

the chatterbox

NEWS FROM CROWLEY CARE

JUNE 2023



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Cover photo

Jeff and his daughter Jill on Anzac Day.



A Moment with our CEO

Hello everyone,

When the young and the old get together

It's great that Crowley has been able to restart our intergenerational program with both our Parish schools and a number of other schools in our region.

Part of our intergenerational activities features our Storyteller program, where residents share their life stories and experiences with students who document their stories, including featuring them in their own podcasts.

The unique connections when the old and young get together are so evident. It's such a beautiful and vital part of our community here at Crowley. It benefits both the children and residents in so many ways. In fact, I'm not sure who gets more out of it!

And when you walk into a room and witness the program in action, what you see is pure joy on the faces of our residents and the students alike.

Designing our future

Every three years the Parish Aged Care (Crowley) Board meets to plan our organisational future and to develop our Strategic Plan. Of course having a Plan for Crowley provides us all with clarity and direction for the next three years.

The Strategic Plan gives Team Crowley the confidence to move forward.

This year, as part of our planning, we invited guest speakers with insight on aged care trends to provide inspiration for our future. One speaker was author and aged care expert Marcus Riley - one of Australia's leading advocates on ageing.

Marcus says that "ageing is one of humanity's greatest triumphs. And by embracing positivity, planning how we want to live the rest of our lives and understanding the need for purpose, we can all age successfully." Or, as he likes to call it, we can boom! And I think that sentiment really

captures who we are at Crowley and our Vision for Inspirational Living.

Marcus reminds us all of the need to empower older people, putting the resident and client at the centre of the way we operate.

And with the baby boomers about to enter aged care, as a leading provider, Crowley will ensure we remain at the cutting edge of provision, by understanding their expectations.

Moving forward, technology will play a bigger role in aged care. And we will continue to need to tackle workforce development to ensure Crowley attracts and retains quality staff.

Other developments, and as part of our site Master Plan, is to provide ways to better support those who will be living with cognitive impairment and dementia, so that everyone at Crowley can continue to live their best life possible.

We are in exciting times for Crowley and I look forward to sharing more with you as we finalise our Strategic Plan over the coming months.

Very best,



Michael Penhey
Chief Executive Officer



Catch Up with Kelli

Calling for more volunteers

Kelli Potts
Executive Manager Operations and Finance

Across Australia more than five million people volunteer to support an organisation or group.

Plus there are thousands of 'informal' volunteers, not formally affiliated, who provide essential support to their communities.

In May we celebrated National Volunteer Week, recognising The Change Makers in our midst.

And recently we welcomed volunteers back to Crowley. And I'm happy to report, our volunteer base is growing.

We are fortunate to have Carole Bull on staff, who, as part of her role in HR, has taken on the oversight of Crowley's Volunteer Program.

Carole is responsible for recruiting new volunteers and matching their interests with the needs of our residents and clients.

She works closely with organisations including the Community Visitors Scheme, using their resources to bring people looking to volunteer together with organisations such as Crowley.

Our volunteers fulfil an important role at Crowley, and they often report the personal rewards they get from volunteering and the friendships they build.

Crowley volunteers bring valuable life skills to our activities including art and craft, entertainment, building social connections and developing important relationships.

This is in addition to our wonderful Auxiliary who fundraise and host wonderful events enjoyed by our residents and clients.

What are the benefits of volunteering?

1. You get to meet new people

You meet not only the people you are volunteering with, but for those who volunteer in aged care, you also come into contact with

residents, their families and aged care centre staff to forge positive connections.

2. Learn new skills

To become a volunteer some training might be needed, so you might learn something new.

3. Use the skills you have

Are you a good listener, have a driver's licence, enjoy participating in activities or are well organised? Well volunteering could be for you and these are just some of the skills organisations are looking for when it comes to recruiting volunteers.

4. Improve your wellbeing

The Australian Government's Australian Institute of Health and Welfare website says that volunteering benefits the economy and the health and wellbeing of volunteers by providing a personal sense of satisfaction and making volunteers happier.

5. Make a difference

People get a lot of satisfaction out of knowing they are making a difference.

Interested in becoming a Crowley volunteer?

If you are interested in volunteering at Crowley we would love to hear from you. Contact Crowley Reception on 1300 139 099 and ask for Carole.

