

# the chatterbox

NEWS FROM CROWLEY CARE

FEBRUARY 2022



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## Cover photo

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Dawn holding a jar full of love for Valentine's Day



# A Moment with our CEO

Hello everyone,

And welcome to the first edition of Chatterbox for 2022.

## Responding the Crowley way

Whilst it's been a challenging start to the year, that indomitable Crowley spirit has managed to shine through in so many ways.

With the surge of COVID-19 cases across our region, it's incredible how our community came together and responded so magnificently.

For our Residential Care community, it's been particularly challenging. And we feel blessed and grateful for the understanding, feedback and support we've received from our residents and families.

It's also pleasing to be acknowledged by the Government's Public Health Unit which congratulated Crowley and acknowledged we have done all the right things as we move through this current COVID-19 challenge.

I can't pay tribute enough to our staff who deserve a massive 'shout out' for their calm and professional response to the latest wave of COVID-19. They are operating under difficult conditions and doing it without fuss in their usual warm Crowley way. They are simply magnificent.

Whilst our residents and families, who have had restrictions placed on them, have been so supportive and understanding. We thank them again at this time.

## Thanks to our Independent Living and Home Care communities

I want to pay tribute to our Independent Living Community and our Home Care Clients who have gone out of their way to keep us informed of their health and COVID status.

Their support and understanding has been critical in enabling us to keep our extended Crowley Family as safe as we can.

## Our Staff recognised

Late last year we held our annual Staff Recognition Award ceremony. It was at a time when the restrictions had eased and more than 100 staff were able to attend. It was wonderful to be able

to all get together for an event such as this and celebrate our staff achievements. The feeling in the room was that it was the best staff award event ever. And I thank everyone who attended including some of our Board Members who officiated on the day. There were seven award categories, and one of them, the Community Gratitude Award, saw our residents and families nominate a staff member who they perceived had gone "above and beyond" or served our community in an exceptional way. We thank our residents and families for putting so many names forward for this award.



## Acts of kindness

"It's easy to be kind to you because you are why I am here and I love what I do." These words were spoken by a staff member when a resident asked, "Why are you so kind to me?" They exemplify what makes Crowley a special place. In this edition of Chatterbox there is a great article on acts of kindness at Crowley by our very own Kate Noble. It exemplifies that special Crowley spirit.

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*

## Christmas at Crowley

We had a very jolly time during our Christmas celebrations

Happy New Year everyone, from us to you! Christmas and New Year flew right by but it didn't forget to leave a smile, a laugh and much love. Although Christmas was celebrated differently, we love different at Crowley. Different gives the Leisure and Lifestyle staff the opportunity to offer new and fun activities.

First stop was the Carols by Candlelight which was a huge success where residents enjoyed a lovely performance from the Ballina Christian Choir using our wonderful outdoor deck decorated with the magic of the lights, candles and stars. There is just something about the way music brings people together, radiating hope and inspiration for the times to come. Each area had their own Christmas party featuring Dean Doyle and Brian Pamphilon, and as usual the staff dressed in festive outfits bringing the festive spirit inside for all.

Christmas Eve has to be one of our favourite times of the year when we get to acknowledge each individual resident, listen to their Christmas stories, and watch their excitement when opening Christmas cards, yummy treats and of course their gifts from Crowley delivered by the naughty Leisure and Lifestyle elves. Residents often share their traditions and nostalgic memories with friends and staff, like watching a Christmas film with family, going out carolling, decorating their homes for visitors, Christmas lights drives, cooking for meals on wheels, picking flowers for the tables, attending the midnight mass, or wrapping presents to sneak under the tree. There are so many fond memories to share.

Residents looked forward to browsing for special gifts at the yearly Christmas Pop Up Shop, fetching woodworks from the Men's Shed and wonderful sewn and hand-crafted items from the Crowley craft stall.

We also had the pleasure of a surprise visit with three sisters from Emmanuel Anglican College and their grandmother, singing acapella Christmas carols - what a treat this was. The fun didn't stop there, oh no, we still had New Year's Eve! No year is complete without our happy hour and it goes off with a bang!



*There's nothing better than a choir at Christmas. Fa la la!*



*Bruce enjoyed browsing the festive creations at the Christmas Pop Up Shop.*



*What a talented bunch of residents we have at Crowley!*



*John raised a glass for our special Christmas Happy Hour.*



*It was maraca time with Bev and Wendy. Shake it!*



*Christmas is the time for giving.*



*Linda sweet talked her way onto Santa's nice list.*



*Aline and Ken cheering to the music.*



*Joan loves a party, and Christmas is the perfect occasion!*



*That's not a deer, it's Lynnette the reindeer!*



*Kelli had us rocking around the Christmas tree.*



*The naughty Leisure and Lifestyle elves.*



*Triple trouble here with Pat, Gwen and Shirley receiving their Crowley Christmas goody bags.*



*Christmas lunch is always a highlight of the day.*



*Santa Claus came to town and brought bundles of Christmas cheer to our residents.*



## Last Month at Crowley

Find out what exciting things we've been up to

We had some special notes and cards from St Anne's Preschool and St Francis Xavier Primary School arrive in time for Christmas to brighten the day!





# Intergenerational Connections

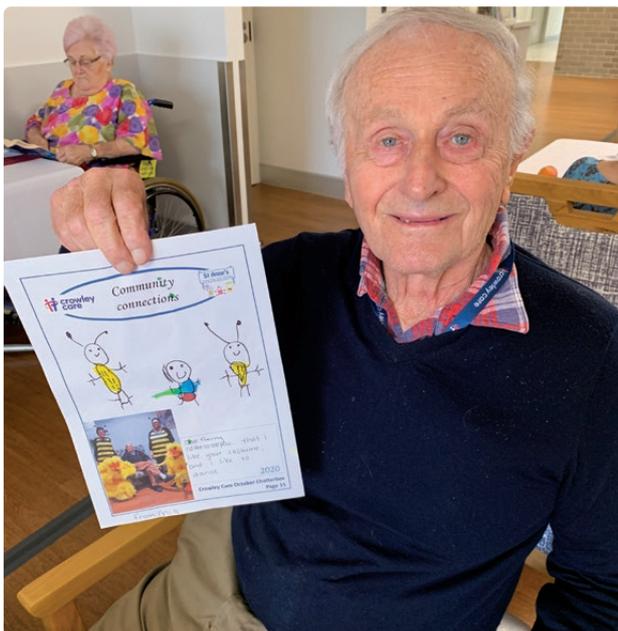
Creating special memories with students from our Parish

Over the past two years, Crowley has greatly missed our interactions with students from Xavier Catholic College, St Francis Xavier Primary School, Holy Family Catholic Primary School, St Anne’s Long Day Care Centre, and also our newest addition to the Intergeneration Program – Minikids.

Sitting and listening to the students sing songs and tell stories, playing a game of snakes and ladders together, or teaching the students to knit were days filled with plenty of smiles from both residents, staff and children.

