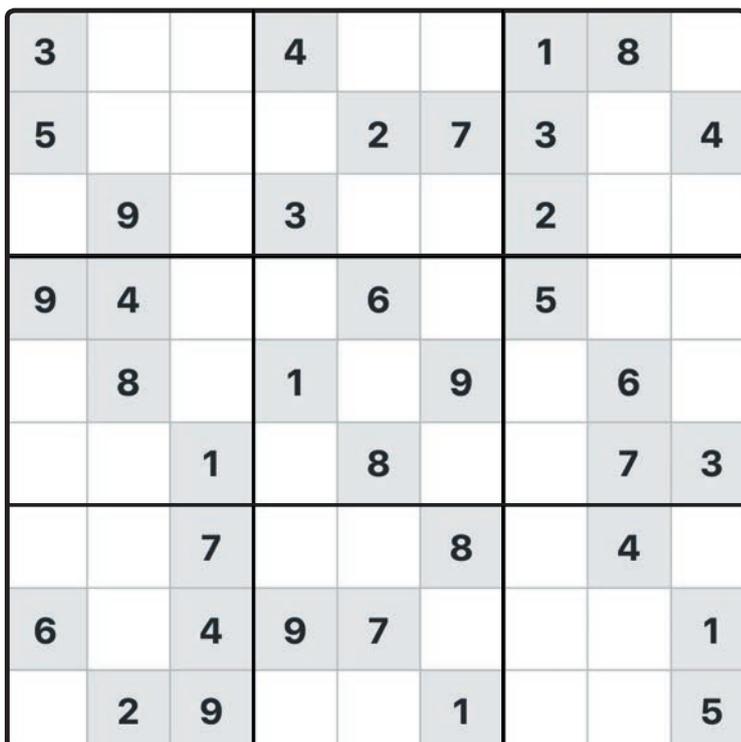
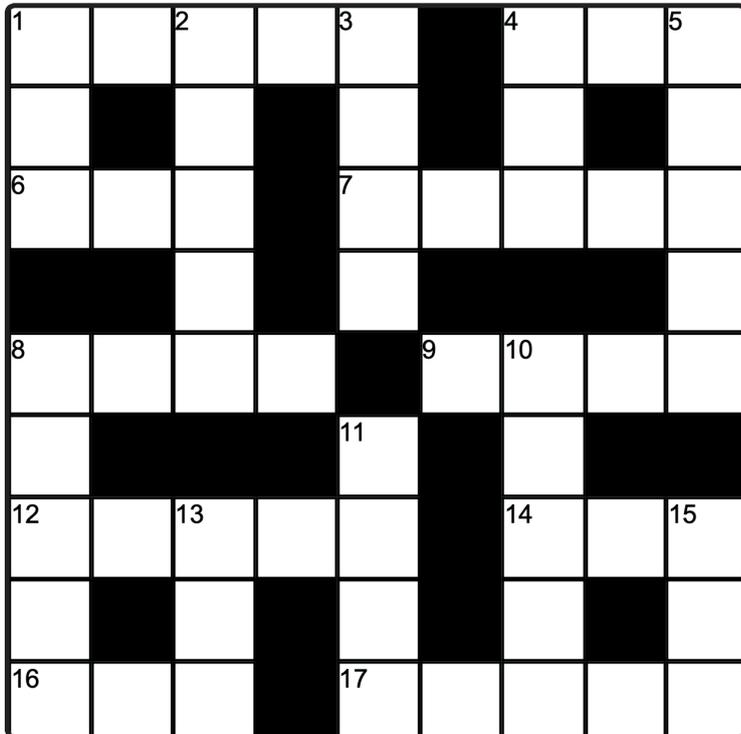
She was getting nervous and decided to pay very close attention to the road and the next intersection to see what was going on.

At the next intersection, sure enough, the light was definitely red and they went right through. She turned to the other woman and said,

“Mildred! Did you know we just ran through three red lights in a row! You could have killed us!”

Mildred turned to her and said “Oh, am I driving?”

Games Corner



Crossword Clues

Across

1. Outdo
4. Aardvark snack
6. Custodian's tool
7. Regarding
8. A bit extra
9. Left after cut heals
12. Cross the goal line
14. Family's animal
16. Portable bed
17. Position detector

Down

1. Type of cat
2. Bunk option
3. DVD remote button
4. Much ____ About Nothing
5. Private instructor
8. Songs for example
10. Like many superheroes
11. Doe or fawn
13. Not in
15. Sticky black substance

Riddle Me This...

What lies at the bottom of the sea and shivers?

Answer: A nervous wreck.

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:

Team Crowley is always hard at work, whether it's making scrumptious coffees, phoning families, writing case reports, or caring for our wonderful residents. One thing that's for sure is that they're always spreading joy while they do it. A big thank you to all our staff here at Crowley for the amazing work they do every day.



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 Care Administration.