

the chatterbox

NEWS FROM CROWLEY CARE

DECEMBER 2019 - JANUARY 2020



Contents

- 03 A Moment with our CEO**
Catch up with Michael Penhey on life at Crowley
- 06 Last Month at Crowley**
Get the latest gossip on the goings on
- 10 Residential Care News**
Behind the nurses station at Crowley
- 11 Resident in Focus**
Read about the wonderful life of Joyce Brown
- 14 Crowley Connections**
Meet members of the Crowley team
- 16 Independent Living News**
What's been happening in the village
- 30 Home Care News**
Out and about with the team in pink
- 34 Hotel Services News**
What the team has been up to
- 36 Recipes from the Chef**
Delicious and fresh treats to enjoy
- 39 Maintenance News**
Tips and tricks from the team
- 40 Organisational News**
News from behind the scenes of Crowley
- 42 Feedback and Comments**
Compliments and recommendations from you
- 47 Games Corner**
Try your hand at these mind melting quizzes!

Cover photo

Dot spent some time sweet talking Santa and got herself bumped up to the 'good' list. Great work!



A Moment with our CEO

Hello everyone,

For our last Chatterbox for the year, it's a good time to reflect on our achievements as a community. When I reflect on 2019 it has been a year of continuous enhancement to the care and services that we provide for our residents and clients. And unlike last year, which saw the completion of our new residential care facility, this year was characterised by many smaller things, that collectively improved the quality of life for our entire Crowley community.

As you read this our 2019 Annual Report will be published. Our theme for this year's Report highlights how doing the little things well for our residents and clients makes a big difference to their lives. "Reaching out and doing something for another, no matter how small and "just because" is the Crowley way". And that theme of doing many smaller things really well, characterised much of our progress this year.

For example our new INS Lifeguard system, now connects our Independent Living Residents with a qualified nurse within seconds, should they need help, significantly reducing our response times and enhancing our emergency response system. It was a project where our Customer Service Team, Independent Living Team, and Information Technology Team, supported by suppliers, worked seamlessly together to improve the safety, security and confidence of our residents. It is incredible to think that the right technology has the capacity to improve the peace of mind for our residents and their families.

This year we also listened and responded to feedback from our Residential Care residents, who wanted to be better connected to their families and the world. We installed a new Wi-Fi system that we call SmilesNet. It's tremendous that our residents can now connect with their families and friends whenever they desire via FaceTime or Skype for example, enhancing those connections between family visits.

Sitting still at Crowley in terms of ongoing improvement just doesn't seem to happen! Across the year we also continued with the enhancement and improvement of our facilities in a number of areas. Even after our \$22 million Stage 1 redevelopment last year, this year we were able to complete a \$1.4 million upgrade of our kitchen. It transforms our ability to serve our community with quality and nutritious meals for many years to come.

Across the year we also quietly continued upgrading our Residential Care facility in a number of areas. This included improvements to Rosebank, and in Riverview, where we upgraded the Lounge and progressed with the room refurbishment program. Our new, beautiful outdoor area at Riverview is currently being completed and I'm sure our residents will love this new enhanced space that better connects with the outdoors and North Creek.



Across the year we also completed a new Cafe Lounge which was developed in response to our residents, who sometimes desire to have a quieter and a more relaxing cafe experience. It's all part of our plan to give our residents choice and variety in their daily experiences at Crowley.

2020, the start of a new decade, will be bigger and better at Crowley with many projects already on the drawing board. All of them will improve the experiences our community will have when living and working at Crowley.

On behalf of our entire Crowley family we welcome Father Peter Padsungay, our new Parish Administrator. Welcome Father and we look forward to your ministry.

To everyone across the entire Crowley family, thank you for a wonderful year and I do hope you have a happy and peaceful Christmas, where you are able to connect with those dearest to you.

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

Kelli Potts

Executive Manager Operations and Finance

Welcome to December and the final Chatterbox edition for 2019! It has been another wonderful year here at Crowley.

As most places start to wind down for the holiday season, things here at Crowley kick up a level as we celebrate the festive season with many Christmas gatherings being shared with residents, clients, families, friends and loved ones.

As we reflect over the past year and show gratitude for this privilege to be able share this special time with friends and family, I wanted to acknowledge that some families who have been affected by the devastating fires sweeping across the country, may not have the opportunity of such a privilege this year.

A few weeks ago, Michael and I were stopped in Grafton on the way back from a meeting, as the highway had been closed. We spent a couple of hours while we waited for news chatting to locals and understanding the level of impact these fires have and continue to have. We have many staff members, clients and families here at Crowley who have been directly impacted including just recently our client and staff communities in Evans Head.

Our thoughts and prayers are with everyone facing hardship during this time. We care deeply about our clients, residents, friends and families and all in this vibrant community and will do what we can to keep people safe and cared for.

With this gratitude we can acknowledge that Crowley is a very special place and we have achieved big things this year. And, of course with more planned for 2020. There are many people to thank for these organisational achievements and we try our best to do this throughout the year. Our project team on who I rely to manage all the little details of each project are one of these 'behind the scenes' teams. It is not possible to operate such a smooth operation and achieve such undertakings without the dedication and commitment from all our teams that make up Crowley and contribute to the Crowley Family. I would like to make a special mention of the leader team that support Michael and I directly - our managers. Thank you for your joy, your commitment and your support of us and the organisation this year. Thank you to all, stay safe and be merry.





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:



Gloria loves her cuddles with baby Oliver when he comes to visit for Crowley Mini Kids Playgroup.



We enjoyed a visit from St Anne's Long Day Care. The children sang nursery rhymes with residents.



Margret and Susan got into the spirit to celebrate all things German for Crowley's own Oktoberfest.



Jan and Jim thoroughly enjoyed the festivities during our Oktoberfest celebrations.



Cheers to lunch with friends - Thelma and Beryl enjoyed some quality time out at Shaw's Bay Hotel.



Bev used her pressed flowers to create some beautiful handmade cards - the results are amazing!



Gloria and Karen practiced their flourishing techniques. The flowers were pressed for a month! Amazing!



Our friendly neighbourhood Alpaca popped in for a cuppa at Barney's for Breast Cancer Awareness Day.



It was rock around the clock when Sebastiaan came to town. We were all a tappin' and a clappin'!



Much more than a talented singer, Sebastiaan always gets us on the dance floor for a boogie.

Last Month at Crowley

Melbourne Cup Celebrations and School Visits

Last month we gathered to celebrate the 2019 Melbourne Cup. The day was filled with laughter, cheers and yummy food. We were dressed to the nines, giving the fashions on the fields a run for their money.

We gathered in the entertainment room to watch the race and cheer for our favourites to win, with a lucky few amongst us taking home the pot!





One of our favourite programs at Crowley is our Intergenerational program, which allows children from local schools within the parish to visit and spend time with our residents.

Last month we enjoyed visits from the lovely students at St Francis Xavier Catholic College and the adorable children from St Anne's Long Day Care.

It's always a treat to see their smiles, listen to their stories, play games and enjoy their performances. We look forward to many more visits in 2020!

Making Christmas Leave the Best it Can Be

Christine Lawton **Residential Care Facility Manager**

As we come up to Christmas and the New Year we have many more visitors, with families going on holidays and visiting loved ones. We also have residents going on social leave for a day or two to enjoy time with family during the festive season.

It is a wonderful time for families, and we need to work closely with you to make sure we arrange the support you need while your family member is in your care.

We ask:

- If taking a resident on leave for longer than one day please inform the Team Leader in their area with plenty of notice. We can organise medication packs to take with you for the time they will be away
- Staff in all areas will be getting a list together of who's out for Christmas Day. Let staff know the time your family member will be leaving Crowley so that the staff can have everyone ready on time. Also let them know an approximate time of return
- If you need to book a taxi, do so prior to Christmas Day
- If you are choosing to come and have Christmas Day at Crowley, please make sure you book and pay for your meals at Reception by the RSVP date. See the flyers featured in this issue of Chatterbox for menu and cost

Please remember to enter via our main Reception area and to sign the visitors log on entry and exit. This is to ensure in the event of an emergency we can account for everyone in the building.

If you are taking a resident out please let the staff in their area know and then sign the 'Resident Leave Log' at Reception.

If Santa brings new clothing for residents remember to give the items to staff so that they can be labelled prior to being worn.

I wish you all a very happy and safe Christmas and best wishes for 2020. Thank you for entrusting the staff at Crowley to look after your loved ones.



Resident in Focus

Vera Joyce Brown

Kelly Roberts
Clinical Manager

Vera Joyce Brown nee Coe. Born 22nd October 1930. Lives in Banksia Wing at Crowley.

Vera prefers the name "Joyce". Joyce was born in Gulgong, Central West NSW, in 1930. Her grandfather struck it lucky, gold mining in Gulgong. He took out a claim on the gold he found, although Joyce reports he didn't share this with her! It was made into a brooch for his wife, Grandma Dawson.

Joyce left school at 16 years of age and began driving the school bus. Because so many of the children lived out of town, extra services were needed to ferry them to and from school. Her home was a country property, where there were lambs, horses, cows and goats. Joyce loves horses and didn't have to milk any animals as that was her Dad's job.