In 2022 we hope we can welcome back the students to our Intergenerational Program where special moments are created.

We have been fortunate over recent years that the students and teachers have come up with creative ways for us to remain connected. We’ve received videos of students singing, artworks to display, Christmas cards, portraits from Chatterbox photos, and messages of love. These kind gestures from the students of our Parish Schools are treasured and we can’t thank them enough!





# Marketing and Events

**Sarah McMahon**  
Marketing and Events Coordinator

## Let's celebrate!

Happy New Year and welcome to another exciting year at Crowley Care. Our events throughout 2021 were again impacted by the pandemic. We were so happy to welcome back families and Independent Living residents to some events throughout the year.

Seniors Festival, Anzac Day, Fish and Chip Day and the Biggest Morning Tea reminded us of the "good old days" of Crowley coming together to celebrate and have some fun.

We are hopeful that 2022 can bring about more celebrations with our Crowley residents, clients and their loved ones.

## Home sweet home

Home is the place where you should feel most safe, most connected, most valued and free to express yourself, and Crowley is just that for our residents.

Our Annual Report and 2022 Calendar highlight the importance of home, family and friends, and how enriched our lives are having these things.

A big thank you to our residents who featured in this year's report and calendar showcasing the love and friendships shared here at Crowley.

You can pick up a copy of the Annual Report in the foyer and lounge areas of Crowley, or see an online copy on our website at [www.crowley.org.au](http://www.crowley.org.au)



# What I'm Looking Forward to in 2022

Find out what the Crowley family are planning for the New Year

With a new year comes new hopes, dreams and opportunities. We got together with some of our Crowley staff and residents to find out what exciting plans they have for 2022.

## Mandy

I'm looking forward to reuniting with my Dad travelling from India who I haven't seen in two years. Also, in 2022, my husband and I will finally move into our dream home we've been building.



## Dave

I'm excited about my holiday down South! Can't wait for the outdoor adventures and caravanning by the beautiful blue waters of Jervis Bay. I'll also be sightseeing in Bermagui while spending time with the grandkids.



## Margaret

Peace, enjoying the outdoors, and going on Crowley bus trips! This year I'm looking forward to beautiful times ahead with my family reunited and out of lockdown.



## Kate

I'm looking forward to finishing my Traineeship! I'm hoping to spend more time with my family and getting an opportunity to travel.



## Val and Ric

**Val:** I'm looking forward to another healthy and safe year and spending more moments with my family.

**Ric:** The end of COVID! I can't wait to spend time camping and caravanning in the New Year.

## Residential Care Profile

Alvin Singh

**Kelly Roberts**  
**Clinical Manager (Nurse Practitioner)**

Alvin moved from Sydney in 2021 to join the Clinical Team at Crowley.

He started with us in July 2021, and as we've spent quite a bit of time together since his arrival, it turns out Alvin has a story he wanted to share with our Crowley Community.

Alvin was born in New Zealand 31 years ago. After high school, he began a medical degree although early on in his studies, he changed his mind and decided to try nursing. He began working in aged care in his post graduate year and found his specialty.

Alvin and his friend Alycia wanted travel, adventure, and to volunteer abroad where their help may be needed. In 2011, through their church in Sydney they were connected with "Maria's Big House of Hope", located in Henan province in Central China, South West of Beijing. They travelled to China together in 2011.

Maria's houses approximately 200 children at any time, ranging in age from newborn to five years of age and all of whom have special needs and are orphaned. Special needs can range from cleft palate, congenital heart disease, cerebral palsy, downs syndrome and any other health condition which means the child may need extra care and attention.

Maria's orphanage is an American based charity that has liaised with the state orphanage to take on those children that, sadly, no-one wants to care for. In the state orphanage for example, the ratio of carers to children is 1:30. At Maria's, it is approximately one carer to every three children. There are nannies, registered nurses and one doctor for the house.

Alvin and Alycia have returned to Maria's seven times in the past 10 years since their initial trip. Alvin provides some RN support to the team and Alycia helps in the preschool.



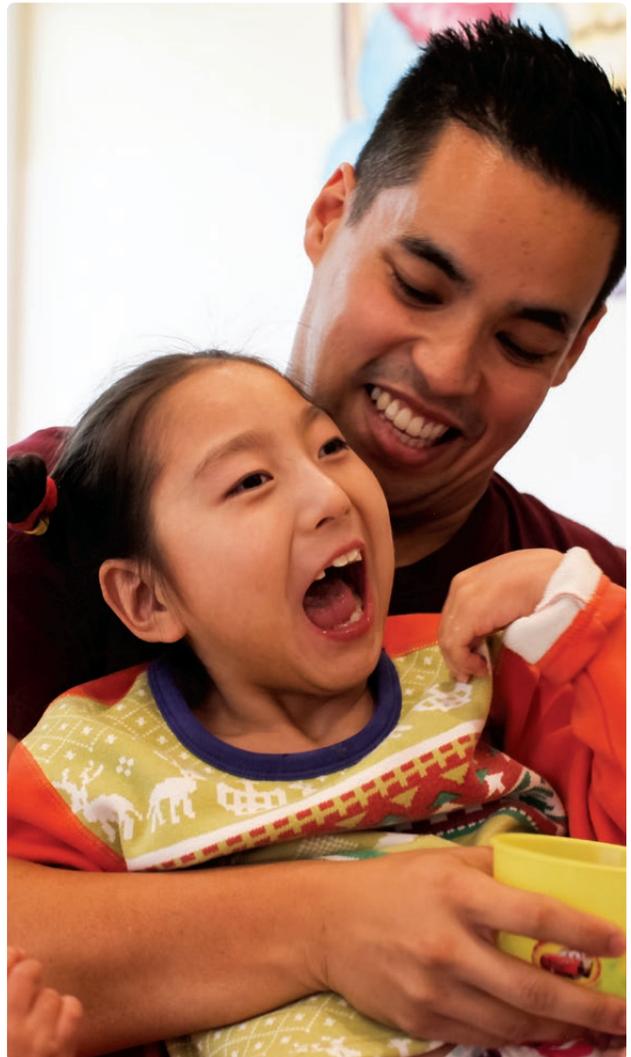
They also take other groups of people over to visit and the groups contribute to building and maintenance projects as well as spending time with children in need. There is a strong focus on familiarising the children with other people to help them get over the trauma of abandonment and illness. “Most of the time when we go, a lot of time is spent playing with the kids, holding them and showing them they can still be loved and respected, and we help them to restore trust and hope again.”

In 2016 on the Great Wall of China up in the mountains, Alvin proposed to Alycia and they married in Sydney. When we asked Alvin why he keeps going back he said, “Getting people to experience another side to the world shapes their views and helps them appreciate what we have here in Australia. I also think there is a big perspective shift that happens when you experience a place like Maria’s. These kids have literally had their whole world taken away from them but they are still able to smile and laugh and they are still able to experience joy.”



