

the chatterbox

NEWS FROM CROWLEY CARE

FEBRUARY 2021



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Cover photo

Juanita and Judy celebrated Australia Day in style, dressed as 'Gumnut Girls'.



A Moment with our CEO

Hello everyone,

This Christmas past at Crowley was naturally different due to the need to keep everyone safe during this COVID period. And whilst different, our Christmas celebrations were highly memorable.

Our Independent Living Street Christmas Parties, all of which took place on the same day, exceeded our expectations on so many levels. Put simply our residents loved them.

It was so warming to see everyone throw themselves into enjoying these events with abandon and good cheer. And it was so much fun for Kelli and I to travel by buggy from party to party dressed as Santa's elves.

A huge thank you to our staff for creating these fun-filled and memorable street parties and to our residents for adapting to a different way of doing things with such enthusiasm. It's a great learning in life that sometimes when we are required to do things a little differently, it reinvigorates us all.

Not to be outdone, our four separate Residential Care Christmas Parties were very special this year, more intimate and according to many, the best ever. These smaller events made for a greater staff and resident mix and that meant an opportunity for even greater connections and time together.

It was similar for Christmas Day. I think it is fair to say this year our expectations were a bit lower, but thankfully it didn't turn out that way. Lifted restrictions enabled the 70 plus planned excursions to go ahead. Seeing the joy on the faces of families and our residents as we farewelled and then welcomed them home from their outings was priceless. The residents that stayed onsite had an equally full day with yet another round of Christmas fare and festivities.

Overall we have learnt that sometimes different can be good. Our aim for all these events was to provide the best possible inspirational living experiences for our residents, even though circumstances had changed. It was so pleasing to see everyone throw themselves into the Christmas season enabling the Crowley spirit to shine through.

2021 is a new year and will see Team Crowley needing to adapt again to more unknowns as we respond together to global changes.



I believe, if we apply our learnings from our recent past, there are some salient lessons. Our ability to focus on enjoying the moment we are in right now and to be present and connect with those around us is one key to our happiness. Plus if we add our ability to adapt to changing circumstances, to face the unknown together, then the Crowley spirit will continue to shine through. I think its fair to say we have all had more practice at this in recent times!

So as we head confidently and further into 2021 we should remain excited about what this new year will bring.

I am sure you are aware that the COVID vaccination will be rolled out nationally with aged care highlighted as one of the first to receive it.

As soon as we have details on the vaccine program from the relevant authorities I will advise you. My promise to you is to keep you fully informed.



Michael Penhey
Chief Executive Officer

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:



We celebrated Christmas eve with big smiles and costumes. Such a special time of year.



Meip was all laughs and joy on Christmas Eve.



Staff and residents got in the festive spirit by decorating Christmas trees together.



Our staff spread cheer all throughout the halls of Crowley this Christmas. What a merry time!



Betty enjoyed dressing up with a cuddly new friend this Christmas.



Sybil enjoyed a special Christmas visit from her daughter Julie.



Joan celebrated her 100th birthday.



We took a drive out to our beautiful local beach. With sand beneath their feet, Linda and Juanita were all smiles.



We love birthdays! Noel celebrated his birthday with us in December.



Carol and Jeanine enjoyed a trip to the beach. Aren't we lucky to live in such a beautiful spot!

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!





Party Time!

Sarah McMahon
Marketing and Events Coordinator

Christmas spirit was definitely on display in December with Christmas Parties galore. Due to COVID our parties were hosted a little differently in 2020.

Whilst we couldn't welcome families and friends to the festivities we made the best of it and all had a great time celebrating.

Our Independent Living residents had a wonderful time at our first Independent Living Christmas Street Party!

The village parties were set up in three areas for our residents to enjoy an outdoor lunch with their friendly neighbours. Even Santa and his elves stopped by to spread the Christmas cheer!

Four spectacular parties were enjoyed by our Residential Care residents with a delicious three course meal and entertainment.

The Entertainment Room was host to Santa and his dancing elves. We captured some gorgeous photos of residents on arrival with Santa and friends.

As 2021 starts we are looking forward to another wonderful year. These events create memories for all involved and we hope that in 2021 we can look forward to having more of our families and friends join in the fun!





Christmas with Night Staff

Our Christmas celebrations didn't stop after dark! The wonderful Crowley night staff enjoyed dressing up, posing for photos and spreading joy throughout the halls. What a very Merry Christmas.





Pain and the Impact on Our Lives

Kelly Roberts
Clinical Manager (Nurse Practitioner)

Many people report significant levels of pain, particularly as they grow older in life. This can be caused by previous trauma, ageing joints and muscles, and medical conditions (such as cancer or back problems).

Pain can occur without us really knowing why or understanding how to manage pain. Studies suggest that a person's quality of life is influenced by their outlook and by the way they cope emotionally with pain. There are different types of pain and identifying the type of pain may help with identifying the right treatment.

Chronic Pain

Chronic pain is where the pain has been occurring for six months or longer. The pain has extended beyond the expected time for healing.

Acute pain

Acute pain is occurring now, has been occurring for less than six months and may signal recent injury or trauma such as the tearing of a tendon or muscle, or a broken bone following a fall. Acute pain can start suddenly and is usually short lived.



Nerve pain

Also called neuralgia, nerve pain occurs when a health condition affects the nerves that carry sensation to the brain. It is a particular type of pain that feels different from other kinds of pain. Nerve pain often feels like a shooting, stabbing or burning sensation. Sometimes it can be as sharp and sudden as an electric shock. People with neuropathic pain are often very sensitive to touch or cold and can experience pain as a result of stimuli that would not normally be painful, such as brushing the skin. This type of pain can be worse at night time and interfere with sleep.



What help is available?

Firstly, speak with your GP. They may assist you in identifying the type of pain and check for any underlying causes that may make pain worse. Managing pain without medicine is the first line treatment for pain. Options for treatment are listed below:

- Heat or cold packs
- Physical therapies – walking, stretching or massage
- TENS therapy using specialised equipment
- Acupuncture
- CBT (Cognitive Behavioural Therapy) to assist with coping strategies



Medicines that may help

- Paracetamol – often recommended as the first medicine to relieve short-term pain
- Aspirin – for short-term relief of fever and mild-to-moderate pain
- Non-steroidal anti-inflammatory drugs (NSAIDs), such as ibuprofen
- Opioid medications, such as codeine, morphine and oxycodone – these medicines are reserved for severe or cancer pain
- Local anaesthetics and some antidepressants

If you are experiencing persistent pain, speak with your doctor or nurse to discuss what options may work best for you. It is also helpful to be able to rate your pain, to give the doctor or nurse an idea of how much impact that pain may be having. Some people will rate pain with a score out of 10, with zero being no pain and nine being severe pain. Let someone know if pain is impacting you and your ability to enjoy life. There may be help available.