They had many working dogs and as they were so far out of town, there was no way to easily buy dog food. Joyce spent her time "rabbit trapping" in order to feed the dogs. Joyce would take about 40 rabbit traps and set them in the evening on other surrounding properties as well as her own. In the morning, she would hop into the Chevy truck and revisit all the traps before the foxes ate her rabbits.

She could drive all the farm machinery - Chevy trucks, tractors and anything with an engine. Joyce would skin the rabbits and then take the skins to the shop in town, where an old man would give her a pittance for all that work!

Joyce was about 22 years of age when she married. She worked as a seamstress and even sewed her own wedding dress. Joyce enjoyed all sports and was a wonderful all round sports woman and loved playing golf and tennis.



Joyce reports the males in her tennis group were not convinced about her skills with a racket until she was able to ace them on the court. She still loves playing cricket with everyone on Christmas Day and is looking forward to this Christmas when she visits her daughter, Sharon, and her son in law Michael. Her grandsons, Andrew and Joseph, play cricket with her over Christmas and they have great fun!

Joyce has two daughters, Sharon and Bernadine. Her grandchildren are Daniel, Alex, Lucy, Andrew and Joseph. So far no great-grandchildren.

Joyce moved to Grafton in 1972 and eventually retired there. Joyce moved into Crowley in September 2017. She loves socializing and enjoys the Crowley bus trips. Joyce participates in the Crowley choir, although wishes she had a better voice.

Joyce is a valued member of our Crowley Family and was very pleased to be asked to feature in this month's Chatterbox.

Dementia Don'ts

Gail Norton
Human Resources Manager

I came across these 'don'ts' some time ago and often share these tips with our non-clinical staff. Since this time of year we are often visiting our loved ones I thought it may be nice to share this with you.

1. Don't say, 'but you don't look or sound like you have dementia'
2. Don't tell us we are wrong
3. Don't argue with us or correct trivial things
4. Don't say 'remember when...'
5. Don't call us 'sufferers' or 'victims'
6. Don't refer to us as suffering, sufferers, demented, dementing illness, vacant dement, demented sufferer, an empty shell, afflicted, fading away, disappearing, or say that it is 'the longest goodbye', the saddest goodbye, stealing us away (we are always still here)
7. Don't say you are 'living with dementia' unless you are diagnosed with dementia
8. Don't remind us of the death of a loved one or pet
9. Don't blame the person for the changes in behaviour or personality
10. We have a form or type of dementia, not an 'affliction'
11. Don't call me honey, love or anything other than my preferred name
12. Don't refer to us as 'aggressives', 'wanderers', 'poor feeders', 'wettters', 'attention-seekers', 'non-communicators' or as 'obstructive' – we are still human beings
13. Don't assume because we can't tell you, your words or actions don't hurt our feelings
14. Don't assume I can't answer for myself
15. Don't talk about me to someone else, in front of me
16. Don't assume we can't communicate even if we can't speak
17. Don't say, 'but I've just told you that' or 'you've asked me that already'
18. Don't think we can't feel pain, or have emotions
19. Don't assume we don't understand just because we are silent
20. Don't assume anything; it makes an "ASS out of U and ME"



Nurse Practitioner Week

Here at Crowley we have many “Crowley differences”, one that sets us apart is Kelly Roberts our Nurse Practitioner.

A Nurse Practitioner (NP) is a Registered Nurse with the experience and expertise to diagnose and treat people of all ages with a variety of acute or chronic health conditions. NPs have completed additional university study at a masters degree level and are the most senior clinical nurses in our health care system. The title “Nurse Practitioner” can only be used by a person who has been endorsed by the Nursing and Midwifery Board of Australia.

National standards for practice ensure that Nurse Practitioners are capable of providing high quality, patient centred care. They are also capable in clinical research, education and leadership as applied to clinical care and health service development.

Annually Nurse Practitioners are recognised during Nurse Practitioners week which is 9 – 15 December. Australian College of Nurse Practitioners (ACNP) holds Nurse Practitioner Day

on the 12th December to celebrate an important milestone for the Australian nursing profession. This date was identified as a date of national significance, as the first nurse practitioners were endorsed in the year 2000.

In 2019, the ACNP has developed a campaign for this special week called “Nurse Practitioners - Much More Than You Know”. The college believes there is still not enough known amongst the Australian public and even those working within health care of the work carried out by a Nurse Practitioner. Let alone, the value that NPs add every day to their patients and the healthcare system.

At Crowley we will be acknowledging the day but having a GREEN dress up day. The ACNP chose green as it is “the colour of life, renewal, nature and energy. It is associated with meanings of growth, harmony, freshness, safety, fertility and environment”.

We hope you can join with us in celebrating the wonderful contribution NP’s make, not just here at Crowley, but to the wider community.



Crowley Connections

Bin Agoston

Bin joined the Crowley family as a Team Leader in Residential Care in April 2019. She has quickly become a valued and respected team member.

Before coming to Crowley, she was working at Coles in Alstonville while continuing her nursing studies. It was there that she came across a Crowley staff member who encouraged her to apply for a position here. How lucky are we that she listened.

Before working at Coles, Bin studied Applied Mathematics and was an insurance broker. Initially Bin chose nursing studies as a pathway to become a paramedic; however, she has realised that nursing is actually for her and this is where her passion lies.

A love of helping people drives much of what Bin does, both at work and outside of work. She is an active member of the Ballina SES Branch and chose to work in the care industry to help people and make an impact. She says an added bonus of being in the SES and working at Crowley is the people – she loves the diverse range of people she is able to work with on a daily basis.

Bin has one daughter of whom she is extremely proud – Tamryn is 19 and has recently finished her studies to be a lab technician where she works at Southern Cross University. She is working hard and saving lots while preparing to head off on a working holiday. When she returns she will commence her studies at university in Criminal Justice.

Bin and her daughter Tamryn live locally and enjoy travelling together. Their most recent adventure took them to Europe - a pilgrimage of sorts, this journey led them to locate the birthplace of Bin's father in Switzerland. Bin said it was a special experience to go back to the place that held so much history for her family. Following Switzerland Bin headed to Scotland to indulge another passion – the Harry Potter tour and the Witches tour of Edinburgh.





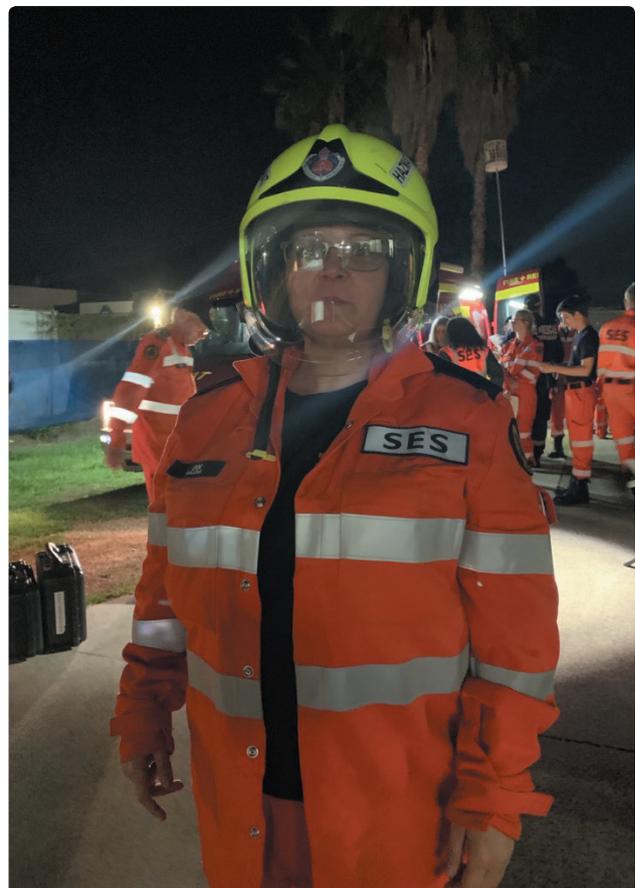
When not working here at Crowley or volunteering with the SES Bin loves to read with fantasy, science fiction and magical novels being her escape. Quite often she will read a book in a day – starting before she comes to work and finishing it in the evening, she loves reading and the escape it can give.

Perhaps from all the reading Bin says her mind is filled with lots of bits of trivia, we think she will be hot property for the next staff trivia night!

Bin says she loves working at Crowley and that she is so happy she joined our family. She loves the teamwork at Crowley – how many people from across the organisation are all working for the common goal. “I like being able to work with so many people from different departments, everyone is respectful of the jobs we all have to do.” She says the teamwork at Crowley is like nowhere else!

There are many hidden gems about Bin we discovered when interviewing her for this feature; she can solve a Rubix Cube, she can speak German, she is an accomplished Archer and she has a great interest in Geology!

The question she says she gets the most is “Where did Bin come from?” She believes it goes all the way back to when she was little and learning German from her father and her grandparents. With Belinda being her name she thinks as a small child she thought saying “Ich bin” meaning “I am” was her name, Bin as her name stuck.