Alvin is now undertaking his Masters of Nursing, Advanced Practice with the hope of becoming a Nurse Practitioner at some stage. He and Alycia are still settling into their new home in Ballina and getting used to a new way of living after being in Sydney since a young age.

Thank you for sharing your story with us Alvin and a huge welcome to our Crowley Community.



# From the IL Desk

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

Welcome to February. I hope everyone had a lovely Christmas and New Year period catching up with family and friends.

Clarifying the purpose of the INS Lifeguard Personal Alarm system for our Independent Living residents is our feature this month.

## Medical emergencies

The INS Lifeguard system provides residents with 24-hour medical assistance 7-days a week.

Crowley Independent Living residents should press the HELP button on their INS personal alarm system, pendant device, or call point located on the wall next to the toilet.

## When should you use your INS help button?

- All medical emergencies and general health concerns
- After hours emergency maintenance
- Lockout
- Security issues
- Wildlife

## What happens when I push my button?

- Transfers to a health professional who will triage your call to the appropriate contact. **Please be assured no ambulance will be automatically called**
- IL coordinator on duty will be notified (if consented)

Please refer to your Independent Living Emergency Chart for Business and After Hours Procedures.

The INS Lifeguard system is designed for Crowley Independent Living residents to use outside operating hours. This means there is no need to contact Crowley Care after-hours or Public Holidays,

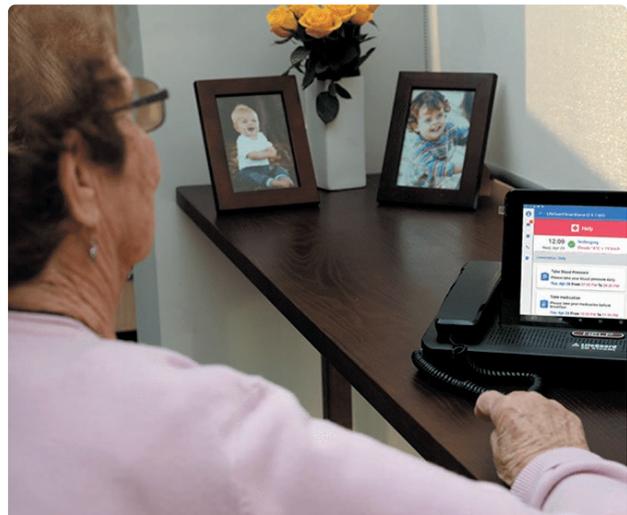
For all general enquiries and maintenance issues during business hours please continue to contact our friendly Customer Service Team on 1300 139 099.

## IL Business Operating Hours

**Monday to Friday**  
8.30am – 5.00pm

**Saturday and Sunday**  
8.00am – 12.00pm

*Excluding Public Holidays*





## February Handy Hint

If for some reason your INS system is not working, please:

- Check the power cord is connected (see picture);
- Press the orange on/off button to reset the power on your device (see picture); or,
- Phone 1800 636 226 (this is a free call) and the staff will be able to assist you



## 2022 CROWLEY RESIDENTS

### Footy Tipping Competition

Round 1 starts Thursday 10 March!

*Register your interest at Reception*



The **Greatest Game** of All

# Ballina Wave

## “The Golden Years”

Did you know that our very own Independent Living resident Graeme Eggins has a monthly column “The Golden Years” in the Ballina Wave Magazine?

Copies of the Ballina Wave magazine are available to read in resident lounge areas. The Wave delivers to Ballina residents early each month.



### The golden years with Graeme Eggins



Pictured: Author, Graeme Eggins playing up.

#### Let's be game in 2022

Why don't you have more fun this year? After all, you deserve it. Last year was bloody awful. We were locked up, locked down and locked out.

One of the ways we seniors can put a bit more fun into our lives, while also keeping mentally sharp, is to play online games.

Play them on your smart phone, on your tablet, on your laptop or other digital screen device.

A recent survey showed that around 17 million Australians play video games in some form and 92% of households have at least one device that can play video games.

The survey revealed that more than a third – 36% – made friends through such games while three quarters played them purely as a social activity.

The pandemic has resulted in continuing growth of people over 65 playing games of all kinds, from traditional cards to interactive colour matching puzzles.

When you hear the phrase ‘video games’ do you think is a typical Australian player?

No, it's not a sex crazed teenager who has locked himself in his bedroom.

It's a 35-year-old man who's out to save the world by zapping rampaging aliens, jack-booted Nazis and blood-sucking zombies. And nearly half - 46% - of gamers are women.

Studies have shown that retirees, particularly those living by themselves, stay sharper mentally and feel happier when they become absorbed in a game. Some may temporarily forget nagging pain. Players also report improved thinking skills, coordination and dexterity.

Most seniors leave the 35-year-olds free to fight off the zombies and prefer to play today's interactive versions of traditional pastimes like Scrabble and cards.

You may recall the days when friends and family would visit to play board games (Snakes and Ladders anyone?) or 500.

But ageing means old mates don't get out anymore. Some no longer drive at night, others have surrendered their licence and others have moved away to a retirement village or to live with younger relatives.

Online games allow you to stay connected with old chums and family or even to make new friends. Some games are great to play with your grandchildren, cutting out the parents entirely (the kids can also give you very valuable advice on cheats).

If you want to find out what games are available just type the name of your preferred game into the search bar on your phone or tablet's app store. Pick a game and try it out. You can always delete it later.

Popular diversions include online Scrabble / Words with Friends, mahjong, solitaire, chess, jigsaw puzzles, Sudoku and Candy Crush Saga.

Games can be divided into three main categories: free, paid, and ‘in app purchases’. The latter means that you pay for extra abilities or skill levels as you go along.

Some games designed to improve brain function may ask you to pay a subscription fee.

A game that isn't a traditional ‘game’ (but still has all the fun of playing) is GeoGuessr (no ‘e’). GeoGuessr is based on Google's Street View. It drops you in a random street somewhere in the world and you have to work out, by moving around, exactly where you are in the shortest possible time.

Now, it's your turn.



### The golden years

**Be a senior video star this Christmas**  
For many Ballina veterans, this Christmas will offer a chance to star in a real life family video.  
Although officials expect Ballina to be hosting visitors face to face over the holidays, many locals will have to rely on other ways of exchanging greetings with distant family.  
For most of us the best bet is video chat. Sure, you can't kiss and hug via a screen but you can hear and see people.  
Most of us now own smart devices like mobile phones, tablets, laptops and desktop computers. These devices allow us to be seen by and talk to family anywhere in the world.  
With a bit of guidance, setting up a call is easy and can be done with whatever app you are already comfortable using eg Facebook Messenger, Skype, FaceTime, Zoom and WhatsApp.



Pictured Author, Graeme Eggins, showing gestures.