Changes in Residential Care

Christine Lawton **Residential Care Facility Manager**

Happy New Year and welcome to 2021!

After a very challenging 2020 that we all experienced it is refreshing to be at the beginning of a new and hopefully less dramatic year.

This time of the year is always a time where we reflect and look at new beginnings and changes that we can make in our lives.

I am one of those people and I have eventually made a big decision to step down from my position as the Residential Care Facility Manager. This was a decision that I had mulled over for a while and after discussions with Michael and Kelli made the decision late last year.

I love working at Crowley and firmly believe that we provide the best of care to the residents that we have been entrusted with. Thank you for your faith in us.

I am happy to say I am not leaving completely. From the beginning of February you will still see me in the facility wearing a red shirt working alongside my fellow Registered Nurses. Direct care nursing has always been in my heart and I am excited to be going back to that.

Like most people my age I am beginning to look towards the 'end' of my career and for me this is the first stage of my transition.

I would like to thank Kelli and Michael, my fellow managers, staff, residents and their families for the support I have had over the past 3 ½ years in this current role.

Change is good and I am excited to continue my next journey at Crowley.



Book Club 2021

It's hard to believe twelve months have passed since our last meeting!

This month we can take the opportunity to discuss any good reads during that time.

We will issue the book for the March meeting "The Vanishing Half" by Brit Bennett.

Looking forward to seeing you all again.

Sadly, we will miss Judy, who was an engaging and welcoming host; a most treasured member.

Our next meeting is on Thursday 25 February at 3pm. All are welcome.

Happy reading.

Marion

The Vanishing Half is a 2020 novel by Brit Bennett. It debuted at number one on The New York Times fiction best-seller list.

The Vignes twin sisters will always be identical. But after growing up together in a small, southern black community and running away at age sixteen, it's not just the shape of their daily lives that is different as adults, it's everything: their families, their communities, their racial identities.

Ten years later, one sister lives with her black daughter in the same southern town she once tried to escape. The other secretly passes for white, and her white husband knows nothing of her past.

Still, even separated by so many miles and just as many lies, the fates of the twins remain intertwined. What will happen to the next generation, when their own daughters' story lines intersect?

Weaving together multiple strands and generations of this family, from the Deep South to California, from the 1950s to the 1990s.



From the IL Desk

Jenny Kliese Independent Living (IL) Coordinator

A warm welcome to Shirley and Peter Hayter who moved into Crowley Independent Living in October 2020 from Port Macquarie where they lived for seven years in a Retirement Village.

They, like many others, made the move to be closer to family support.

Shirley and Peter have been married for 66 plus years. During these years they have moved too many times to count. They have three children, five grandchildren and one great grandchild.

Why did you choose Crowley?

After looking around the area with our family, we drove into Crowley and it felt right - this was the one. It offers the next stages of care when needed which is important to Peter and I.

We also had a great recommendation through a mutual fellow resident who moved to Tasmania to be closer to family. When he heard we were moving his comment was "Crowley was the best retirement place in Ballina to go to!" So it was meant to be.

How have found your move to Crowley?

Great now that we are settled. Moving is bigger than what you think especially at the stage of our life and we had great help from our daughters. We are in a lovely spot with very helpful and friendly neighbours willing to help, chat and laugh.

What are your plans/goals moving forward?

Join in with our activities post COVID like a line dancing group and bus trips. Waiting for Peter to cook a meal says Shirley with an infectious laugh. Peter just smiles. "Maybe that is a dream or miracle." Enjoy our unit and community knowing family are not far away.



Resident Footy Tipping

It's that time of year again. The NRL season starts in March with the first game kicking off on Thursday evening 11 March.

If you are interested contact the Customer Service Team on 1300 139 099 to register and we will then advise details to collect the tipping slips.

We had a great participation last season. It's a bit of fun.

Movie Star Magpie, Named After Crowley Local

David Crosby
Customer Service Manager

On a typical sunny morning in Crowley Independent Living, village resident Dr Gerry Neef noticed a young frail magpie struggling on the green grass of his courtyard.

As a career geologist, Gerry's love of nature urged him to help. Gerry carefully nursed the Magpie into a shoebox and contacted Crowley.

Megan, our IL Coordinator attended and together they planned how to care the young magpie back to good health. At this stage neither of them could have imagined the story to follow.

The young magpie was named after his rescuer, "Gerry"! With the guidance of Sophie and Bridget Thompson from The Wildlife Twins, "Gerry" was cared for by Megan, and ultimately found a home with "Wendy" (magpie) who both now live together with the Wildlife Twins on their property.

"Gerry" regularly appears in nature shows, on the local school and community group circuit, but recently made his big break into Hollywood, starring in a movie alongside Naomi Watts called "Penguin Bloom".

The Wildlife Twins have performed at Crowley on several occasions. We hope to get them back soon, and hopefully "Gerry" can return to Crowley where his story started and be reunited with his rescuer.



An Afternoon at the Movies

Downton Abbey

IL monthly movie screening has recommenced. Come along to watch the big screen in the Education Centre for a small cost.

Kiosk goodies of ice cream, lollies and chips available to be purchased prior to the movie starting.

Hand sanitising and social distancing seating will apply. Limited to 10 people, booking essential at Reception.

Movie: Downton Abbey
Genre: Historical drama
Directed By: Michael Engler
Written By: Julian Fellowes
Starring: Hugh Bonneville, Jim Carter, Michelle Dockery, Elizabeth McGovern, Maggie Smith, Imelda Staunton, Penelope Wilton

Story of the Crawley family, wealthy owners of a large estate in the English countryside in the early twentieth century. The film begins in 1927 by following the journey of a letter from Buckingham Palace to Downton Abbey.

Reviews:

From its spectacularly detailed aesthetic to the characters' march down well-worn personality paths, the movie argues insistently for the status quo.

- *NY Times*

Sumptuous and lovely, this film is a fitting caper to the hugely popular series; it will positively thrill longtime fans. All the flowers are in the bouquet.

- *Common Sense Media*



Crowley Screening

Movie: Downton Abbey
When: Wednesday 10 February
Where: Crowley Education Centre Room 2 (upstairs)
Time: 1.00pm
Cost: \$2.00
RSVP: To Crowley Reception Monday 8 February

A colorful illustration featuring various food items and a fork. On the left, there's a large red pepper, a red chili, and some yellow and orange shapes. In the center, the text '11 MEN'S BBQ' is written in a bold, orange, hand-drawn font. On the right, there are several sausages, a red tomato, a red chili, and some green and yellow shapes. A large black fork with a wooden handle is positioned diagonally across the bottom right.

11 MEN'S BBQ

When: Thursday 25 February 2021

Time: 12.00pm

Where: Activity Centre BBQ Area

BYO: Drinks

RSVP: By 22 February 2021 to Reception

COVID ETIQUETTE APPLIES

Hand sanitising, social distancing and the need to remain seated at all times will apply.