From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Reminders for the Holiday Season

- Organise medications (deliveries or opening hours could change over the public holidays)
- Cancel your paper delivery or any other regular appointments if you are going away
- Notify the Crowley team if you are going away
- Look after yourselves by staying hydrated and limiting your activities outdoors between the hours of 11.00am to 4.00pm
- Have your hospital bag ready to go and stored in your bedroom wardrobe or in the linen cupboard. Pack the following items in a small overnight bag:
 - PJ's or nighties
 - Underclothes
 - Footwear (slippers or suitable shoes)
 - Toiletries
 - Current health summary that includes current list of medication

Spreading the Christmas Cheer

With the holiday season approaching, I asked some IL residents what this time of year means to them. Here are their replies:

- "A time for family"
- "Contacting or catching up with old friends or neighbours"
- "No parking downtown when I shop"
- "Just another day when you get to my age"
- "Little ones - they make Christmas"

While most of us enjoy the connection of sharing this time of year with loved ones old and new, for some it's a sad or meaningless time for whatever reason and we should respect this. However, for others, they might just need a little reminder.

So this year I ask you to extend your Christmas spirit to your fellow IL residents, neighbours or colleagues by asking what they are doing for Christmas Day.

It could be as simple as a cup of tea or coffee shared or bringing someone to your table for a meal... many a new friendship has been created this way. The rewards of asking and including are the spirit and blessing of Christmas.

Remember, "Christmas is family, friends, hope, joy, memories, reflection, peace and love."

Book Now

Don't forget you, your friends and family are welcome to book in to the amazing Crowley Christmas luncheons we have available this year. This can be organised by contacting the Customer Service staff on 1300 139 099 where the great team will guide you in the right direction for a wonderful Christmas.

IL Holiday Hours

25/12 Christmas Day

Normal AH / INS Lifeguard Procedure

26/12 Boxing Day Public Holiday

Normal AH / INS Lifeguard Procedure

27/12 Crowley Public Holiday

Normal AH / INS Lifeguard Procedure

1/1/19 New Year's Day Public Holiday

Normal AH / INS Lifeguard Procedure

28/1/19 Australia Day Public Holiday

Normal AH / INS Lifeguard Procedure

T'is the Season

Are you looking for the perfect gift for your loved one at Crowley this season? We have you sorted!

Treat them to a coffee, some cake, a new haircut or maybe even a manicure!

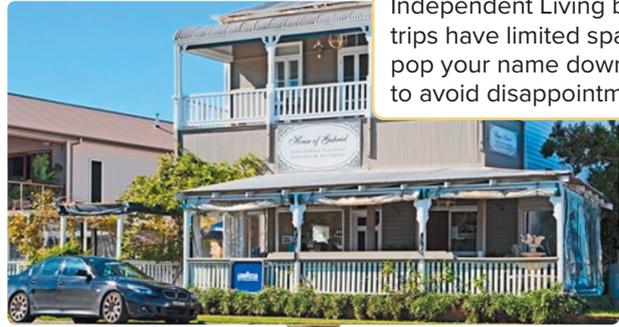
We offer gift vouchers for some of our services, including Barney's Cafe and Coco's Hair and Beauty Salon.

Available to purchase from Crowley Reception today.



PLEASE NOTE

Independent Living bus trips have limited space, so pop your name down early to avoid disappointment.



IL Ladies Bus Trip Thursday 5 December

8.30am departure from Crowley Reception
\$5 bus fare + meals

Ladies here's your chance to get some Christmas shopping done as we depart for Tweed Heads. First stop is morning tea at Tumbulgum at The House of Gabriel, followed by a trip to Tweed City to do a spot of shopping. There are some lovely eateries for lunch at your leisure before heading home, hopefully prepared for the festive season!

RSVP to Crowley Reception by Monday 2 December

Book Club with Judy Riley

Our last novel, "Alberto's Lost Birthday", was met with three cheers – we all enjoyed it! Diana Rosie's debut novel was an absolute joy to read.

Set in Spain the story began in the time of the Spanish civil war. Alberto as a result of the war is orphaned and sent to an orphanage with no paperwork. He spends his life not knowing when his birthday is. Now a grandfather, he sets off on a journey with his grandson to discover when his birthday is.

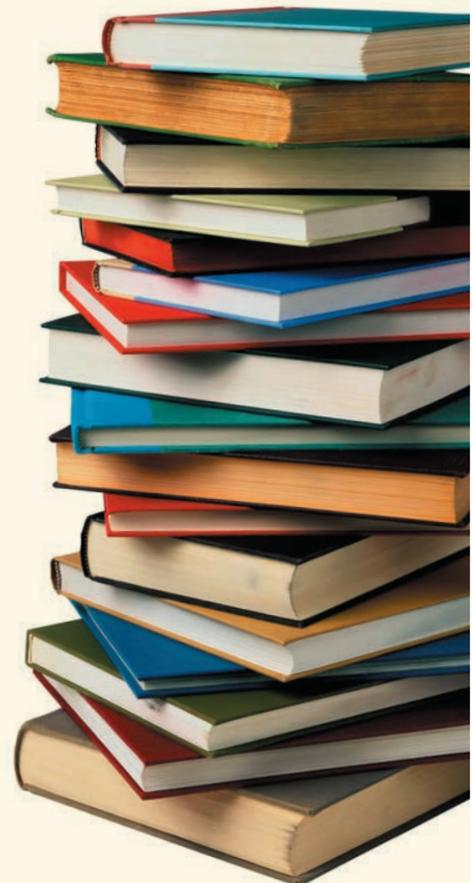
A voyage of discovery and a story of family Alberto and his grandson eventually recall memories and uncover stories that lead to the discovery of the missing link.

At our next meeting we will be discussing "Burial Rites" by Hannah Kent. Based on actual events and set in Northern Iceland this novel is set to be an interesting story about unknown customs and beliefs, we are all looking forward to this one.

Thank you to Crowley for another wonderful year of the Book Club. Personally, I would like to thank Marion for being by my side this year it has been a great year. Looking forward to 2020.

We reconvene on Thursday 23 January to discuss our holiday reading. Wishing everyone a Merry Christmas and a Happy New Year!

Happy Reading.



An Afternoon at the Movies

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

- Movie:** The Polar Express
Genre: Adventure, Family, Fantasy
Directed By: Robert Zemeckis
Written By: Chris Van Allsburg, Robert Zemeckis
Starring: Tom Hanks, Leslie Zemeckis, Eddie Deezen, Nona Gaye, Chris Coppola, Michael Jeter

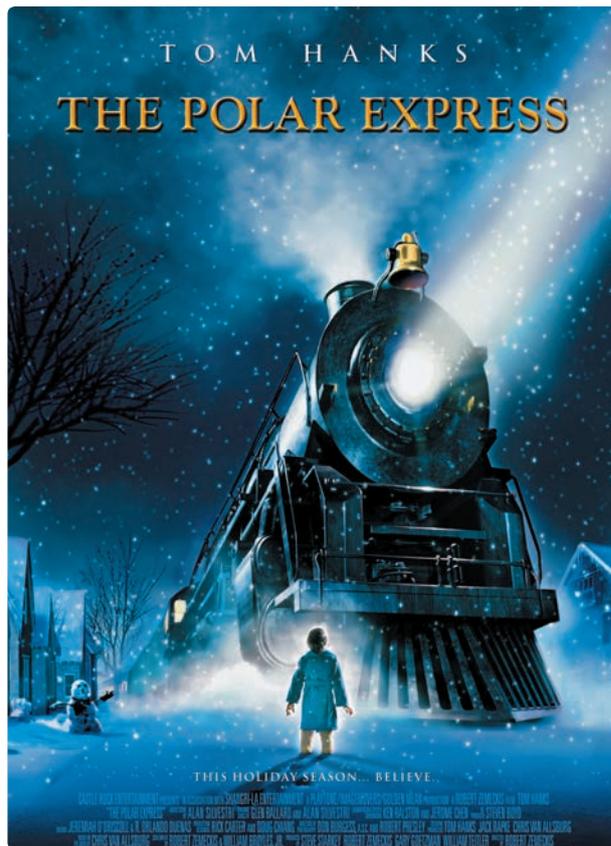
Directed by Robert Zemeckis and based on children’s author Chris Van Allsburg’s modern holiday classic of the same name, The Polar Express revolves around Billy, who longs to believe in Santa Claus but finds it quite difficult to do so, what with his family’s dogged insistence that all of it, from the North Pole, to the elves, to the man himself, is all just a myth.

This all changes, however, on Christmas Eve, when a mysterious train visits Billy in the middle of the night, promising to take him and a group of other lucky children to the North Pole for a visit with Santa. The train’s conductor along with the other passengers help turn Billy’s crisis in faith into a journey of self-discovery.

Reviews:

“The Polar Express has wonderful messages about the importance of believing, the value of friendship, respect for leadership and courage, and the beauty of being kind to others.”

- *Common Sense Media*



Crowley Screening

- Movie:** The Polar Express
When: Wednesday 11 December
Where: Crowley Education Centre Room 1 (upstairs)
Time: 1.00pm followed by afternoon tea
Cost: Gold coin donation
RSVP: To Crowley Reception Monday 9 December

First Movie of the New Year



Join us to watch Crowley's first movie showcase for 2020!