#### Tips to make your video chat a family hit

Finish the best time for everyone to meet online.  
Apart from time differences between states and other countries, ask parents when the best time would be to have a session with their children.  
Keep online catchups reasonably short.  
As one grandmother said: ‘Using seven people on one screen is like watching six movies while at the same time anyone in any case, if you are using free versions of some platforms, a time limit may be enforced anyway.  
Ensure that your device is fully charged in place.  
Then you have both hands free to gesture. Place the camera at face level so viewers don't have to look up your nose.  
Check you are well lit.  
Avoid being silhouetted against a bright window, making it hard for family to see your face clearly.  
Don't be a talking head.  
Go back from the camera so viewers can see your upper body.  
Prevent disturbances.  
Make sure that radios, TVs, washing machines, pets and other distractions are switched off or under control.  
If possible, don't schedule sessions in peak times.  
Video chats work best if you have a stable and reasonably fast internet connection.  
Monitor the workload on your device.  
Don't use fake backgrounds if the internet is under great demand and/or your machine is an older model.



### The golden years by Graeme Eggins



#### Remembering your PIN

Do you sometimes have trouble remembering your PIN number? If you do, you are not alone.

During our 50s and 60s, most of us notice a marked change in certain areas of memory, particularly the abilities to learn new information and keep upcoming events in mind – while memories of the distant past remain strong.

The older we get, the longer it takes to learn but we are also less likely to forget things we do learn. And unlike children, we have the experience to distinguish between important and trivial memories.

Here in Ballina, where a third of residents are aged 60 or more, as in other regions we are expected to remember more and more numbers for security reasons.

Don't tell your younger relatives but it is quite easy for we seniors to remember four and six number codes. The trick is to just associate the numbers of your code with something you already know really, really well.

Take for instance the nursery rhyme Humpty Dumpty sat on a wall. Count the number of characters in each word. ‘Humpty’ is six letters long, ‘Dumpty’ is six letters long, ‘sat’ is three letters long, ‘on’ is two letters, ‘is’ is one letter and ‘wall’ is four. Counting the number of letters will give you the number code 663214. OK?

Any phrase that you really know well can work for you, all that matters is you remember the phrase.  
Take for example ‘The Family Labrador is called George’ – 368266. You could make 368266 the PIN number for a bank account.

A good idea is to have a memory jogger written down somewhere. Then a note reading ‘ANZ George’ should be enough to remind you that your PIN number for your ANZ bank account is 368266. Should a stranger read that note

they could assure bank called Geo  
And if you only the first four let will allow you t  
A man in his e these bloody  
‘Yes, you can word of what  
I hope I'm n answer bel  
Remember in your me  
ANSWER:

ballinawave | January 2022



## Book Club

### Happy Hour by Jacquie Byron

Unfortunately, our Book Club didn't meet in December. However, the feedback on our latest read "Happy Hour" was positive. Jacquie Byron's debut novel explores how grief can affect us and how we cope in different ways.

The story follows Franny who lives in seclusion with only her two dogs, a stuffed cat, cocktails and memories of her late husband for company.

When the Salernos move in next door, Franny gets pulled into the drama of their lives. A life-threatening accident forces Franny to face the support of those she has rejected.

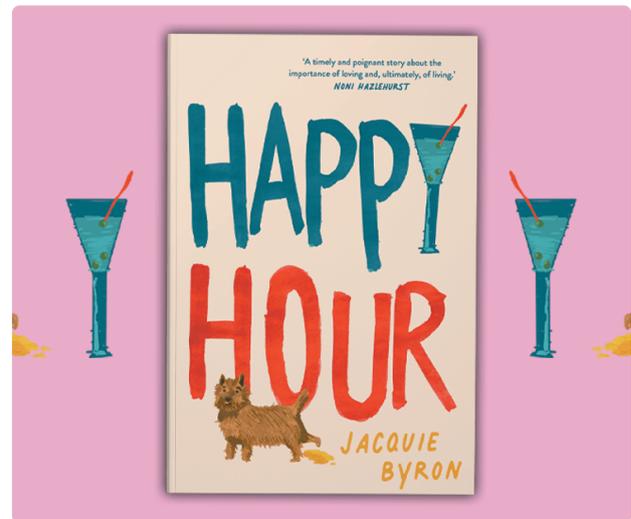
We could all relate to the characters who seemed very lifelike. Some loved Franny while others thought she was somewhat overdramatic. It took most of us a while to warm to the story but it did develop. To some the comical dialogue was a bit overdone.

Overall "Happy Hour" proved to be a warm, funny, yet painful story of grief, understanding and forgiveness.

Hopefully our next meeting will be on 17 February when we will discuss our enjoyable holiday reads.

Until then...

Happy reading!  
Marion.



## Join Crowley Auxiliary

Would you like to be part of a friendly and supportive team, meet new people, build lasting friendships, and make a valuable contribution to the lives of people in your community? Then joining Crowley Auxiliary may be what you need.

A willing heart and helping hand are some times all it takes.

Why not volunteer a small amount of your time and make a difference?

For more information, please leave your details with Crowley Reception 1300 139 099.



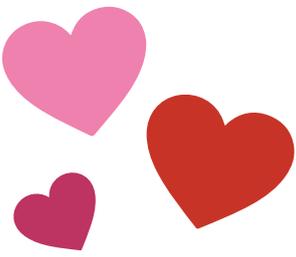
**DRESS UP**  
*Valentine's Day*

Monday 14 February

All Residents and Staff are  
invited to wear Red, Pink,  
Anything "love" themed



Please note name tags and regulation  
shoes must be worn by all staff



## Valentine's Day

It's the time to share love with those you hold dear

Love notes, cards, sweets and flowers have been exchanged on this day for hundreds of years and the tradition is celebrated around the world in honour of Saint Valentine.

So, the story goes, Valentine's Day is named in honour of a Roman Priest named Valentine who disobeyed Emperor Claudius by performing illegal marriages for young lovers. Marriage was forbidden by Claudius but Valentine felt sorry for young lovers and married them secretly. He was eventually jailed and there he fell in love with his jailer's daughter. His final note to her, before his execution on 14 February, was signed "From your Valentine."

While Valentine's Day is celebrated in most countries, different cultures have developed their own traditions for this festival. In some parts of the world Valentine's Day is observed as a day for expressing love between family members and friends, rather than that of romantic couples. Some traditions include leaving lollies and gifts for children and others include acts of appreciation between friends.

So, on this Valentine's Day, share your love with those dear to you!

Happy Valentine's Day!



## Home Care Client Profile

### Don and Vilmai McDonald



They lived in a house on Penang Island, then moved to a commonwealth Army camp just outside of Malacca where they stayed for a year. Don and Vilmai returned home in 1961 to Brisbane and lived there until 1966.

Don then served in Vietnam from 1965 to 1966. Vilmai took their two very young sons, Roy who was a toddler and second son Shane, who was just a baby, to live with her mother at Concord West until Don returned home.

Valentine's Day originated as a Christian feast day and is now celebrated annually on 14 February as a celebration of love and romance.

Our client profile this month features Crowley client Don McDonald and his wife Vilmai as they celebrate Valentine's Day and their many years of marriage together.