Limited 10 people per table. Bookings essential at Reception.

Activity Centre is closed but facilities are available in the Education Centre.

QR Code Check-in

A Century Ago...

Sherrie Viney
Home Care Manager

This month in Chatterbox we feature our long-term Home Care client and Centenarian Joan Mills who recently celebrated her 100th birthday here in Ballina.

We have experienced so many changes in health and care over 100 years including a progressive increase in our wellbeing, quality of life and life expectancy.

The 1920's saw the end of World War 1 and the legendary status of our 'Diggers' rise after Australia's servicemen returned from operations overseas. After the war, for the first time, women outnumbered men in our population.

Life was prosperous with the new inventions such as the radio and automobile and going to the cinema was entertainment for most. It was the Jazz Era and women had greater freedoms working outside the home and with fashion, shorter hairstyles, smoking and dancing, and increased access to education. Modern women were often referred to as 'Flappers'.



Flappers dancing

In 1928 alone Charles Kingsford Smith flew across the Pacific Ocean from California to Brisbane in 10 days, Reverend John Flynn started flying doctors and nurses into the outback, The Commonwealth Bank became its own entity, iron and steel production began with a blast furnace in Port Kembla, Speedo produced its first swimsuit and Aeroplane Jelly was launched. What a year!

In 1929 the world was impacted by a stock market crash on Wall Street and the Great Depression ran until 1934.

In the 1920's those aged 65 were classified as being old aged and the number of aged pensioners was 72,959 in 1915. Today that number is 2.3 million.

Our population has increased from 5 million to a diverse 24 million.



The 1928 flight of the "Southern Cross"



Land for sale in a 1920s Canberra

In 1915 Sydney was where most people resided and there were 2,465 university students. Today there are 1.2 million university students and there are more students attending our private or Catholic schools.

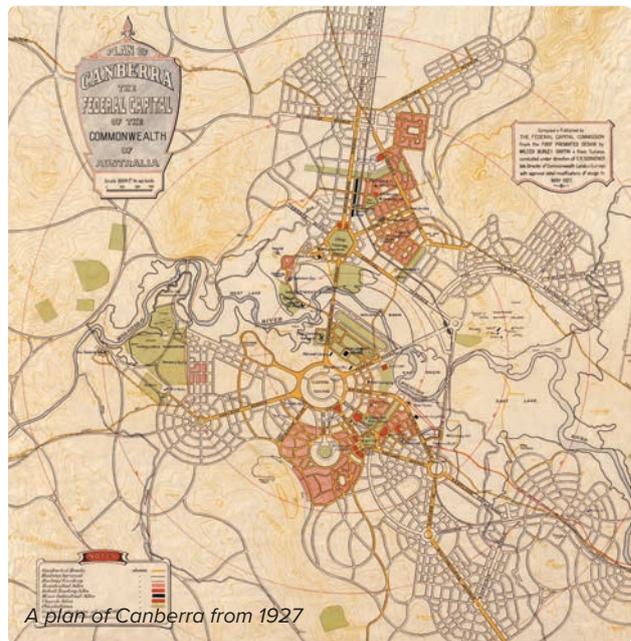
In the last 100 years Australia has seen the creation of two new cities that had no population base, being Canberra, now our 8th largest city and the Gold Coast our 6th largest city.

The cost of living and land prices have gone up. In 1915 a block of developed land was around 200 pounds; now a block is averaging \$600,000. In 1915 a loaf of bread was 3 pence, today it's \$3 or more.

A century ago the majority of our demographic associated themselves with the Christian faith, today other religions have increased as have those who identify as having no religion or are agnostic.

One-hundred years ago the average household had 4.5 people and today it's just 2.6 people.

In 1919 the death rate in Australia rose to a record high driven by the Spanish flu pandemic with more than 15,000 people dying of flu that year.



A plan of Canberra from 1927

In 1919, 11,833 children didn't survive to their 5th birthday and 570 women died in childbirth. One-hundred years later data shows in 2017 1209 children under the age of 5 died and 5 women died in childbirth. Still too many but a great improvement.

As an aged care nurse, I have had the opportunity of meeting quite a few centenarians. Interestingly when asked what advance has impacted them most, women have said that the invention of the washing machine and for the men it has been the automobile.

Focusing on the positives, improvements in health care have resulted in people worldwide living longer, healthier lives and it is reported that we are experiencing more wealth, and despite what many may think, we are happier than 100 years ago.

Home Care Client Profile

A Tribute to Centenarian, Joan Mills



Crowley's home care client Joan Mills celebrated her 100th birthday on the 15th December, celebrating in style as she attended seven functions to honor her milestone.

Joan was featured in the Byron Echo and was also interviewed on Paradise FM to mark the occasion. Joan was overwhelmed by the accolades saying she feels so grateful and fortunate and that it was important for her to reach 100 years of age.

Joan received correspondence and best wishes from The Queen, The Prime Minister, Leader of the Opposition, Federal and State MP's.

The Minister of the Department of Veteran Affairs wrote:

"On behalf of all Australians, I want to particularly express our gratitude for the service of your late husband, Roy, and for the support you gave him... You have lived through remarkable and often difficult times. Through efforts such as yours and those of your husband, Australia has gained a proud heritage of courage endurance and service."

Joan attributes her longevity to the love and support of her husband Roy, staying positive, having a goal, drinking champagne and eating oysters!

As expected, Joan has many memories including that she flew with Kingsford Smith on a joy ride aged 11, survived world wars, The Spanish Flu and now COVID.

During the Depression, Joan recalls neighbours being impacted by poverty, knocking on her Mum's door for food. Joan left school at 16 and her father encouraged her to take up tennis in her early life. Sport has been a very big thing in her life.

Joan's passions include golf, tennis, gardening, collecting Desert Roses, dress making and floral artistry, particularly Ikebana which she still likes to do. Joan also studied international cookery.

Joan shared that she loves sewing and dress making and she has made all her own clothes buying her first Singer sewing machine after the War.

Joan was the founding President and member of the Ocean Shores and District Gardening Club.

Joan and Roy, who was a lawyer, had three daughters. Joan now has five grandchildren and eight great-grandchildren. She is delighted that her great-grandson, Tim, is looking to study medicine and her granddaughter Sophie has completed her studies in Law.

Over her time Joan has been impressed by the aeroplane for domestic and international travel, the mobile phone and the internet.

Joan's daughter Deborah lovingly expressed that her mother has been a great mentor in her life.

Happy Birthday to you Joan.



Summer Gardening Tips

Albie Viel Maintenance Manager

The recent rains have come as a relief to the gardens after a period of dry. Our healthy plants are more effectively able to resist pests.