Movie: Yesterday
Genre: Comedy, fantasy, music, romance
Directed By: Danny Boyle
Written By: Jack Barth, Richard Curtis
Starring: Himesh Patel, Lily James, Joel Fry, Sophia Di Martino, Ellise Chappell,

Jack Malik is a struggling singer-songwriter in a tiny English seaside town whose dreams of fame are rapidly fading, despite the fierce devotion and support of his childhood best friend, Ellie.

Then, after a freak bus accident during a mysterious global blackout, Jack wakes up to discover that The Beatles have never existed... and he finds himself with a very complicated problem, indeed.

Performing songs by the greatest band in history to a world that has never heard them, and with a little help from his steel-hearted American agent, Debra, Jack's fame explodes. But as his star rises, he risks losing Ellie — the one person who always believed in him. With the door between his old life and his new closing, Jack will need to get back to where he once belonged and prove that all you need is love.

Reviews:

"The actor has a sweet voice, more McCartney than Lennon, and he evokes the Beatles without slavishly imitating them."

- *Rolling Stones*

"A glowing tribute to The Beatles and their music, this is a toe-tapping pleasure to watch."

- *Empire*

Crowley Screening

Movie: Yesterday
When: Wednesday 8 January
Where: Crowley Education Centre Room 1 (upstairs)
Time: 1.00pm
followed by afternoon tea
Cost: Gold coin donation
RSVP: To Crowley Reception
Monday 6 January

Your New Lifeguard is Ready to Help

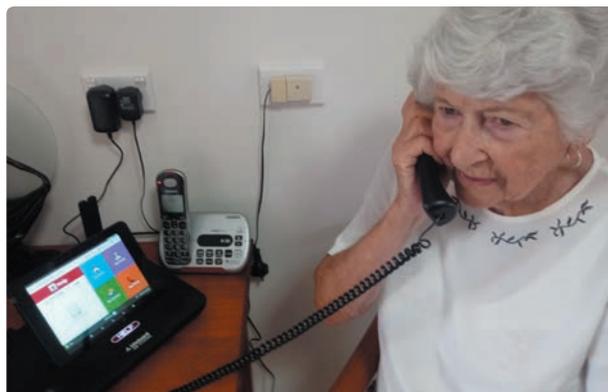
David Crosby
Customer Service Manager

Crowley Independent Living residents now have a “Lifeguard” (INS Lifeguard) keeping watch over the village ready to respond to your call for help.

We have upgraded the emergency response system for our residents for use in the event of an emergency.

The INS Lifeguard is a device that links with a pendant as well as call points located in the bathroom, should the resident need help. INS Lifeguard connects our residents with a qualified nurse within seconds to assess and respond to a call for help.

INS Lifeguard is now installed in 152 villas and apartments at Crowley. While the upgrade was required due to the commencement of the NBN, it has provided a great opportunity to deliver more safety, more security and more confidence for our residents.



INS Lifeguard also allows us to relieve our night staff of their supervisor duty after hours. Allowing them to solely focus their care towards our residents in Residential Care. A big thankyou must be extended to this team who have responded on many occasions to provide support and care to our Independent Living residents in a time of need.

SmilesNet – Our Own Internet Service



David Crosby
Customer Service Manager

At Crowley we love to create smiles! We also know that smiles create smiles.

With this in mind, we would like to introduce SmilesNet. SmilesNet is an unlimited Wi-Fi internet service developed and managed by Crowley. It is now available to our residents and after testing, we already have several residents sign up.

Our Information Technology Team have spent a great deal of time developing and installing the infrastructure to carry this system from now and well into the future. We hope it helps to create an inspirational living experience and connect our residents with family and friends.

If you are interested in the cost, getting connected, or have any questions about the your SmilesNet experience, please come see our friendly Customer Service team at Reception.

IL Evacuation Exercises

David Crosby
Customer Service Manager

The Retirement Villages Amendments Act 2018 No.77 is now in effect, and Crowley are responding by implementing the amendments required.

Part of the regulations requires Crowley to address our IL Emergency Management procedures.

In order to comply with this new requirement we are planning to conduct an Independent Living Evacuation Exercise for residents and staff.

This exercise will take place on:

Wednesday 18 December at 2pm

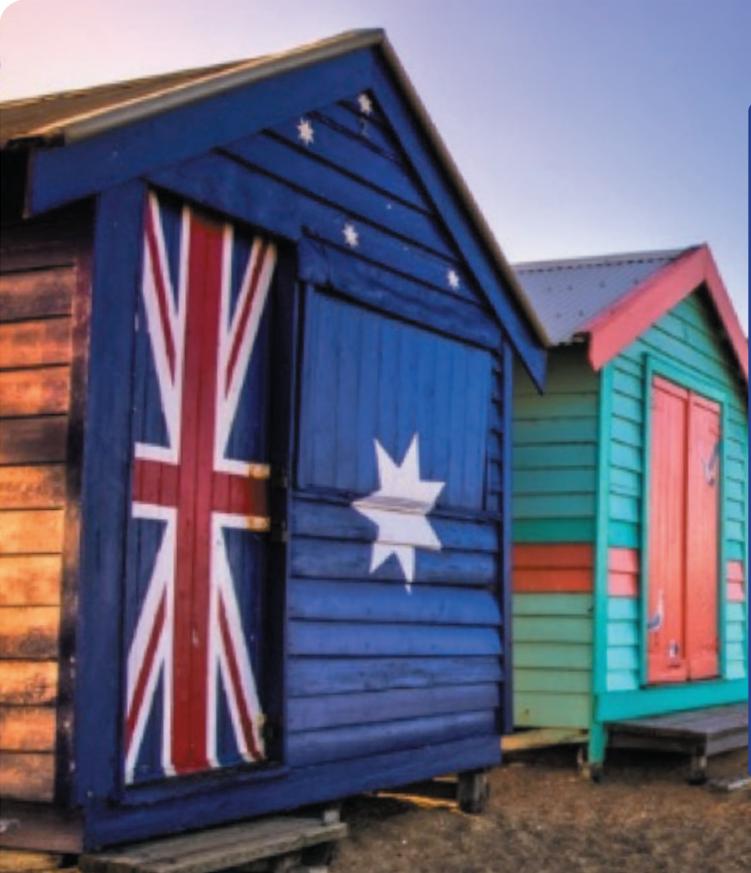
And be supported by staff Fire Wardens

Participation in this exercise by our IL residents is voluntary but is strongly encouraged so that all IL residents can become familiar with their evacuation plan and designated Assembly Area.

It will also provide important feedback for inclusion in our organisational Emergency Management Plan.

All IL residents will shortly receive an information flyer about the planned evacuation exercise, with further details about how it will be conducted, and what you will be required to do.

Should you have any questions in the meantime, please let one on the IL staff know or call into Reception and speak with either myself or one of the team.



Australia Day Dress Up

**Friday 24 January &
Sunday 26 January**

Join us to celebrate this great place we call home.

Theme:
Red, white, blue
or green and gold!

Crowley Residential Care

Residents, Family & Friends Christmas Party

**Saturday 7 December
11.30am for 12pm start
Crowley Activity Centre**

MENU

Crusty Bread Roll

Main

Chorizo, roast potato, red pepper
and spinach tart and salad

Dessert

Mango Pavlova

Featuring entertainment by:
Dean Doyle & Narelle Harris

\$20 per person family & friends

No cost to Crowley Residential Care Residents

BYO Drinks

Please book and pay at Crowley Reception by:
Friday 29 November

Please advise dietary requirements at time of booking.

Crowley Care Christmas Day Buffet Luncheon

Wednesday 25 December
11.30am for 12pm start
Entertainment Room

Buffet Lunch

Fresh Seafood

Continental Meats

Roast, Pork, Turkey and Leg Ham

Crispy Roast Potatoes

Selection of Fresh Salads

Dinner Rolls

Dessert Buffet

\$55 per person

No cost to Crowley Residential Care Residents

BYO Drinks

Please book and pay at Crowley Reception by:
Friday 13 December

Please advise dietary requirements at time of booking.

Crowley Home Care

Clients, Family & Friends Christmas Party

Join us for lunch to celebrate the festive season
and spend some time with fellow Home Care
Clients and The Crowley Home Care Team

Monday 2 December
11.30am for 12pm start
Crowley Activity Centre

\$20 Family and Friends
Free for Crowley Home Care Clients
BYO Drinks

Featuring entertainment by:
Brian Pamphilon

Please book and pay at Crowley Reception by:
Monday 25 November

Please advise dietary requirements at time of booking.

Crowley Independent Living Christmas Party

Please join us for a...

Spooky Christmas

Friday 13 December
11.30am for 12pm start
Crowley Activity Centre

Theme: Black & Orange

\$20 per person
Residents, Family and Friends
BYO Drinks

Please book and pay at Crowley Reception by:
Wednesday 4 December

Please advise dietary requirements at time of booking.

Barney's Cafe Christmas Day Luncheon

Wednesday 25 December
12.30pm
Barney's Cafe

Arrival

Glass of Champagne or Non-Alcoholic Punch

Entrée

Seafood Platter

Prawns, Oysters, Crabmeat, Smoked Salmon,
Moreton Bay Bug and Tempura Fish Goujons

Main (choice of)

Duck breast, crunchy vegetable stack and Hoi Sin Sauce
Crispy Skin Salmon, Coconut Rice and Lime Chilli Dressing
Lamb Rump, Potato Rosti, Rhubarb and Beetroot Compote

Dessert Buffet

\$85 per person

BYO Drinks

Bookings limited and essential.
Please book and pay at Crowley Reception by:
Friday 13 December

Please advise dietary requirements at time of booking.