Don and Vilmai met in 1959. Vilmai worked at CSR Plaster mills in Concord West, Sydney. The Annual CSR Ball was coming up and Vilmai didn't have a partner. A lady she worked with said she would get her brother-in-law at Holsworthy Military Barracks to arrange a blind date with one of his mates. This is how Don and Vilmai first met and they got on so well that when Don was leaving, he said "I probably won't see you again" to which Vilmai replied "Why not?" And the rest is history.

Don was sent to Malaya in September 1959 for the Malaya Emergency, as communists were moving through Thailand into Malaya. Don was there for two years before the emergency ended.

Vilmai travelled by boat to be with Don, and Don and Vilmai were married on Penang Island on 9 April 1960.

When Don returned home from Vietnam, Vilmai gave birth to their first and only daughter Khim in 1967.

After Vietnam, Don was placed at North Head Sydney, instructing gunnery for the defence forces and they lived at Belrose.

Don and the family then moved to Melbourne for two years, then moved on to Cunungra in Queensland where Don was instructing jungle warfare for another year. The family then moved back to Sydney and Don worked in Army Careers and the Army office.

In 1981 Don and Vilmai moved to the Far North Coast to a property where they still reside today at Richmond Hill.

Don shared that "Vilmai is a good nurse, wife, cook and mother. I love her personality and fell in love as soon as I saw her."

Vilmai said she "wouldn't change him for anyone else or anything. We've been all over the place and I wouldn't swap him, we just get along together... you have your ups and downs but you must always love and trust each other".



# Community Connection

## Tweed Coast

Tweed Heads is located on the Tweed River in northern New South Wales next to the Queensland border and adjacent to its “twin town” of Coolangatta, which is a suburb of the Gold Coast. Tweed Heads is as far north as you can get in NSW.

Tweed Heads has grown over the past few decades with large licensed clubs the dominant features. However, the high-rise developments which marks the Gold Coast is largely absent from Tweed Heads and the residential areas have tended to spread out across rather than skywards. The population grows at a rate of 4% a year with many retirees drawn to a more relaxed environment. Tweed Heads has an approximate population of 18,000. The Tweed shire has more than 37 kilometres of beaches with plenty of space to enjoy.

Tweed Heads is one hour by air from Sydney and one hour’s driving time from Brisbane.



### History

John Oxley was the first European to see the Tweed Valley in 1823. He wrote of it: “A deep rich valley clothed with magnificent trees, the beautiful uniformity of which was only interrupted by the turns and windings of the river, which here and there appeared like small lakes. The background was Mt. Warning. The view was altogether beautiful beyond description. The scenery here exceeded anything I have previously seen in Australia.”

In 1844 timber cutters originally moved to the Tweed Valley. After the timber had been cleared, farmers moved in with bananas and cane with dairy farming dominating the area while a fishing industry developed. The first school opened in 1871.

A railway opened on 10 August 1903 connecting Tweed Heads to the Queensland Railways system, with the South Coast line providing a direct connection to Brisbane. In 1961 the railway line to Brisbane closed.

Tweed Heads was the location of the fictional town Porpoise Spit in the 1994 movie Muriel’s Wedding.

Many of the place names in the region are based on local Aboriginal names, including Mooball, Murwillumbah, Burringbar, Tyalgum, Condong, Uki and Chinderah.

Approximately 17% of the Tweed Shire is National Park or State Environmental Protection lands, providing home to many threatened and endangered species.

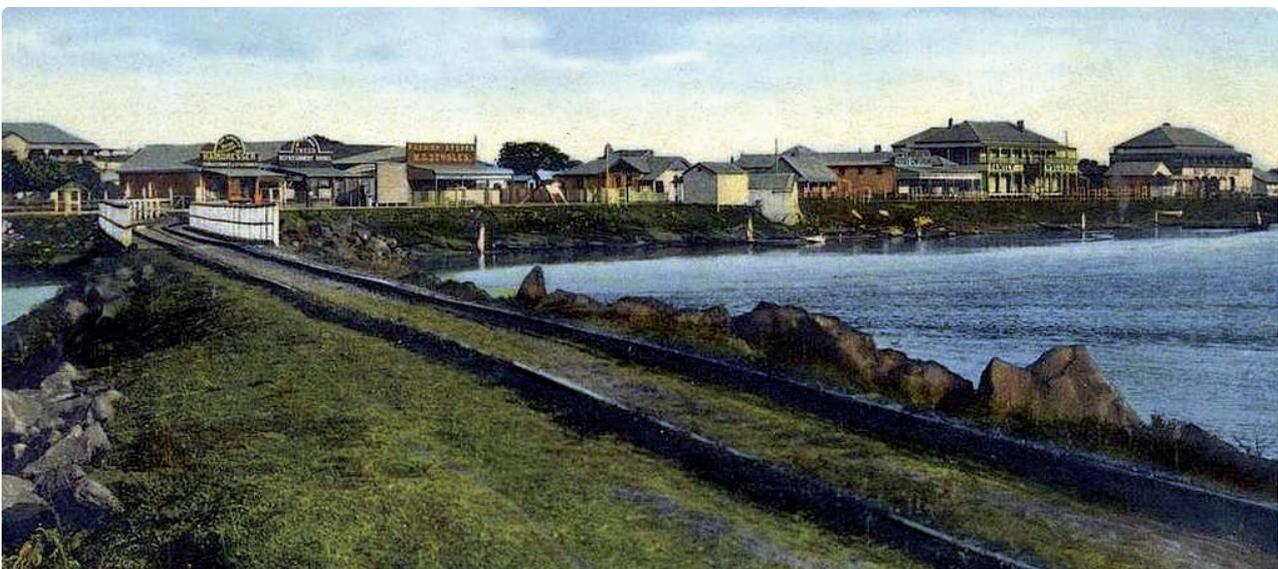


### Regional attractions

- Tropical Fruit World
- Pioneer Plantation
- Condong Sugar Mill
- The glitz of Surfers Paradise is just a half hour trip up the road
- Country drives inland offer a totally different perspective, and the many national parks are ideal for bushwalking

### Major Events Held Yearly

- Coolangatta Markets  
*2nd Sunday each month*
- Tweed Heads Markets  
*1st, 2nd, 4th Sunday each month*
- Police Citizens Youth Markets at Florence Street  
*5th Sunday each month*
- Wintersun Festival – *June*
- Tweed Valley Banana Festival and Harvest Week – *August*
- Rainforest Week – *October*
- Tweed Games – *October*
- Tropicarnival – *October*
- Indy Grand Prix, Gold Coast – *October*
- Tweed River Agricultural Show – *November*
- Christmas on the Tweed – *December*



## The Scarcity Mindset

René Lange  
Risk Manager

I was in my local supermarket the other day and as I walked through the fresh produce, meat, and dairy sections I was dismayed by the number of empty shelves.