The front entrance shrubs are an example of the struggle older plants have when dry weather occurs. From the previous year of dry, the plant is unable to produce enough sap to defend itself against bores entering the plant and so they require fortnightly treatment to prevent them from dying. With the recent rain to promote growth and the treatment these will survive.

For those who fertilise their lawn in summer be mindful it could promote the breeding of army worms in the lawns. Early spring and late spring are the better times to promote lawn growth. With the current weather pattern of rain and high humidity the lawns are growing rapidly and are subject to attack.

Now is the time to spray for black spot or prune roses and remove litter. Gardenias and camellias may need a trim back and feed of fertiliser. Use an acid type fertiliser and treat unwanted pests such as aphids and caterpillars.

For water saving ideas, apply a water retention granule to your soil. Treat gardens, hanging pots and pots with plant conditioner such as Seasol, this will enable the plants to cope better with the extreme summer conditions. Water smarter at this time of year and always first thing in the morning, to give your soil a chance to absorb the moisture before it gets too hot.

With the rain and humidity it's time to remove weeds from your garden and top up the garden with mulch. Ensure your garden is not over mulched as it will slow the process of water entering the root system of the plant.

In team news, we have recently farewelled Clay Blyth from the Maintenance Team. Clay has taken a Maintenance Manager role at an Aged Facility in Tenterfield. Clay was with Crowley for four and half years carrying out refurbishment in Residential Care and Independent Living as well as contributing to our leadership groups and participating in many Crowley events. We wish Clay and his family all the best for the future.



Reminder

Remember on 1 March the annual IL skip will be behind the Men's Shed for those IL residents who wish to dispose of items.

Please no tyres, fridges, gas bottles or paint. Cardboard should be reduced to small pieces and placed in the recycling bin. For those who need assistance call Reception and Maintenance will be in touch.

Crowley Supporting Community

Crowley love being able to work with and support our fellow community organisations.

This Christmas we joined with the wonderful local team from Lions, buying 130 of their delicious Christmas Cakes.



Christmas Day Lunch

Tony Baldwin
Hotel Services Manager

It was great once again to be able to do something really special for our Christmas Day lunch.

The popular buffet we normally do, for obvious reasons, we couldn't provide for our residents and families this year.

Our menu for the day was:

Entrée

Seafood plate with prawns, Morton Bay bugs, smoked salmon and crab

Main course

Roasted Pork loin, with sweet potato mash, bacon wrapped beans and baked maple parsnips calvados glaze

Dessert

Plum pudding with caramel cream sauce and cherries

There was a selection of wine, beer, champagne and soft drinks with non-alcoholic drinks available too.

We had many great comments on the day and everyone enjoyed themselves and all had a nice little nap after lunch.

We also made available seafood platters and antipasto platters for families visiting residents' on Christmas Day. These were ordered and delivered to residents' rooms so that they could enjoy them together.

And so that our Independent Living residents didn't miss out, we took orders for platters which were made up on Christmas Eve and picked up so they could enjoy the feast as well.





Lobster and Summer Fruit Salad

Enjoy the warm weather with this delightful lobster and summer fruit salad recipe.

Ingredients

- 3 baby cos lettuce, leaves separated, torn
- 1 bunch rocket, trimmed
- 1 large avocado
- 1/2 medium red onion, thinly sliced
- 1/2 cup small fresh mint leaves
- 1/2 cup small fresh coriander leaves
- 1 large mango, thinly sliced
- 120g fresh raspberries
- 2 cooked lobster tails, meat removed, sliced
- 1/4 cup lemon juice
- 2 tablespoons olive oil
- 2 teaspoons Dijon mustard
- Pinch caster sugar

Instructions

Arrange lettuce and rocket on a platter. Cut avocado in half and remove the stone. Peel and slice. Arrange over salad with onion, mint, coriander, mango slices and raspberries. Top with lobster meat.

Whisk juice, oil, mustard and sugar together in a small bowl until combined. Drizzle over salad. Serve.

Pair this dish with Houghton Chardonnay.





Pina Colada Soft Serve

This 5-ingredient summer dessert can be enjoyed by the whole family - or for an adults-only treat add a dash of rum to the pineapple drizzle.

Ingredients

- 600ml thickened cream
- 315g (1 1/2 cups) caster sugar
- Pinch of salt
- 2 teaspoons coconut essence
- 1/2 pineapple, peeled, cored, chopped, plus extra, cut into wedges, to serve

Instructions

Combine the cream, sugar and salt in a saucepan. Use a balloon whisk to whisk over low heat until the sugar dissolves (don't let the mixture boil). Stir in the coconut essence.

Transfer the cream mixture to a large bowl and set aside, stirring occasionally, until cooled slightly. Place in the fridge for 3 hours or until chilled.

Use electric beaters to beat the cream mixture until soft peaks form. Transfer to an airtight freezer-proof container and seal. Place in the freezer for 5 hours or until frozen.

Meanwhile, place the chopped pineapple in a food processor and process until smooth. Transfer to a bowl. Cover and store in the fridge until required.

Place the cream mixture in a piping bag fitted with a 1.3mm star nozzle. Pipe into serving glasses. Drizzle over, the pureed pineapple, top with extra pineapple wedges and serve immediately.

Community Connections

Bexhill

Bexhill is a small village in New South Wales, Australia. As of 2006, the town had a population of 495 people (2016 census). It is located 35 kilometres from Byron Bay and 11 kilometres from Lismore and is in the City of Lismore. It is on the Murwillumbah railway line and Bangalow Road.

Bexhill is well known for its pleasant open-air Cathedral which has been managed by volunteers of the Uniting Church for more than 50 years.

The Cathedral was built by the Bexhill Christian Youth Fellowship and dedicated on Palm Sunday 1958 as a place of Christian worship. It has attractive native gardens and overlooks a large length of valley and hills along Coopers Creek. It is well used for wedding services and special events. The Cathedral is located at Inspiration Point and overlooks the Corndale Valley with views of the Nightcap National Park in the distance.

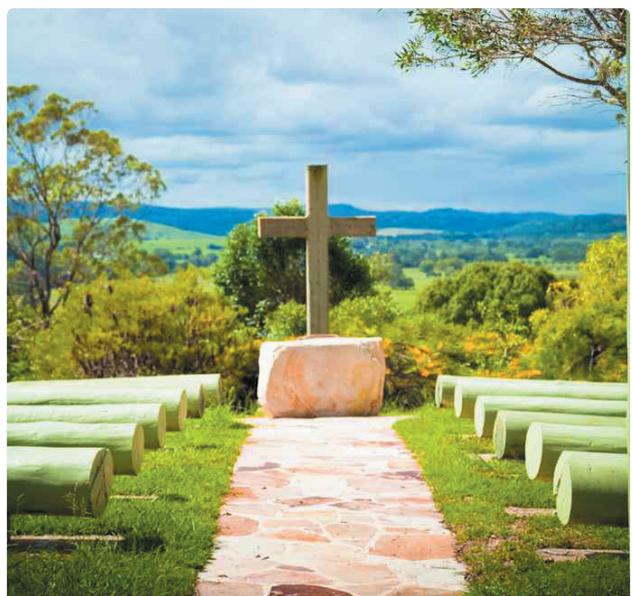
The village also contains an old brick pit which is officially closed for recreational purposes due to metal contaminated water naturally leached from the surrounding rocks, but the attractive colour of the lake in the pit and Bexhill's hot summer weather mean many people swim there despite the danger.