Crowley Christmas Hours

Reception, Barney's Cafe and Coco's Beauty Salon

Reception

Monday 23 December
Open

Tuesday 24 December
Open

Wednesday 25 December
Closed

Thursday 26 December
Closed

Friday 27 December
Closed

Saturday 28 December
Closed

Sunday 29 December
Closed

Monday 30 December
Open

Tuesday 31 December
Open

Wednesday 1 January
Closed

Thursday 2 January
Open

Barney's Cafe

Monday 23 December
Open

Tuesday 24 December
Open

Wednesday 25 December
Closed - Lunchtime

Thursday 26 December
Open

Friday 27 December
Open

Saturday 28 December
Open

Sunday 29 December
Open

Monday 30 December
Open

Tuesday 31 December
Open

Wednesday 1 January
Open

Thursday 2 January
Open

Coco's Beauty Salon

Monday 23 December
Open - Beauty

Tuesday 24 December
Open - Hair

Wednesday 25 December
Closed

Thursday 26 December
Closed

Friday 27 December
Closed

Saturday 28 December
Closed

Sunday 29 December
Closed

Monday 30 December
Open - Beauty

Tuesday 31 December
Closed

Wednesday 1 January
Closed

Thursday 2 January
Open - Hair



Christmas Carols

Ballina

Riverside Carols

Sunday 8 December

5.30pm

Kingsford Smith Oval

Lennox Head

Carols in the Park

Sunday 1 December

5.00pm

Williams Reserve

Lismore

Carols in the Heart

Sunday 8 December

4.30pm

Crozier Oval

Alstonville

Christmas on the Plateau

Friday 13 December

4.30pm

Elizabeth Ann Brown Park

Evans Head

Evans Head Community Carols

Wednesday 11 December

6.30pm

Evans Head Surf Life Saving Club

Community Events

Christmas on River Street

Ballina Chamber of Commerce

Christmas on River Street

Thursday 12 December

5pm to 7.30pm

The retailers of River Street in Ballina have banded together to celebrate Christmas in our community with an extended shopping evening on Thursday 12 December from 5pm to 7.30pm.

The shop windows will be decorated and there will be a free sausage sizzle, carols, competitions for young and old, and even a visit from Santa!

It's the perfect opportunity to tackle your Christmas shopping for family and friends, all while enjoying the festivities the community has to offer!



Christmas Mass Services

Ballina and Lennox Head Catholic Parish

24 December 2019
5.30pm
Christmas Eve Mass
St Francis Xavier Church Ballina

24 December 2019
7.30pm
Christmas Eve Mass
St Francis Xavier Church Ballina

25 December 2019
7.30am
Christmas Day Mass
Holy Family Catholic Church Lennox Head

25 December 2019
9.00am
Christmas Day Mass
St Francis Xavier Catholic Church Ballina

Alstonville and Wardell Catholic Parish

24 December 2019
5.00pm
Children's Mass
McCarthy Hall Alstonville

24 December 2019
5.00pm
Christmas Eve Vigil
St Patrick's Church Wardell

24 December 2019
7.00pm
Christmas Eve Vigil
Our Lady of the Rosary Church Alstonville

25 December 2019
8.30am
Christmas Day Mass
Our Lady of the Rosary Church Alstonville

Lismore Catholic Parish

24 December 2019
5.30pm
Christmas Eve Vigil
St Carthage's Cathedral Lismore

24 December 2019
7.30pm
Christmas Eve Vigil
St Dymphna's Dunoon

24 December 2019
Midnight
Christmas Eve Mass
St Carthage's Cathedral Lismore

25 December 2019
7.00am
Christmas Day Mass
Carmelite Monastery Goonellabah

25 December 2019
9.00am
Christmas Day Mass St Carthage's Cathedral Lismore

Ballina Uniting Church

25 December 2019
9.00am
Christmas Day Service
Ballina Uniting Church

Alstonville Uniting Church

25 December 2019
9.00am
Christmas Day Service
Alstonville Uniting Church

Ballina and Lennox Anglican Parish

21 December 2019
6.00pm
Blue Christmas Service
St Mary's Ballina

24 December 2019
6.00pm
Family Service
St Mary's Ballina

24 December 2019
11.00pm
Midnight Mass
St Mary's Ballina

25 December 2019
8.30am
Christmas Day Service
St Mary's Ballina

25 December 2019
8.30am
Christmas Day Service
St John the Baptist Lennox Head



Gifts and Gratitudes

Sherrie Viney
Home Care Manager

Each month at Crowley we receive numerous compliments about our quality staff and the difference they make to people’s lives, which is always appreciated.

At Crowley, we have a ‘No Gift policy’. This isn’t because we don’t like gifts. It is to ensure staff are not singled out and others forgotten, we prefer to receive cards or messages that can be shared with everyone. And we proudly publish these messages in the Chatterbox and display them in our staffroom.

We are committed to the principles of honesty and integrity and accepting a gift can place staff in an awkward position.

We do understand the intent of such exchanges, in that our residents and clients are wishing to extend their gratitude, but our policy has been developed over many years of experience so as not to compromise the reputation of Crowley or its employees, and to give comfort to families.

If staff are offered a gift, they are asked to politely decline and explain it is against policy.

If you are wishing to show your gratitude, just a reminder that “a gentle word, a kind natured look, a good natured smile can work wonders and accomplish miracles”. Completing a feedback form and sending it to us ensures our CEO knows how the staff are appreciated!

After all, our staff love what they do and the privilege of sharing the lives and stories of our residents and their families.



Christmas with Home Care

Sherrie Viney
Home Care Manager

Home Care Public Holiday Procedures

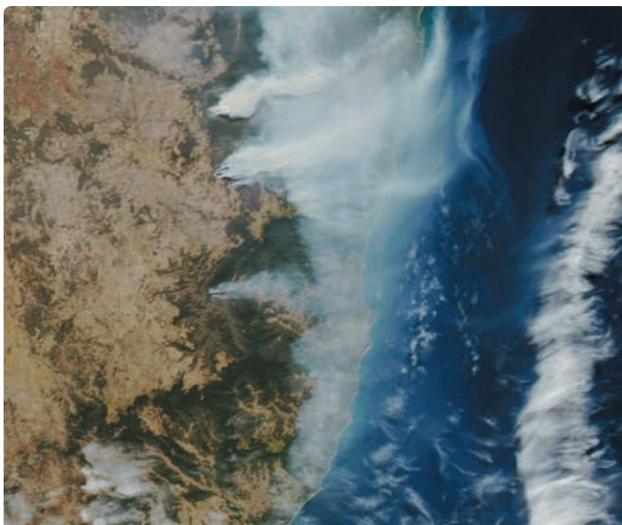
The Home Care Office is closed on:

- Wednesday 25 December 2019
- Thursday 26 December 2019
- Friday 27 December 2019
- Wednesday 1 January 2020

Each year we send out a flyer for clients to nominate if they wish to have services over the public holidays. Please watch out for our public holiday services flyer. Please fill it out and give it to one of our friendly staff if you need your services on these days.

For Home Care Package clients, a public holiday incurs a fee.

We would like to wish all our Home Care clients a very Happy Christmas and 2020, and hope you can spend some time over the festive season to be with the ones you love, by sharing some time, a meal or just catching up on the phone.



Take Care This Smoky Summer

If you are affected by smoke as a result of bush fires within our region and if you have lung disease, where possible, try to:

- Avoid physical activity outside
- Rest more frequently
- Keep away from smoke
- Close windows and doors
- Keep medication close and follow treatment advised by GP
- Switch air conditioner to recirculate or recycle
- Follow up with GP or call 000 if unwell and concerned



Dehydration - Very Risky Business

We all need to keep well hydrated despite our age, but for seniors, dehydration can be dangerous and result in serious health issues, especially in the warmer months.

Some people do not even recognise that they are thirsty and medications can increase the risk of dehydration too.

Over the summer, take note of how you are feeling and watch for signs of mild dehydration, including:

- Dry mouth
- Cracked or chaffed lips
- Dark coloured, concentrated urine
- Tiredness
- Muscle cramps
- Headaches
- Generally feeling unwell or irritable

Serious signs of dehydration may include:

- Confusion
- Low blood pressure or a fast, yet weak pulse
- Wrinkled skin with no elasticity
- Dry and sunken eyes
- Rapid breathing
- Severe cramping
- Convulsions

You may need to talk to your doctor about how much water is best for you and with consideration of what medications you are taking. Some drinks may not be suitable for example, high sodium sports drinks if you have blood pressure issues or sweetened juices if you are a diabetic.