I'm sure you have been hearing about this in the media. The talk of supply chain disruption and product shortages has ranked in the top three news headlines along with Rapid Antigen Tests (rare as hen's teeth) and, somewhat to my bemusement at least, the fate of a tennis player and their visa application.

I'll admit my first reaction to seeing empty shelves was to focus on all the things that I wanted that were not available. What I didn't have. No fresh bananas, no Tamar Valley Greek Yoghurt, no South Cape Danish Feta, no pork mince.

I had fallen head first into the scarcity mindset and became completely focused on the lack of things to the point I was unable to see the abundance right in front of me. I couldn't seem to see the tinned peaches for the lack of fresh bananas, so to speak.

This scarcity mindset seems to be pervasive at the moment. It's the focus of our conversations not to mention a constant in the media. We are continually talking about or being reminded of what we don't have.

Thankfully logic did eventually kick in and I was able to stop and look at the situation realistically.

Okay, so they didn't have my normal brand of feta, which by the way I very much doubt is considered a staple food group anywhere in the world, but I was able to see the very yummy marinated feta sitting right there in front of me.

And so, it went on. In fact, if I'm honest, this situation has forced me to try brands and foods I never would have before. Many of them I've liked better than my normal selections and will continue to buy. It knocked me out of my supermarket shopping rut so to speak.

Once I stopped focusing on what I didn't have I was able to see what was available... what I did have. Despite what the media may have us believe, we are still very fortunate to live where we do.

There is much we do have that others do not:

- Access to COVID-19 vaccines for anyone who wants one
- A superb health system (despite the pressures they are currently operating under)
- A community that is willing to offer support and help to those who need it
- Food (and toilet paper) aplenty

So, if you find yourself at your local supermarket and what you came for is not available, try to avoid the scarcity mindset. A good start may be to be less specific on your shopping list. Rather than 'banana's' write 'fruit'. Instead of mince write 'meat' or 'protein'. Substitute 'yoghurt' with 'dairy sweet', 'feta' with 'cheese'. Trick your mind into thinking more globally and less specifically.

And above all, remember that this is a temporary situation and what is currently not available will be in the near future.



THURSDAY 17 MARCH



# ST. PATRICK'S DAY

DRESS UP

ALL RESIDENTS AND STAFF ARE INVITED TO  
DRESS UP IN GREEN FOR ST PATRICKS DAY!

\*NAME TAGS & REGULATION  
FOOTWEAR MUST BE WORN BY  
ALL STAFF





# Update from Maintenance

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

## Compliance

The beginning of a new year is the time for the preparation of the service records for the Annual Fire Safety Statement which is submitted to the Local Council and then onto the NSW Fire Brigade.

Due to legislative changes in 2017, all fire and safety systems must now also be assessed and endorsed by a competent Fire Safety Practitioner.

Building owners are now required to enlist the services of a competent Fire Safety Practitioner. This replaces the previous self-assessment of the Essential Fire and Safety measures in our buildings to ensure our fire safety equipment meets performance requirements. Assessments include fire detection systems, alarm monitoring, sprinkler and sprinkler pump checks, fire equipment checks, fire and smoke door operations, exit and emergency lighting test, exit door latches, pathways checks and more.

## Activity Centre

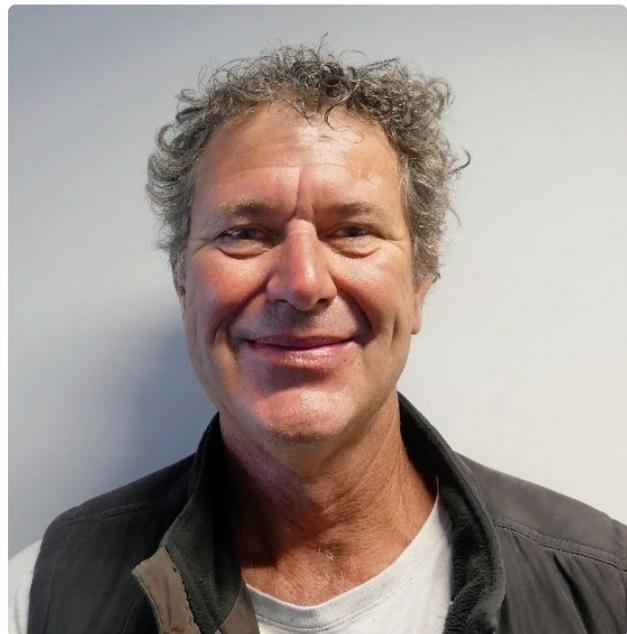
For the comfort of residents and families using the Activity Centre BBQ area two large ceiling fans have been installed. When operating the fans there is a hand held remote near the light switches located inside the Activity Centre. Please return the remote to the holder after use.

## ILU six monthly skip

Independent Living residents are reminded that unwanted items can be placed in a skip from 1 March. The skip will be situated near the Men's Shed for the entire month. Strictly no illegal dumping of fridges, gas bottles, paint and chemicals are allowed in the skip. Computers and televisions can be placed next to the skip please. Cardboard and recyclable goods should be placed in the recycling wheelie bins as normal.

## Maintenance staff news

Crowley Maintenance welcomes Albie Jansen (AJ). Albie will be responsible for the preventative maintenance in the Residential Care building. Independent Living residents will still see Albie carrying out testing and tagging of equipment in the Men's Shed and Gardenia Room. Albie will also be assisting with the Apartments air conditioning maintenance.



## The Great Crowley Christmas Feast

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

On Christmas Day we put on a scrumptious meal for our residents.

Roasted pork loin served with duck fat roasted potatoes and fresh greens, cherry tomatoes and cucumber, and a crispy bread roll for main course were the order of the day.

For dessert we had pavlova with mango coulis. Of course, we didn't forget our IL residents as we once again made scrumptious seafood and anti-pasta platters.

Our residents also enjoyed a beautiful leg ham salad on Boxing Day which also went down a treat.

Things were a little different this year but we still enjoyed ourselves.





# Gluten-Free Zucchini Slice

Perfect for veg-packed breakfast or a light lunch

## Ingredients

- 2 tsp extra virgin olive oil, plus 60ml extra
- 150g smoked gluten-free bacon, finely chopped
- 1 brown onion, finely chopped
- 5 eggs
- 100g (2/3 cup) gluten-free self-raising flour
- 1 tsp gluten-free baking powder
- 2 (about 380g) zucchini, coarsely grated, excess moisture squeezed
- 80g gluten-free cheddar, coarsely grated
- Rocket leaves or salad leaves, to serve

## Instructions

Preheat oven to 200C/180C fan forced. Grease and line a 20 x 30cm slice pan with baking paper.

Heat the oil in a small frying pan over high heat. Add the bacon and onion and cook, stirring often, for 7 minutes or until bacon is crisp and onion is soft. Set aside to cool slightly.

Use a fork to whisk the eggs in a large bowl until combined. Add the flour and baking powder and mix until smooth. Add the zucchini, cheese, bacon mixture and extra oil. Stir to combine. Pour the mixture into the prepared pan and bake for 30 minutes or slice is golden and set.