Kelli ☺





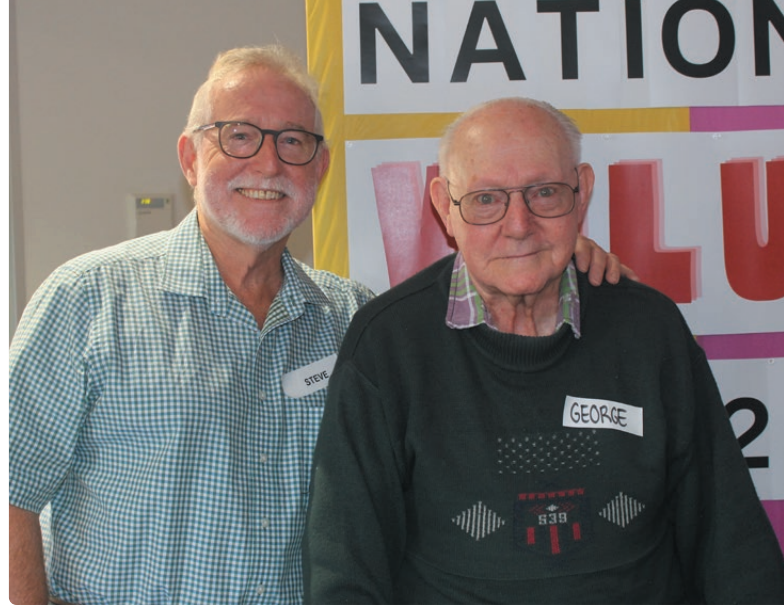
STEVE

Country of Life
MICHAEL PERNEY
CHIEF EXECUTIVE OFFICER

Volunteers Morning Tea

National Volunteer Week - The Change Makers





Last Month at Crowley

Cultural celebrations

Cultural celebrations foster respect and open mindedness for other cultures. Celebrating our differences as well as our common interests unites and educates us.

Celebrating different cultures through our International Happy Hour allows us to experience what it's like to be a part of a community other than our own.

It provides cultural awareness and acceptance, which can help break down barriers as we interact with people of different backgrounds.

So far at Crowley we have celebrated Italy and the United Kingdom. This month we will celebrate China.

As we get closer to our Happy Hour we will do some Chinese craft, have an armchair travel to China, and decorate the entertainment room.

At Happy Hour, residents can enjoy drinks and food from China whilst listening to Chinese music and some Chinese trivia and fun facts.

Our International Happy Hour is a great opportunity for our residents to share stories of their travel and experiences to other countries.





Last Month at Crowley

Anzac Day

Crowley commemorated Anzac Day 2023 with a special ceremony. Residents, families, staff and special guests came together to pay our respects and express our gratitude to all who have served.





Last Month at Crowley

Mother's Day

Mother's Day was a colourful and sweet-smelling celebration for all, with dozens of beautiful bouquets delivered throughout the day from loved ones to our special Crowley mums.





Crowley Auxiliary

Helen Cooney
Crowley Auxiliary President

Our Auxiliary members have been busy organising events and raffles for the coming year.

The ladies participated in supporting the Bunnings Cake Stall held at the end of April which was a fabulous success.

Many thanks to Tony and his team for their donations and also to our wonderful cooks who so generously donated cakes and slices which were quick to sell.

In May the annual Mother's Day Luncheon was held with a large crowd attending. Tony and his staff had the room set up and looking very smart and the lunch was a wonderful success.

Many of the people present commented on the excellent menu and they were delighted with the entertainment provided. The Autumn Raffle will be drawn at the end of May.

Our June focus will be organising our Christmas in July function which will be held Thursday 27 July. Please note this day in your diary as it promises to be a very festive event. All are welcome and we would love you to join us on this occasion.

We are always open to suggestions for activities.

Our Crowley Care Auxiliary is a very social group of people who enjoy each other's company and are always very happy to welcome new members.

Regards,
Helen Cooney







CROWLEY CARE AUXILIARY

Christmas
**IN JULY
LUNCHEON**

Thursday 27 July
Crowley Activity Centre
12.30pm - 3.30pm
\$30 per person
BYO Drinks

Please RSVP and pay via cash or card
at Crowley Reception by Thursday 20 July

Please also provide any special dietary
requirements

TICKETS INCLUDE:
CHRISTMAS STYLE LUNCH AND DESSERT
1 X ENTRY INTO THE LUCKY DOOR PRIZE
LIVE ENTERTAINMENT

Crowley Plaza Visits

A hive of activity, the Plaza is the place to be!

The Plaza and Barneys is the place to meet. While the weather is still warm take advantage of meeting outside in the beautiful sunshine.

So lovely to see so many families and friends outside in our gorgeous plaza manicured gardens and lawn.







Elder Abuse - It's Everyone's Business

Kelly Roberts
Clinical Manager (Nurse Practitioner)

World Elder Abuse Awareness Day on 15 June focuses on the need to protect the rights of older people.

Elder abuse is a problem; it exists in all countries, is preventable, but unfortunately is typically underreported.

Crowley Care has zero tolerance for any form of abuse directed towards older people, be it financial, psychological, intentional or unintentional neglect, physical, and / or sexual abuse.

At Crowley, we promote a staff culture of detecting, responding to and reporting abuse.

Elder abuse is not always obvious and can take many forms. It is defined as “a single or repeated act, or lack of appropriate action, occurring within any relationship, where there is an expectation of trust, which causes harm or distress to an older person” (World Health Organisation).