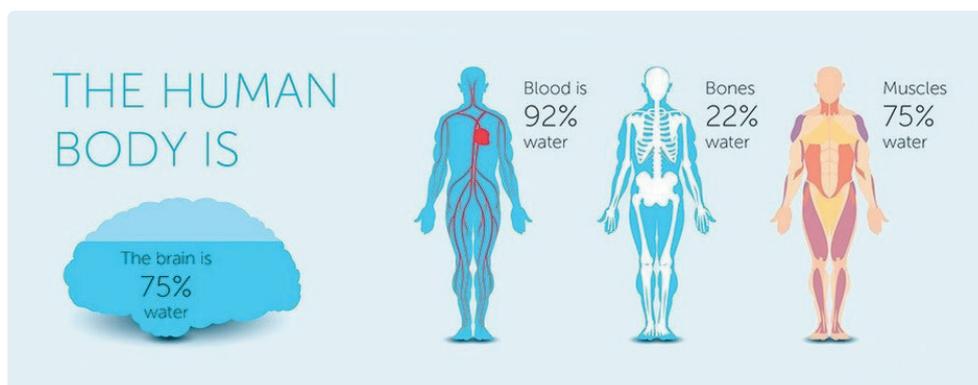
Benefits of keeping well hydrated include less constipation, fewer falls, reduced incidence of urinary tract infections, and can aid in preventing kidney stones forming or a state of delirium, which is a medical emergency.

Keep a jug handy, or your drinking glass close to where you sit and spend your time.

Try adding soda water to your drinks to give some bubble or drink iced coffees or teas in the warmer weather.

Remember, you do not have to drink plain water. Coffee, tea, fruit juice, smoothies, milkshakes and some fruits and vegetables all contain water. Foods that contain water such as soups, jellies, grapefruits, watermelon, and Ice blocks are all good options to ensure you stay well hydrated.

If you are in need of a water filter and you have a Home Care package, please give us a call in the office on 1300 139 099 to discuss how your funds can assist you.



Surviving The Summer Heat

Cheaper Than You Think

The Bureau of Meteorology is telling us that things are hotting up in Australia and it certainly feels that way! So, have you considered your summer strategy to keep cool and survive the heat?

Everyone is conscious of the cost of electricity bills, but we also need to keep cool and comfortable for good health and wellbeing.

Here are a few tips to keep the house cool over summer which are not as expensive as you might think!



- If the temperature is below 30 degrees, closing the curtains and using a fan helps reduce costs
- A standard portable fan costs only 2-cents per hour to run and you can move the fan from room to room
- A ceiling fan costs on average 13-cents to \$1.29 an hour depending on the fan's speed
- The average cost of a reverse cycle air conditioner is around 35 to 70-cents an hour for a medium size room. As a guide a bedroom size air conditioner (2.5kw) will cost around \$86 in total to run for the summer months
- A larger unit (5kw) can cost up to \$179 over summer. Inverter type air-conditioners can use 40% less energy if used as recommended
- If you set your air conditioner between 23 to 25 degrees, your costs will be lower
- Try to avoid turning it on and off as air conditioning performs more efficiently when operating over longer periods
- Our staff would certainly appreciate a cool work environment when visiting you and providing services, especially when cleaning during summer
- Seventy-five-percent of Australian homes now use air conditioners. If you do not have ceiling fans or an air conditioner and have a Home Care Package, give us a call to discuss how we can assist you in beating the summer heat and staying well

Update from Hotel Services

Tony Baldwin
Hotel Services Manager

The New Kitchen is Here!

It took a little bit longer than expected but our new kitchen has arrived and it has exceeded all expectations. The Hotel Services team are so happy to have a new place to call home.

Currently we are just scratching the surface of the capabilities of this new facility. It will be exciting to work with residents and their families as we develop new processes and recipes.

Christmas Day at Crowley

As Christmas draws closer we start to think how we are going to spend the big day with our loved ones. Here at Crowley we now have two options for you and your family for lunch on Christmas Day.

The Christmas Buffet Luncheon introduced last year will be back and this is held in the Entertainment Room. All Residential Care residents attend this luncheon unless their families notify us of other plans. Tickets for this luncheon are \$55 each, with the exception of Residential Care residents – there is no cost for them.

In 2019, we've added another option for lunch at Barney's Café. This is a plated three course luncheon, and places are limited. Tickets for this luncheon are \$85 each and includes an arrival drink and lunch – please take time to look at the flyers with the menu!

We ask that if you are planning to have lunch at either luncheon here at Crowley this Christmas Day that you book and pay in advance. This helps to ensure your family is seated together and that we can plan effectively for what will be a lovely day filled with good food and great company.



Christmas Cheer at Crowley

Tony Baldwin
Hotel Services Manager

Christmas is the time to celebrate and let your hair down and many of the functions you attend will involve alcohol in some shape or form. So just how do you stay on the straight and narrow during the festive season?

Here are a few tips to help you manage your alcohol intake over the festive period:

- Set yourself a limit on how many drinks you want to have and tell your friends
- Alternate alcoholic drinks with non-alcoholic drinks such as water, fresh juice, mineral water or soft drink
- If you're drinking non-alcoholic drinks, do so out of a nice wine glass and you won't feel as though you're missing out and fewer people will ask what you're drinking
- Opt for the low alcohol version of your favourite beer, or drink wine as a spritzer mixed with soda water
- Eat a proper meal before you go out and avoid the salty appetisers and snacks which will make you thirsty and you want to drink more
- Empty your glass before going for a refill, this makes it easier to keep tabs on how much you have consumed
- If you're the host, make sure there are plenty of non-alcoholic options available for your guests

By sticking to some of the tips provided above, you can have fun and still be feeling great after the event. Drink wisely, have a good time, and most importantly please do not drink and drive!



Pineapple Mojito

Super-refreshing on a hot day, this tropical cocktail is the perfect summer party starter. Omit the rum for a drink the kids can enjoy, too.

Ingredients

- 2 large limes, cut into wedges
- 2-3 tsp caster sugar, to taste
- 8 fresh mint sprigs
- 1L soda water, chilled
- 500ml fresh pineapple juice, chilled
- 310ml white rum
- Fresh pineapple slices, to serve
- Mint ice-cubes, to serve

Instructions

Squeeze lime wedges into a large punch bowl or serving jug. Add the squeezed wedges, sugar and mint to the bowl. Use the back of a wooden spoon to muddle.

Top with soda water, juice and rum. Stir to combine. Add in pineapple and mint ice-cubes just before serving.

TIP: For mint ice-cubes, place fresh mint in ice-cube trays and top with water. Freeze overnight until set.

Ginger Cream Biscuit Log

If you love ripple cake and gingerbread at Christmas time, you'll love this easy no-cook dessert. Super easy to make with just a handful of ingredients, it'll be the highlight of your festive feast.

Ingredients

- 600ml carton thickened cream
- 60g (1/3 cup) icing sugar
- 1 teaspoon vanilla extract
- 2 tablespoons finely chopped glacé ginger
- 250g packet gingernut biscuits
- 60ml fresh orange juice
- 60ml ginger wine
- 2 tablespoons caramel topping

Instructions

Use electric beaters to beat the cream, sugar and vanilla until firm peaks form. Use a large metal spoon to fold in half the chopped ginger.

Spread a little of the ginger cream down the centre of a serving plate to help the biscuits stand up. Crush one of the biscuits and set aside.

Combine the orange juice and ginger wine in a shallow bowl. Dip 1 of the remaining biscuits in the ginger wine mixture. Stand upright on the plate and spread 1 side with cream. Dip another biscuit in the ginger wine mixture and place alongside the first biscuit and sandwich together. Spread with cream. Continue this process, layering biscuits to form a log. Spread remaining cream over the log. Cover loosely with plastic wrap and place in the fridge for 6 hours to chill.

Drizzle the log with the caramel topping and sprinkle with the remaining chopped ginger and the reserved crushed biscuit.





Caramelised Apple and Sage Pork

Impress your guests with this mouth-watering caramelised apple and sage pork topped with thyme salt crackling.

Ingredients

- 25g butter
- 1 eschalot, finely chopped
- 1 large granny smith apple, peeled, cut into 2cm pieces
- 1 tablespoon brown sugar
- 1 tablespoon chopped fresh sage leaves
- 1 cup fresh breadcrumbs
- 2kg rolled pork loin
- 1 tablespoon sea salt
- 1 teaspoon finely chopped fresh thyme leaves
- Roasted baby (Dutch) carrots, to serve
- Gravy, to serve

Instructions

Melt butter in a frying pan over medium-high heat. Add eschalot and apple. Cook, stirring, for 3-4 minutes or until golden. Add sugar and 1 tablespoon of water. Cook, stirring, for 2-3 minutes or until sugar has dissolved. Bring to the boil. Reduce heat to low. Simmer for 5 minutes or until caramelised. Add sage. Cook for 1 minute or until slightly thickened. Transfer to a heatproof bowl. Set aside to cool for 30 minutes.

Add breadcrumbs to apple mixture. Season with salt and pepper. Stir to combine.

Preheat oven to 230°C fan-forced. Remove string from pork. Unroll. Pat rind dry with paper towel. Score at 1cm intervals. Place pork, skin-side down, on board. Slice crossways through thickest part of the meat, being careful not to cut the whole way through. Open out to form 1 large piece. Press stuffing over pork. Roll up to enclose. Tie with kitchen string at 3cm intervals to secure. Place on a lightly greased wire rack in a large flameproof roasting pan. Combine sea salt and thyme in a bowl. Rub all over pork.