Cut slice into 12 pieces and serve with rocket.





## Mexican-Style Chicken Tray Bake

Easy to make and even easier to eat!

### Ingredients

- 4 Chicken Thigh Cutlets
- 1 tbsp taco seasoning
- 453g jar mild tomato salsa
- 500g pumpkin, seeded, peeled, cut into wedges
- 1 red onion, cut into wedges
- 1 red capsicum, seeded, thinly sliced
- 200g cherry tomatoes
- 1 tbsp olive oil
- 1 avocado, stoned, peeled, thinly sliced
- 2 radishes, thinly sliced
- Chilli-lime cream
- 2/3 cup (160g) sour cream
- 2 tsp chilli sauce
- 1 tbsp lime juice

### Instructions

Preheat oven to 200°C. Line a deep baking tray with baking paper. Combine the chicken and taco seasoning in a large bowl.

Spoon tomato salsa over base of lined tray. Arrange the pumpkin, onion, capsicum and tomatoes over salsa. Top with chicken mixture. Drizzle with the oil.

Bake, turning occasionally, for 35-40 mins or until the vegetables are tender and the chicken is golden brown and cooked through. Set aside for 5 mins to rest.

Meanwhile, to make the chilli-lime cream, combine sour cream, chilli sauce and lime juice in a small bowl. Season.

Arrange the avocado and radish over the chicken mixture in the pan. Serve with the chilli-lime cream.

# Meet Team Crowley

## Administration Team



### **Marcia, Administration**

**Favourite food:**  
Anything Greek

**Favourite drink:**  
Gin and tonic with a twist of lime

**Favourite way to spend a day off:**  
Kayak paddle up North Creek

**What was the last TV show you binged watched:**  
Marcella

**Best advice you have received:**  
Do unto others as you would have them do unto you



### **Garry, Payroll**

**Favourite food:**  
Italian

**Favourite drink:**  
Milk

**Favourite way to spend a day off:**  
Outside/gardening

**What was the last TV show you binged watched:**  
World on Fire

**Best advice you have received:**  
Be happy



### **Lynda, Administration**

**Favourite food:**  
Indian

**Favourite drink:**  
Water

**Favourite way to spend a day off:**  
Spending time with family and friends

**What was the last TV show you binged watched:**  
Anne with an E

**Best advice you have received:**  
Don't wear old knickers in case you have an accident

# Meet Team Crowley

## Leisure and Lifestyle Team



### Juanita, Leisure and Lifestyle

**Favourite food:**

Thai

**Favourite drink:**

Moscow Mule

**Favourite way to spend a day off:**

Spending time with the family and walking on the beach

**What was the last TV show you binged watched:**

Grace and Frankie

**Best advice you have received:**

Be kind



### Karen, Leisure and Lifestyle

**Favourite food:**

Seafood

**Favourite drink:**

Chardonnay

**Favourite way to spend a day off:**

In the garden or at the beach

**What was the last TV show you binged watched:**

Bloodline

**Best advice you have received:**

Life isn't a dress rehearsal, make the most of it



### Jeanine, Leisure and Lifestyle

**Favourite food:**

Thai

**Favourite drink:**

Long Island iced tea

**Favourite way to spend a day off:**

Enjoying time with my family

**What was the last TV show you binged watched:**

Bloodline

**Best advice you have received:**

If you haven't got anything nice to say don't say it at all

# Welcome to Team Crowley

Say hello to the newest members of Team Crowley



**Ceci**  
Independent Living



**Paulene**  
Home Care



**Jaymania (Jay)**  
Residential Care



**Michelle**  
Residential Care



**Ruth**  
Residential Care



**Abbey**  
Residential Care



**Gloria**  
Hotel Services



**Angela**  
Hotel Services

# Crowley Family News

Celebrate with us as we share some exciting news

## A new addition

### Welcome baby Ezra

Congratulations to Clinical Manager, Kelly, on the birth of a grandson, Ezra, on 21 December.

A little brother for her granddaughter Iris.



## Wedding celebrations

### Tying the knot

Our CEO Michael and Rochelle's daughter married on 8 January 2022 in a beautiful setting.

Congratulation to Ella and Charlie.





# Acts of Kindness at Crowley

**Kate Noble**  
**HR Manager**

“Why are you so kind to me?” I heard a resident say this as she looked intently into the eyes of a staff member as they walked together.

What a great way to acknowledge an act of goodwill. However, it also prompted another question. What is kindness? So, I spoke to some of our residents and staff to see what they thought. Their answers were much the same; that it’s a way to show someone they’re important or that you appreciate who they are or what they do. Kindness helps to bond people, grow relationships and build friendships.

Ahhh, but what about random acts of kindness from strangers? Well, this is where the beauty of kindness really shines a light on itself because these particular gestures of goodwill give us even greater insight.

It demonstrates a person is actively thinking about another soul and not about themselves. It’s usually spontaneous, without any thought of recognition or reward. These ‘kindness angels’ just seem to appear from nowhere, help you out, and walk off. We often see it during times of natural disasters. It can leave you speechless with the added bonus of making us feel full of gratitude and warmth.

It’s easy to feel a bit down when times are challenging, but at Crowley I witness acts of kindness every day between residents, between staff, and between staff and residents. It’s one of the reasons I enjoy being part of the Crowley family.

## What does kindness look like at Crowley?

It takes many, many forms but can be:

- Actively listening and engaging with another person
- Helping someone out (for example, giving them a lift or sharing their workload)
- Buying a coffee or treat for someone when you know they’re sad
- Acknowledging another person’s efforts
- Anticipating what someone needs and having it ready for them
- Doing extra without being asked (for example, working another shift on your day off)
- Encouraging someone when they’re trying something new

So, how did the staff member answer the resident? She looked equally intently into the resident’s eyes and said, “It’s easy to be kind to you because you are why I am here and love what I do.” They both smiled. It made me smile too.



# Focus on Quality

## Outbreak Management Plan and PPE

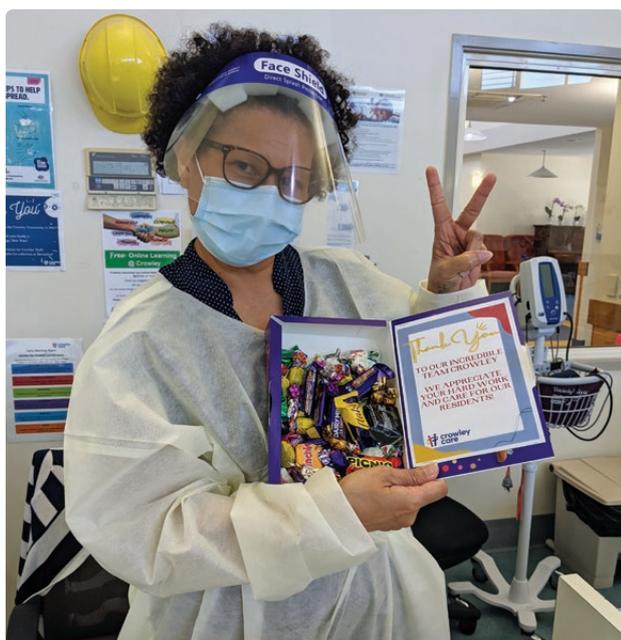
**Michelle Golding**  
Quality Manager

Crowley's Outbreak Management Plan is a live document updated daily based on our monitoring of advice from Local Health, Public Health and Department of Health as well as our regular contact with these authorities.