The village is located on the end of a ridge of basalt hills. The village itself is located on sedimentary rocks of the Clarence Moreton Basin and is surrounded by the Wilsons River and Coopers Creek flood plains.

Bexhill, established in the early 19th century, was the central point of the early North Coast of New South Wales. In the 19th century Bexhill was known as Baldhill.

Bexhill's early production was red cedar logging. Its close proximity to Boat Harbour made the floating of logs an easy task during flood waters.

The Bexhill school (established around 1850) was subject to easy flooding as well, and was eventually relocated to higher ground. In the coming of the Australian federation the population of Bexhill began to dwindle. The trades it produced were no longer as vital and people started to migrate to more lively parts of the far north coast. With the population slowly moving out, parts of Bexhill began to close. The post office which brought the surrounding areas its post closed, relocating to Lismore. The Bexhill Brick Works which produced the bricks for the far north coast closed down towards the end of the 1990s, unable to keep up with the production of bricks from Coffs Harbour and Newcastle.



New bundles of Joy Add to the Crowley Family

We recently welcomed two beautiful bundles of joy into the world and Crowley Family.

First, Jenny (Independent Living Coordinator) welcomed her first grandchild, a little girl named Coast Palmer, born 28 December 2020 weighing 3.3kg.

And Sherrie (Home Care Manager) welcomed her grandson, Brook, born 18 January 2021 weighing 3.5kg.

We can't wait to meet them.



Baby Coast Palmer



Baby Brook

Crowley Connections

René Lange, Risk Manager

When did you commence at Crowley?

I started with Crowley about 12 months ago in February 2020.

In either the best or worst timing in the world I joined at around the same time that COVID-19 was declared a Global Pandemic and life as we knew it was thrown into disarray.

I remember that when I would tell people where I was working the response was typically something along the lines of “oh that’s not a great time to be working in aged care”. But I totally disagree. It was exactly the best time to be working in Aged Care.

I can honestly say that every day I, along with everyone else who works here at Crowley, are making a tangible, significant and important impact on the lives of others. After all what is more important than working to protect the health and wellbeing of another person and supporting them in maintaining their connections to family, friends and community.

There were times, during the first wave, when this was more difficult as we were operating under very tight restrictions but I have to say the resilience and patience exhibited by our residents, many of whom had arguably lived through much worse was inspiring.



Where did you work prior to Crowley?

Well I’ve worn a few different hats during my working life prior to Crowley.

At 17 I started my foray into working life as a bank teller. This was a time when the Branch Manager kept a pistol in their desk drawer (eek), I was entrusted to transport tens of thousands of dollars in cash to our agency branch in the boot of my lime green 1971 Mitsubishi Gallant (visions of being carjacked haunt me to this day) and the line-up at the counter every second Thursday went out the door and down the street. This was also the era where interest rates had hit an all-time high of 17% and as a consequence people were losing their homes.

Following my short six-month career as a teller and having come to the realisation that it really wasn’t for me, I jumped on a bus and did what any self-respecting teenager did in those days. I moved to Sydney.

Having left the world of banking behind (temporarily it turns out) I found myself working for a company called Funeral Plan Management. To say that people didn't quite know what to say when I responded to the good old conversation opener "what do you do?" is an understatement. Looking back, I can see the humour in the situation but I have to say my dating life was pretty miserable until I came up with a better job description. "I work for a company that administers the investment of funds for pre-paid funeral plans". Much better right?

Next up was the cool job at an international explosives company, Orica Explosives, where we blew stuff up. Well, not us specifically but we certainly had a hand in it. Here I learned that the alarm system for a cyanide leak is essentially useless because it's odourless and will kill you before you even hear the alarm (hang on what) and there is more undetonated TNT lying around Australia in back yard sheds just waiting to go boom than you might expect.

Following my foray into explosives and 10 years after moving to Sydney I decided that I'd really rather live somewhere that it didn't take 90 minutes to travel 5km's, the parking was free and people didn't look at you like you were an alien if you smiled and said "Hi how are you?" I never did master the art of avoiding direct eye contact with the 'city folk'.



So, I left Sydney with the intention of making my way to Brisbane for work stopping off to spend an extended holiday with my sister and her family in Coffs Harbour.

My extended holiday lasted 15 years. After 3 weeks of doing not much I became bored so I picked up some contract work for a local Credit Union. A couple of months into the contract the then Marketing Manager asked if I'd like to work for her full time as two of her staff had just left on 12 months maternity leave. Sounded interesting so I said why not.

One week later said Marketing Manager handed her notice in and I found myself wearing about four different hats...copywriter, graphic designer, campaign manager and marketing and events co-ordinator. It was a fantastic learning curve.

Fast forward 10 years and I was working as the Strategic Marketing & Communications Manager when the opportunity to establish a Project Management Office arose and for the next 5 years I worked on the delivery of strategic and operational projects within the credit union.

Next up, and most recently, was a move home to Ballina where I again took on some contract work implementing a number of information technology and organisational change projects. Three months in I was offered the role of Chief Information Officer (CIO) where my key responsibilities were for digital innovation, payment innovation and once again strategic marketing and communications.

Which brings me to Crowley. After leaving my previous employer I decided that I didn't want to jump right back into the world of banking. So, I put my name down at an agency thinking that I'd do some temping for a few months while I worked on my next steps. I was fortunate to be offered an opportunity at Crowley and here I am 12 months later immersed in the fascinating, dynamic and challenging world of aged care.

Crowley Connections (continued)

René Lange, Risk Manager

Have you completed any study?

I was working toward an MBA some years ago but I really couldn't justify the cost of university education at a time when I was also saving to buy/build my first home. Life is about choices right?

So, I never completed the MBA but did receive a Graduate Certificate in Business Administration where my focus was on Project Management and Knowledge Management.

I love learning but without doubt the cost of tertiary education is steep and while I'd love to go back to university it's something that will have to wait for another time.

How does your day look before your work at Crowley begins?

While I used to be a bit of a night owl these days I'm an early to bed early to rise girl. I get up at about 5:30 and go for my morning walk. It's a lovely time of the day especially as you get to experience the sun rise and that little bit of exercise in the morning sets me up for the day to come.