Roast for 20 minutes. Reduce heat to 160°C fan-forced. Roast for a further 1 hour 30 minutes or until juices run clear when a skewer is inserted into centre of pork. Transfer to a plate. Cover loosely with foil. Set aside for 10 minutes to rest. Slice pork and serve with carrots and gravy.

Get Ready for Christmas with Crowley's Men's Shed

The gents are looking forward to their Annual Christmas and End of Year Sale, which will be held on Tuesday 3 December.

This is the day the men open the shed doors and welcome us into their space and they will be onsite from 9am until 2pm.

Please feel free to drop in and tick some more gifts off your Christmas shopping list.

We welcome all residents together with family and friends to come along to the sale day.

The Men's Shed will also be collecting ideas and suggestions for 2020 projects. You can even place an order for something specific that you are after.

The men would like to thank their friends and supporters as well as Crowley management and staff for their support during 2019 and extend their very best wishes to everyone for Christmas and the New Year.



Crowley Men's Shed Christmas Sale

Tuesday 3 December
9am – 2pm

At the Men's Shed on Crowley Drive

Maintenance News

Albie Viel Maintenance Manager

Maintenance staff have been carrying out tasks recently including the upgrade of the Residential Care Riverview Lounge and resident rooms 126 to 129.

Ensuite vinyl walls and flooring have been replaced with new and lighter colours. Ensuite fittings have been upgraded to modernise the look. The rooms have also had VJ wall panelling installed to replace the vinyl wall cladding together with new storage, open shelving and a fresh new colour scheme.

In the lounge area we are updating the kitchen cupboards, eliminating the workstation and installing a bay window seat. This area will also house books, puzzles and games for all residents to enjoy. Additionally, we have started the process of relocating a gazebo to the outdoor area, adding new gardens and installing a new perimeter fence for residents and their families to enjoy the water views.

The Banksia wing resident's door upgrade continues. We are replacing door locks and adding Laminex to the front of the doors to reduce maintenance and give a fresher look.

In Independent Living we are back to our refurbishments with one of our waterfront units receiving a complete refurbishment. New footpaths and garden beds to be constructed at rear of the unit and a tiled sunroom to be constructed on the waterfront side of the unit.

For the Christmas period remember your location of essential service points; electrical switch boards, water shut off valve. Check your air conditioning mode is set for cooling mode.

The Maintenance Team wish everyone a safe and happy Christmas.



Self-Assessment at Crowley

Michelle Golding
Quality Manager

What is Self-Assessment?

Self-assessment is an important part of the continuous improvement cycle. It provides an opportunity to evaluate performance against the Quality Standards, to review the results for consumers, to assess the effectiveness of any improvements and to support processes for ongoing quality improvement and risk management.

Completing a self-assessment provides evidence that improvement has taken place and assist in communicating our success.

Legislative Requirements

From 1 July 2019 legislative changes were implemented by the Aged Care Quality and Safety Commission regarding self-assessment.

Commission may request self-assessment information at any time:

- during a visit to the premises of the service under section 70 of the Aged Care Quality and Safety Commission Act
- as part of an assessment contact not involving a visit to the premises of the service under section 67 of the Rules

At Crowley the self-assessment process is an ongoing tool reviewed on a quarterly basis so it continues to develop over time. It provides an excellent opportunity to increase the organisation's understanding of how it delivers care and services to improve outcomes for consumers. Most importantly, self-assessment supports innovation and a culture of continuous improvement in day to day practices, encouraging staff to be alert in their work and actively looking for ways to improve services and enhance each consumer's experience of care.

The information collected during the self-assessment will help to identify areas for improvement and clarify the reasons to make changes in those areas.

Self-assessment is a reflective process, looking at what is already in place, what improvements need to be made, and sharing and testing this information with staff, consumers and stakeholders.

If you would like further information on our self-assessment process or would like to be involved please contact Michelle Golding, Quality Manager.



Project News

Implementing Sustainable Practices

We are always looking for ways to improve things at Crowley. With the development of the new café and the new kitchen, we have been looking at ways to use ethically produced products. We want to continue to implement other new sustainable practices to reduce waste and single-use plastics in our services.

We plan to expand our environmentally beneficial practices, by choosing eco-friendly disposable packaging and coffee cups, recycling our deep-fryer oil, using biodegradable rubbish bin liners (that will break down after use when exposed to heat and sunlight) and continuing to use wooden cutlery and napkins made from recycled materials.

By choosing these items we hope to make a positive difference to the environment where we can and within existing local guidelines and waste management.

If you have any ideas or suggestions where we could make any further changes to our sustainability, please complete a feedback form and pop it into the box at Reception.



Join us for a BBQ and drinks on the
Entertainment Room Deck

Thursday 12 December at 12.00pm

\$5 per person, BYO Drinks

RSVP: To Crowley
Reception by
Monday 9 December

Making Feedback Flow

Michelle Golding Quality Manager

Residential Care Family Member

Thank you for your kindness and excellent care for Ivan. We feel very fortunate to have had such a positive experience. We wouldn't hesitate to recommend Crowley. The clinical care is outstanding, special thanks to Kelly Roberts and Christine Lawton and Julia Lisle for this. The atmosphere at Crowley is so different to most nursing homes. It is very welcoming and friendly making trips with kids easy and enjoyable. Keep up the great work, best wishes and thank you.

Independent Living Resident

A great day yesterday 11th tons of favourable comments in the bus on the way home many thanks. Brian makes the journey very pleasant. We love his scenic on the way home tours.

Respite Resident

Just a little feedback re my respite care completed on Monday last. It was a pleasure as usual to have had a break at Crowley and you may ask me why? Well, the place was spotless, the room in which I stayed and slept was impeccable. The food quality was excellent, the staff are obviously very content in their work environment which always says a great deal and as usual, pleasantly obliging. It starts with the Receptionist all a pleasure to engage and speak to. Well that's about it!

Staff Member

Jenny and Shelley in Barneys always remember the unusual changes to my regular orders. They often pre-empt resident orders they know what people like and remember it. Every time they do it the customer looks delighted!

Home Care Client

My wife turned 88 last Sunday and on Saturday your Leisure and Lifestyle ladies organised a gathering to celebrate the occasion. My son and I were fortunate enough to be present for the cutting of the cake and subsequent fun and games. It was a delightful experience to see the girls join in this happy occasion. Thank you and your pink ladies for organising the celebration, they do such a wonderful job.

Residential Care Resident

Congratulations to the staff in the laundry. You do a marvellous job with so many different articles and such a volume to cope with every day. My grateful thanks.



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

A Year of Chatter Looking Back at 2019

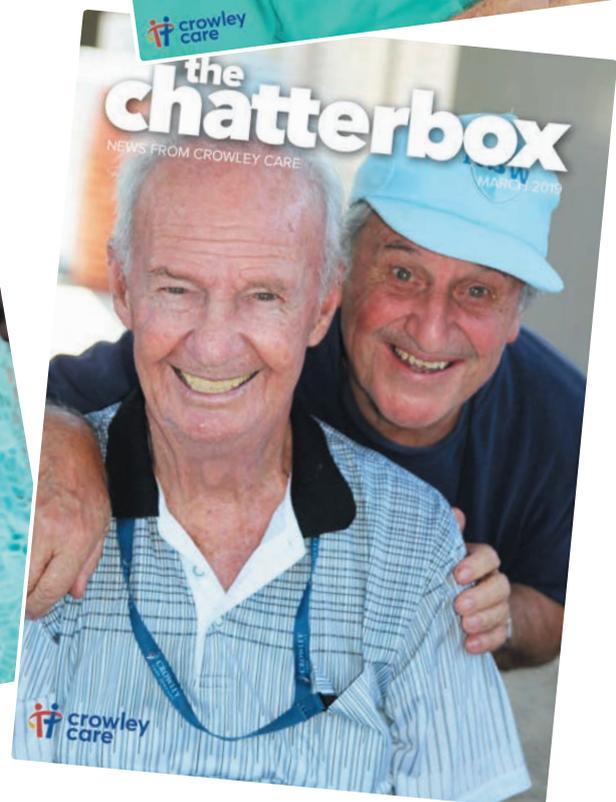
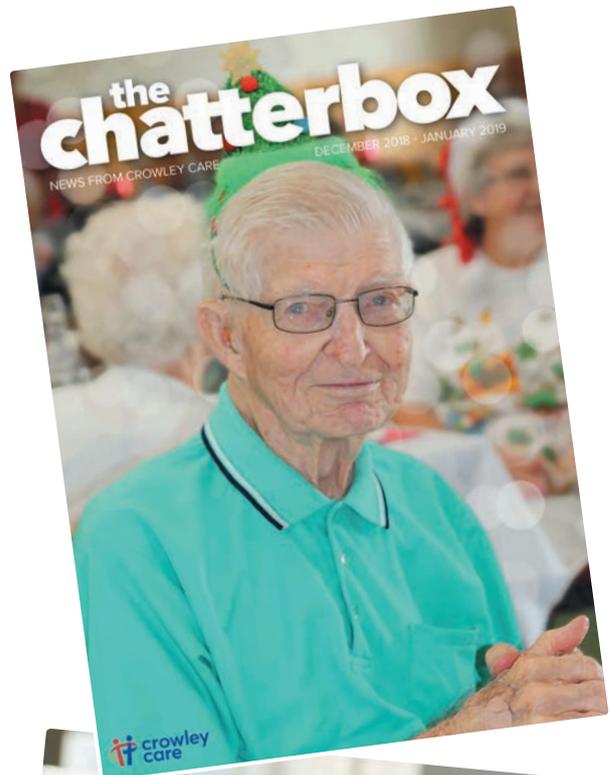
Wow – can you believe we are at the end of 2019 already?