This plan is a guide in the recognition, investigation and containment of potential outbreaks at Crowley to protect the health of consumers and staff and reduce the severity and duration in accordance with Legislation, Best Practice, Aged Care Quality Standards and Crowley Policies and Procedures.

One element our Outbreak Management Plan the Quality area coordinates is PPE, Personal Protective Equipment. This refers to surgical masks, gloves, goggles, face shields, gowns, overshoe protectors, hair nets and N95 masks.

Our Infection Control Lead Kelli Roberts monitors and supports adherence to PPE protocols throughout our facility.



### What have we done during COVID-19:

#### Stock Control

- Undertake regular stock takes on daily and weekly basis
- Warehouse setup for PPE
- Maintained critical stock levels
- Weekly allocations to each wing
- Developed COVID-19 Outbreak Kits
- Developed PPE trolleys for each wing
- Researched and identified different sources of PPE to regular suppliers to maintain stock levels

#### Staff Education

- Undertaken PPE donning and doffing education for all staff with NSW Health
- Participated in NSW Health online training modules for PPE
- PPE Interactive games at Mandatory Training
- Handwashing assessments

#### Documentation / Signage

- Developed PPE donning and doffing signage for staff including posters and memory cards
- Developed PPE escalation process and posters, this includes Levels 1 to 4 escalation

PPE Level

1



PPE Level

2



PPE Level

3



PPE Level

4



## Making Feedback Flow

We receive from great feedback from residents, clients, families and friends

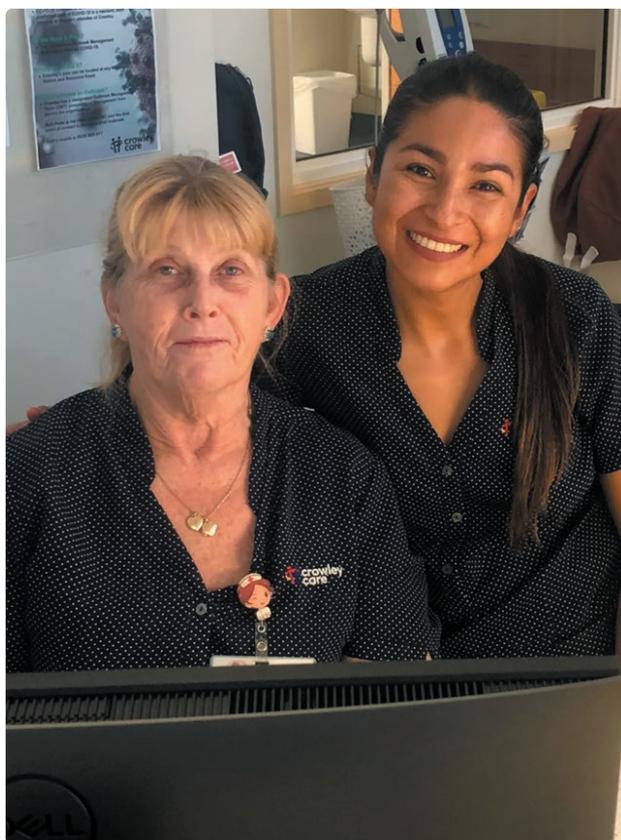
**Michelle Golding**  
Quality Manager

### Independent Living residents

- Many thanks to you all for the lovely birthday card received yesterday. It was greatly appreciated and I wish you happiness and good health in the future.
- Marlene is an exceptional cleaner, that she is fantastic, fast, friendly and caring.

### Home Care clients

- Ruby is lovely and is going well.
- I want to reiterate that Tyler is just an amazing worker and if you could give this feedback to management that would be excellent.



### Residential Care family members

- Thank you for dedicated care, compassion, kindness and respect given to our much-loved husband, father, father-in-law and grandfather during the two years he was in your care. With love and gratitude.
- Thanks for Christmas Day! I just wanted to say thanks for what you guys put in place for Christmas Day and the following days. Being able to see Mum on Christmas Day was the best present ever.
- Keep up the good work, your discipline and resolve are amazing - my hat goes off to you and everyone in the trenches on a daily basis!
- It is lovely to visit in the Plaza. We enjoyed our Christmas Day visit and two more since then. The Plaza is most pleasant and we appreciate the safety concerns being monitored by Crowley Care. Many thanks and a Happy New Year to all the staff.
- Thank you so much for keeping our loved ones safe. We appreciate the dedication of all staff and we know you are doing a brilliant job.
- I wanted to write to say thank you and I appreciate the effort Crowley goes to, to keep our family members safe in these unprecedented times.
- I wish your member of staff a speedy and safe recovery.
- Awesome job - well done.
- Thank you for all the updates and for making these visits possible. It is such difficult times and it makes a difference knowing our mother is safe, cared for and fed well.
- Have a Happy Christmas.

# 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](mailto:info@crowley.org.au), or
  - **Call** us on 1300 139 099



# Word Scramble

Stretch your brain and unjumble these summer words

YASND BEEHACS

.....

SRIKPNLER

.....

ASSSGULSEN

.....

YRBAKADC BQB

.....

THO OGD

.....

KGOSIERNLN

.....

LPIF SFOLP

.....

NADS SCETSLA

.....

GMIWISNM OPLO

.....

WLNA WREMO

.....

SXODABN SYTO

.....

HAYOLID

.....

MALDAOEEN

.....

IRA DIRCEOTINON

.....

GPIANCM

.....

YMFIAL NISNROEU

.....

IBKNII

.....

HTCICGAN YARS

.....

HABEC WTLOE

.....

TABE HET THEA

.....

NNTUAS NOTLIO

.....

TSUEAMENM KAPR

.....

DILEIAFURG

.....

YLF A TKIE

.....



## The Big Reveal

Puzzles pack a punch. Not only are they fun, but they also help to exercise our brains. Try your hand at these amusing puzzles, and be sure to come back for next month's Chatterbox to find the solutions.

## Word Search

Your serve! This month's puzzle is all about tennis

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

Ace

Advantage

Backhand

Ball

Baseline

Forehand

Grass

Grunting

Hawkeye

Let

Official

Overrule

Overhead

Qualifying

Qualifier

Receiver

Referee

Return

Set

Tiebreak

Topspin

Toss

Underarm

Unseeded

Winner

# Round the Traps

## Plaza visits



## 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  
6620 6400

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.