How does your average day or week at Crowley look?

I don't think I've experienced an average day or week at Crowley? Each day normally brings something new and different which I think was the theme for 2020 in general.

Tell us a little about your life outside of Crowley

My life revolves around my family and normal day to day living. I'm a reader so any down time not spent with family is generally relaxing with a book (e-books these days).

I'm fortunate that I have extended family here in Ballina, something that I was even more grateful for this past 12 months as many others were separated from theirs.

What is something that people may not know about you?

I'd describe myself as a minimalist. I have very few single purpose items (which makes Crowley's dress-up days a challenge I have to say) and I'm not a collector of 'stuff'.

I haven't always been a minimalist. There was a time that I could have filled a shipping container with my books (not an exaggeration) and my wardrobe was chock full of clothes that I'd be lucky to wear more than once a year – if ever.

I enjoy simplicity in my surroundings and my life in general. I think it allows you to more easily focus on what is essential and important when you are not consumed by, or with, things or in being constantly busy.



Welcome to Team Crowley



Toby
Hotel Services



Ethan
Hotel Services



Danielle (Dan)
Residential Care



Belinda
Residential Care



Victor
Residential Care



Christine
Residential Care



Janelle
Administration



David
IT



Jo
Home Care

New Year, New Habits

René Lange
Risk Manager

The start of a new year symbolises a new chapter, a fresh start! Life will be so much better than 2020 right?

Certainly, if you believed the hype, 2021 would magically see the end of COVID-19. We'd all receive the vaccine, international travel would resume, Australia would once again become a country without internal borders, and life would miraculously return to normal.

Well it hasn't quite happened that way but we are certainly heading in the right direction. Australia is in an enviable position with very few cases overall, the COVID-19 vaccine roll out is just around the corner and while the borders are somewhat variable many of us are spending our holidays exploring our unique and beautiful country.

Now when it comes to our personal lives our goals are perhaps not so lofty as resolving a global pandemic. So that means they should be easier to achieve right?

Well no, apparently not. If you believe the statistics only around 12% of us will ever achieve our New Year resolutions. But doesn't mean we shouldn't give it a red hot go. Personally, I'm not a fan of New Year resolutions. Why do we need to wait for a new year to start working toward something we want, changing the way we do something or forming new habits?

Rather than setting New Year resolutions I prefer to set goals that are about forming new habits or changing the old ones that are not serving me.

MONTHLY HABIT *tracker*

HABIT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
Wake up before 6am																												
Eat Healthy meals																												
Go to the gym for 1 hours																												
8 Hours of sleep																												
Clean computer																												
Reading / writing practice																												

GOALS

A habit tracker is a useful tool for keeping an eye on how your behaviour changes over time.

Some of the habits I'm hoping to foster in 2021 are:

- Walk at least 10,000 steps every day
- Enjoy a healthy lunch at work every day
- Keep my mobile screen time (unless it's reading an e-book) to less than 2 hours per day
- Eat at least one meat free dinner per week
- Connect with my friends who live in Canungra and Bellingen at least once a month
- Organise dinner with the whole family at least once a month

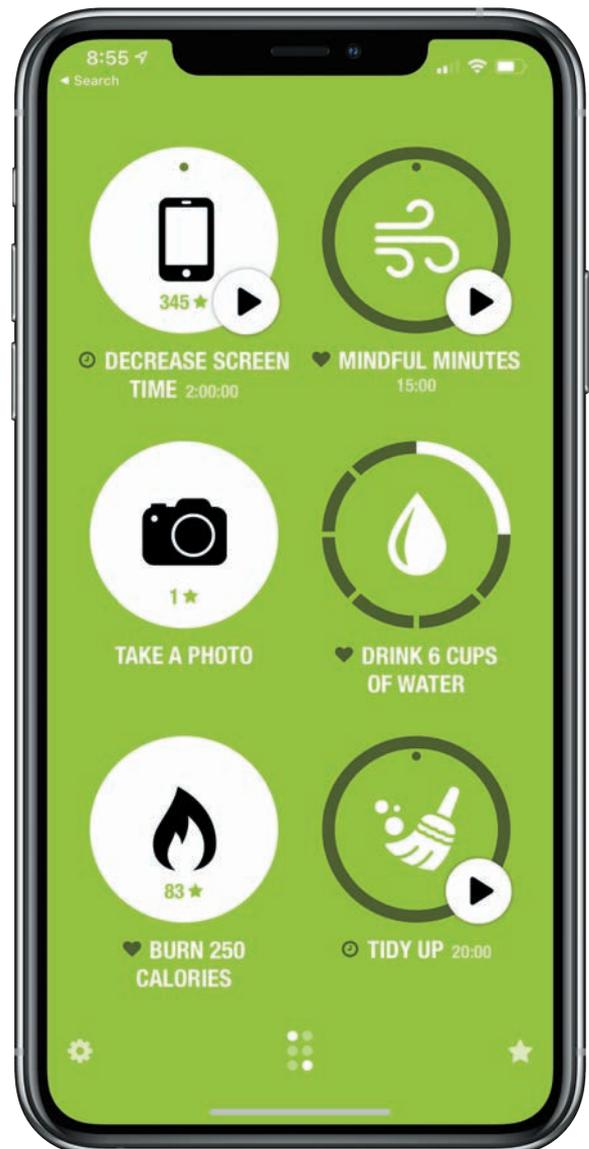
Will I practice these habits 100% of the time?
Probably not but I'm okay with that so long as it's more often than not.

To keep myself motivated and accountable I'll be tracking my progress. I'm a visual person and while I'm no expert on the art of forming habits I've found that keeping a visual record of achievement gives me a better chance of success. I get a lot of satisfaction from seeing my progress and ticking things off. Anyone with an Apple iPhone or Apple Watch will appreciate the satisfaction of closing those three fitness rings... am I right?

But you don't need a fancy watch or phone. There are many tracking tools available including printable monthly habit trackers that can help you visualise your habits and keep you motivated.

You might even consider sharing your goals with a friend...someone who will help to keep you accountable and on track. They might even join in. After all most things in life are much more fun when shared with friends and family.

What habits are you going to form in 2021?

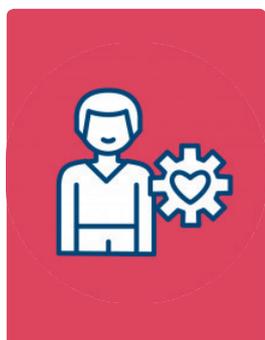


*The **Streaks** app is a great way of keeping track of your daily progress on goals. Find it in your Apple app store or Google Play store.*

Focus on Quality

Michelle Golding
Quality Manager

The Aged Care Quality Standards were implemented in July.



Standard 1 **Consumer dignity and choice**

I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose.