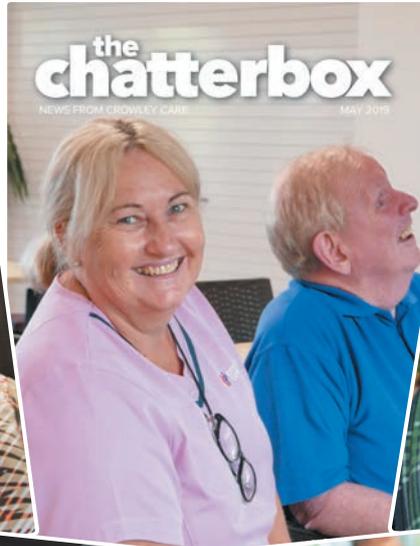
We have had a wonderful year here at Crowley, and a highlight as always is our Chatterbox!

Please enjoy a look back at the last year of Chatterbox and some of the beautiful faces we have had on our cover.

We hope you have enjoyed the last 12 months of Chatterbox editions just as much as we have enjoyed producing them for you!

We packed this double issue full of goodies to hold you over until we return in February. Have a very Merry Christmas and a wonderful New Year! See you in 2020!





Sagittarius Horoscope

November 22 - December 21



Curious and energetic, Sagittarius is one of the biggest travelers among all zodiac signs. Their open mind and philosophical view motivates them to wander around the world in search of the meaning of life.

Sagittarius-born are able to transform their thoughts into concrete actions and they will do anything to achieve their goals. Their enthusiasm has no bounds, and therefore people born under the Sagittarius sign possess a great sense of humour and an intense curiosity.

Element: Fire

Enthusiasm, emotion, passion, achievements

Ruling planet: Jupiter

Wisdom, vision, expansion, abundance, luck

Compatibility: Gemini, Aries

Sagittarius strengths: generous, idealistic, great sense of humour

Sagittarius weaknesses: impatient, over-promise

Sagittarius likes: freedom, travel, philosophy, being outdoors

Sagittarius dislikes: clingy people, being constrained, off-the-wall theories, details

Lucky numbers: 3, 7, 9, 12, 21

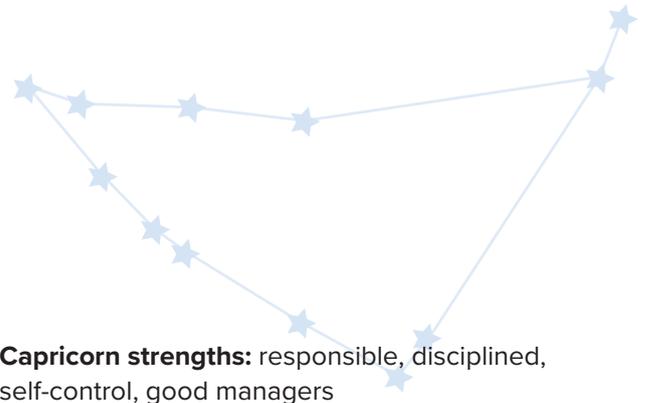
Colour: blue

December birth flower: narcissus

December birthstone: zircon, tanzanite, turquoise

Capricorn Horoscope

December 22 - January 19



Capricorn is a sign that represents time and responsibility, and its representatives are traditional and often very serious by nature. These individuals are masters of self-control and have the ability to lead the way, make solid and realistic plans, and manage many people who work for them at any time. They will learn from their mistakes and get to the top based solely on their experience and expertise.

Element: Earth

Dependable, grounded, loyal, practical, reliable

Ruling planet: Saturn

Structure, authority, discipline, concentration

Compatibility: Taurus, Cancer

Capricorn strengths: responsible, disciplined, self-control, good managers

Capricorn weaknesses: unforgiving, know-it-all

Capricorn likes: family, tradition, music, understated status, quality craftsmanship

Capricorn dislikes: almost everything at some point

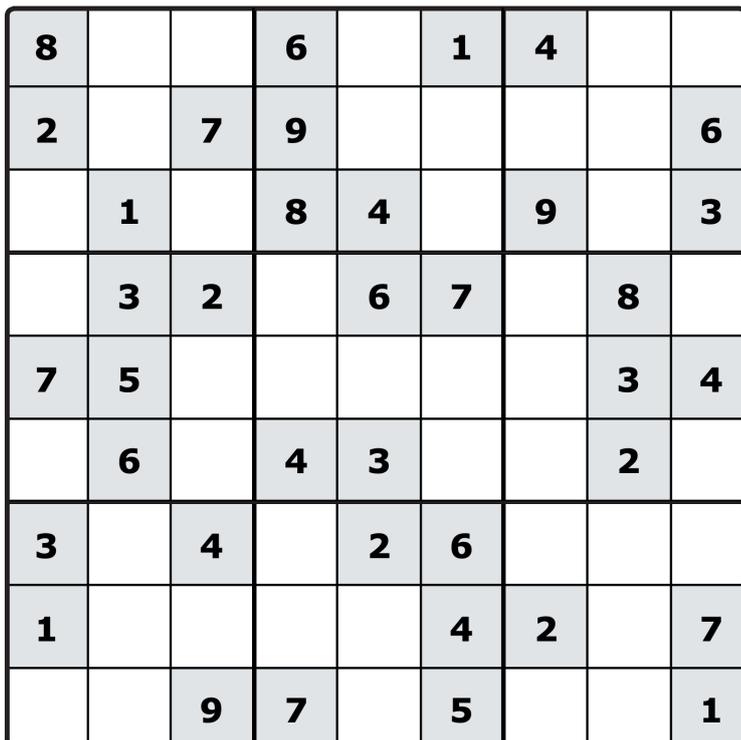
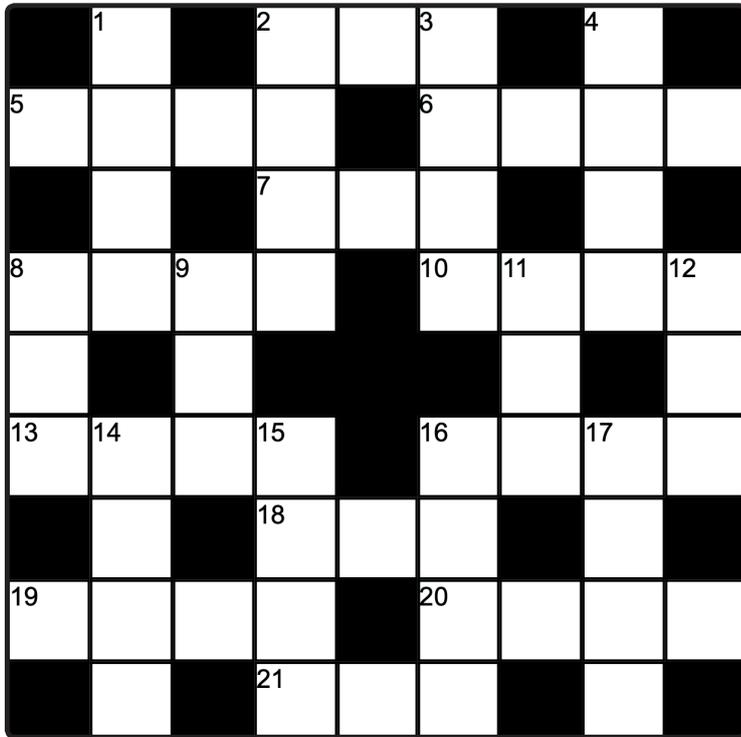
Lucky numbers: 4, 8, 13, 22

Colour: brown, black

January birth flower: snowdrop, carnation

January birthstone: garnet

Games Corner



Crossword Clues

Across

- 2. Dog sound
- 5. Not firm
- 6. Teen affliction
- 7. Finish
- 8. Linen fiber
- 10. Recedes
- 13. Adhesive
- 16. Shade of red
- 18. Title for a knight
- 19. On the double
- 20. Very dry
- 21. Hankering

Down

- 1. Murder
- 2. High point
- 3. Lose brightness
- 4. Nose-in-the-air type
- 8. Newton fruit
- 9. Springfield store owner
- 11. Nectar collector
- 12. Between Fri and Sun
- 14. Misplace
- 15. Lay eyes on
- 16. Fiber source
- 17. Niagra river source

Riddle Me This...

What did Mrs. Claus say to Santa when she looked up in the sky?

Answer: Looks like rain dear.

Deck the Halls

Have you seen our Crowley Christmas trees? Each corner of Crowley is decorated in its own theme, transporting us to a new wonderland at every turn!

Here's a sneak peek at our beautifully adorned trees. Be sure to keep an eye out for their twinkling lights during your next visit.



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.