What's different about this standard

- Consumers are elevated from “participating in decisions” to making decisions. The consumer is now an active participant in decisions about their care.
- Dignity of risk and consumers’ right to make decisions which expose them to risk, is more strongly outlined.
- The current standards require that relatives / representatives are involved in decisions about care recipient’s care. The new standards specifies that consumers can “make decisions about when family, friends, carers or others” should be involved.
- New requirement now makes it explicit that services should ensure that consumers are supported to “maintain relationships of choice, including intimate relationships”.

Purpose and Scope of Standard

Standard 1 is a foundation standard that reflects seven important concepts. These concepts recognise the importance of a consumer’s sense of self. They also highlight the importance of the consumer being able to act independently, make their own choices and take part in their community. These are all important in fostering social inclusion, health and well-being.

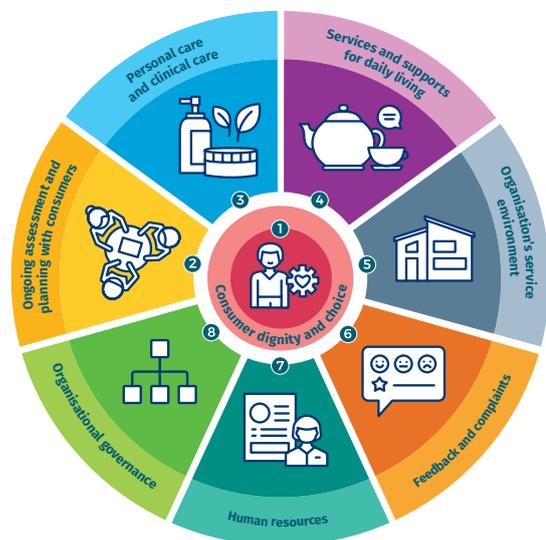
- **Dignity and respect** – Being treated with dignity and respect is essential to quality of life. It includes actions to recognise consumer’s strengths and empower them to be independent. It means communicating respectfully and recognising and respecting a consumer’s individuality in all aspects of care and services. Dignified and respectful care and services will help consumers to live their lives the way they choose, including social and intimate relationships.
- **Identity, culture and diversity** – All aged care organisations are expected to deliver care and services that are inclusive and do not discriminate. Care and services are expected to be responsive, inclusive and sensitive to culturally and linguistically diverse consumers. They are also expected to be responsive, inclusive and sensitive to consumers who are lesbian, gay, bisexual, transgender and intersex, Aboriginal and Torres Strait Islander.

The consumer defines their own identity and this should be respected and not questioned. Respecting the identity, culture and diversity of a consumer, means understanding their needs and preferences. Crowley is expected to provide care and services that reflect a consumer’s social, cultural, language, religious, spiritual, psychological and medical needs.

- **Cultural safety** – The consumer defines what cultural safety is. It's their experience of the care and services they are given and how able they feel to raise concerns. The key features of cultural safety are; understanding a consumer's culture, acknowledging differences, and being actively aware and respectful of these differences in planning and delivering care and services.
- **Choice** – The consumer's right to make informed choices, to understand their options, and to be as independent as they want, all affect quality of life. The organisation needs to provide genuine options that support choice. The workforce needs to involve, listen to and respect the consumer's views and communicate with the consumer about their choices.
- **Dignity of risk** – Dignity of risk is about the right of consumers to make their own decisions about their care and services, as well as their right to take risks. Organisations need to take a balanced approach to managing risk and respecting consumer rights. If a consumer makes a choice that is possibly harmful to them, then the organisation is expected to help the consumer understand the risk and how it could be managed. Together, they should look for solutions that are tailored to help the consumer to live the way they choose.

Crowley also has other responsibilities for the health and safety of our workforce and others in the service environment. In meeting these obligations we are expected to show how they involve the consumer and look for solutions that have the least restriction on consumer choices and independence.

- **Information** – Giving consumers timely information in a form and language that they understand is vital to their ability to make an informed choice and make sure they can get the most out of their care and services. The needs and abilities of each consumer will affect the kind of information and how it's communicated. Organisations are expected to address barriers to effectively communicating information, taking into account health status, cognitive or sensory ability, and language.
- **Personal privacy** – A key part of treating a consumer with dignity and respect is making sure their privacy is respected. The organisation needs to make sure the behaviour and interactions of the workforce and others don't compromise consumer privacy. Crowley are also expected to respect each consumer's right to privacy in how they collect, use and communicate the consumer's personal information and manage this according to relevant law and best practice guidance.



Making Feedback Flow

Michelle Golding Quality Manager

We have had an abundance of feedback from families, IL residents and friends of Crowley leaving wonderful comments on our Facebook page over the year, particularly over the last month. These comments make us all feel proud of the work we do each day!

Many of you may follow our Facebook page and see some of these wonderful messages. But in case you missed them, we have shared some below. If you don't follow our Facebook page, jump on and like us to see photos from each day, meet Team Crowley posts and read the amazing comments we receive daily at www.facebook.com/CrowleyCare

"Thank you so much to each and every team member for keeping our loved ones, safe, entertained, happy and most of all for caring. It truly means the world to us to know how well looked after our family who call Crowley home, really are! You are all very special souls! Happy New Year!"

"Happy New Year to the most wonderful staff. Thank you for your tireless dedication, care and empathy and for sharing your home with my husband, John, it means so much to me. Stay happy and healthy and keep those smiles coming."

"Memorable year! Certainly sums it up, Fires, Floods, Pandemic, goodbye 2020. Gratitude to Crowley you have worked so hard - AND SUCCEEDED. Let us all be thankful for a better 2021."

"I wish you all the most wonderful Christmas with your families and friends and may 2021 be the year that brings us all good cheer beyond our wildest dreams!!!"

"We got through this last 2020. And the tireless dedication from staff, and the carers and looking out for each other. Well done! We did it. Just maybe 2021 we might get back to some kind of normality and just a little together time. Stay safe. Happy New 2021!"

"Thanks Crowley!! You do a fantastic job!! In the year that has never been experienced before you have been amazing!! Well done, congratulations and thank you all."

"Merry Christmas to all the Crowley staff. Thank you so much for everything that you do."

"Merry Christmas thanks for all you do for mum."



“Merry Christmas to all the wonderful people who work here.”

“Congratulations you can see that the residents had a wonderful time. Wishing you all a safe and happy Christmas Season.”

“Crowley Care you are fabulous! Merry Christmas and loads of happy wishes for the New Year.”

“You are all fantastic in your roles, keeping our loved ones safe, amused, entertained by going above and beyond the expectations of your roles and always with a smile and how are you each time we visit and pass you in the corridors or are escorted to our resident’s room for visits.”



“What absolutely amazingly wonderful people you are!!! Thank you for all you do for our loved ones in your care!!!”

“To all thank you for looking after my mum and to everyone a very MERRY CHRISTMAS! Be safe, MERRY CHRISTMAS!”

“Merry Christmas to all of the wonderful staff at Crowley.”

“Thank you to all at Crowley for taking such good care of my Mum, Gloria. Special shout-out to the lovely staff of Serpentine. Merry Christmas.”

“Thank you Crowley for going to so much effort. Love Merv’s shirt.”

“Crowley and ‘her’ staff are just the best! Looks like all had fun.”

“Love you guys, great work, you obviously enjoy your jobs.”

“What a great time we had. Yummy food, a wonderful Santa and elves and terrific company. Thanks Crowley, you’ve done it again.”

“It looks amazing, good work for all the staff. Crowley is the best place for your elder years to live.”

Aquarius Horoscope

20 January - 18 February



Aquarius-born are usually shy and quiet, but can sometimes be eccentric and energetic. However, in both cases, they are deep thinkers and highly intellectual people who love helping others. They are able to see without prejudice, on both sides, which makes them people who can easily solve problems.

Although they can easily adapt to the energy that surrounds them, Aquarius-born have a deep need for time alone and away from everything in order to restore power. People born under the Aquarius sign look at the world as a place full of possibilities.

Element: Air

Powerful, creative, fun, adventurous, exciting

Ruling planet: Uranus, Saturn

Rebellious, individual, eccentric, authority, time

Compatibility: Leo, Sagittarius

Aquarius strengths: progressive, original, independent, humanitarian

Aquarius weaknesses: temperamental, uncompromising, aloof

Aquarius likes: fun with friends, helping others, fighting for causes, intellectual conversation

Aquarius dislikes: limitations, broken promises

Lucky numbers: 4, 7, 11, 22, 29

Colour: light-blue, silver

February birth flower: violet, primrose

February birthstone: amethyst

What a Laugh!



PAGE 42

An out-of-towner drove his car into a ditch in a desolated area. Luckily, a local farmer came to help with his big strong horse named Buddy.

He hitched Buddy up to the car and yelled, "Pull, Nellie, pull!"

Buddy didn't move.

Then the farmer hollered, "Pull, Buster, pull!"

Buddy didn't respond.

Once more the farmer commanded, "Pull, Coco, pull!"

Nothing.

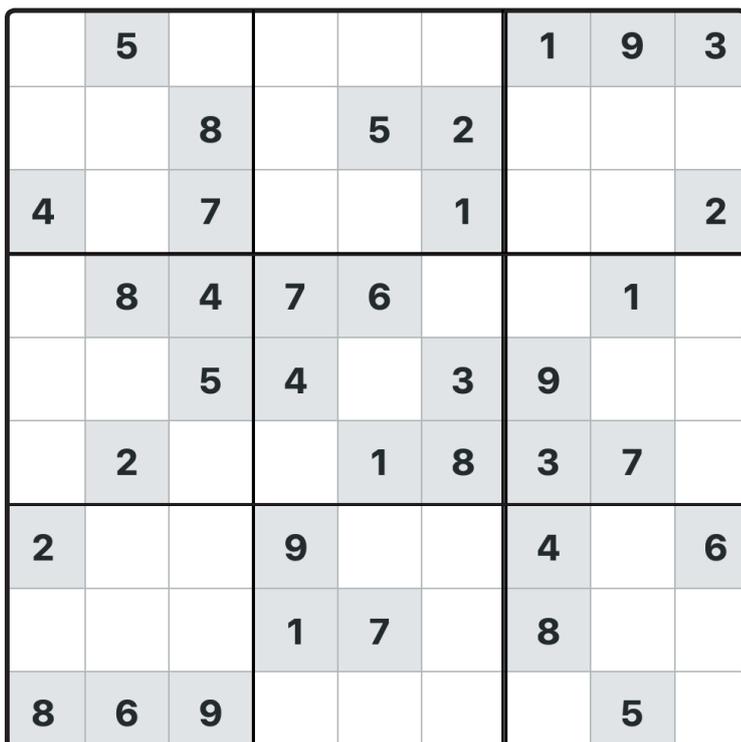
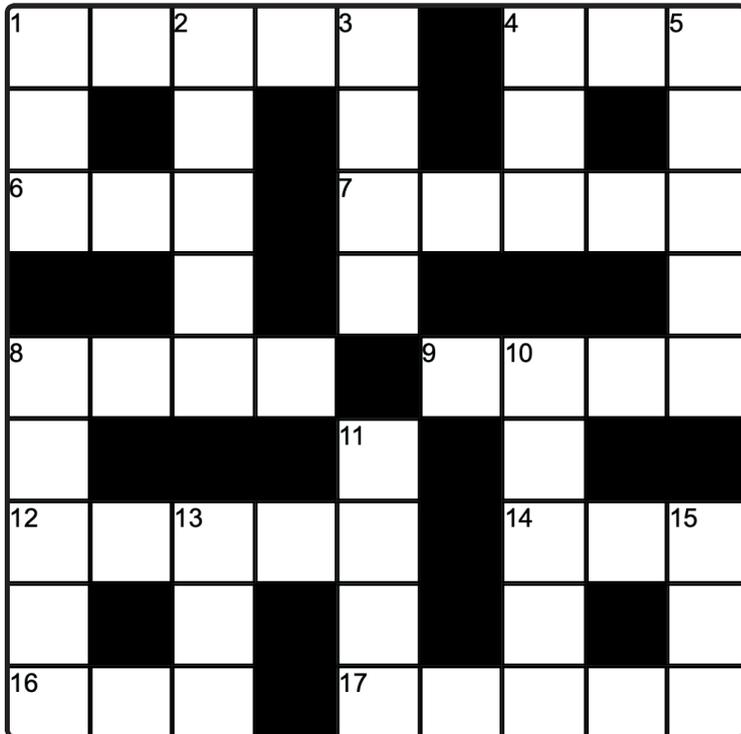
Then the farmer nonchalantly said, "Pull, Buddy, pull!" And the horse easily dragged the car out of the ditch.

The motorist was most appreciative and very curious.

He asked the farmer why he called his horse by the wrong name three times.

The farmer said, "Oh, Buddy is blind and if he thought he was the only one pulling, he wouldn't even try!"

Games Corner



Crossword Clues

Across

1. Work force
4. They're between sos and tis
6. Lion's home
7. Water Pokemon
8. Govern
9. Discontinue
12. Piccolo cousin
14. Male people
16. Snake-like fish
17. Be deserving of

Down

1. Unhappy
2. Cancel
3. Autumn
4. Nautical journal
5. Postage
8. Hunter's weapon
10. Stopwatch or hourglass
11. View as
13. Web address
15. Mesh pouch

Riddle Me This...

The more you take,
the more you leave
behind. What am I?

Answer: Footsteps.

Bringing in 2021



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.