As a community and individually we can ensure older people live in safety, without fear of being hurt, exploited, or neglected, by watching out for signs of abuse and learning how to get help and report abuse.

Older people may fear they won't be believed if they are being abused. They may feel guilt or shame or that they are causing trouble. They may fear reprisal from the abuser or they feel responsible themselves for what is happening.

It's important the older person is respected and has:

- A safe environment to talk
- Assistance to understand their options
- Access to appropriate communication tools
- Access to a formal or informal advocate who can support them with their decisions

As an older person you can stay connected to family and friends, learn more about your rights, use professional services for support, and ensure your financial and legal affairs are in order.

“We all have the right to live free from abuse of any kind. Age or circumstance should have no bearing or effect on this basic right.”

If you have any concerns or issues of alleged or suspected abuse occurring you can contact:

- **The Ageing and Disability Helpline**
1800 628 221
- **Seniors Rights Service**
1800 424 079
- **Elder Abuse Helpline**
1300 651 192
- Your local doctor, or
- Call 000 or police services if the situation is urgent



International Nurses Day

Our nurses. Our future

We celebrated International Nurses Day on 12 May with a BBQ breakfast, pizza and coffee vouchers generously donated by Zarraffa's Coffee Ballina. We are so lucky to have such an amazing Crowley Team.









From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

How to use your air conditioner in winter

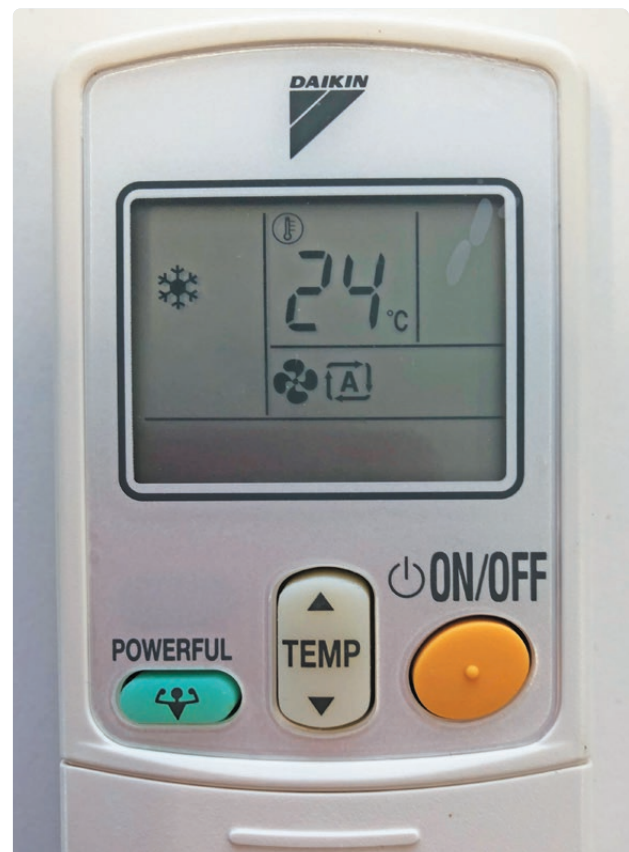
It's the time of year to change your air conditioner over to warm.

With the cooler weather here, it's time to change the mode of your air conditioner. Your air conditioner runs on two main modes - cool and heat.

In cool mode the air conditioner will cool your room. In heat mode, the air conditioner will heat your room by taking heat energy from outdoor air.

How to change to heat mode

1. To open the cover, slide the front lower section of the remote down. This is a cover that protects the buttons and features of the air conditioner.
2. Press the mode button until the image of the sun appears on the left of the screen. This indicates the has been changed from cool (the snowflake) to heat (the sun).



Bowel Cancer Awareness

June is Bowel Cancer Awareness Month - Bowel Cancer Australia's signature event to raise awareness of Australia's second deadliest cancer. During this time, funds are raised for the leading community-funded charity dedicated to prevention, early diagnosis, research, quality treatment and care, so everyone affected by bowel cancer can live their best life.

Each week, 300 Australians are diagnosed with bowel cancer (15,610 people a year). Bowel cancer claims the lives of 103 Australians every week

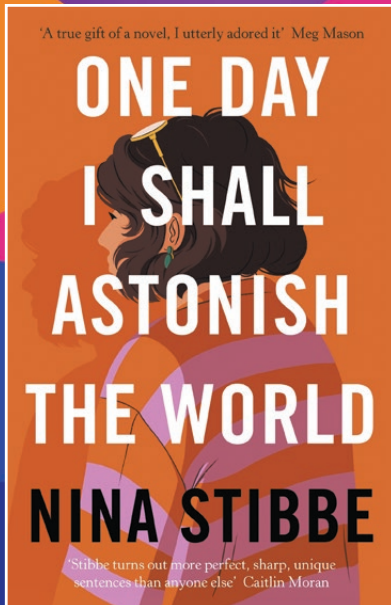
(5,354 people a year) - but it's one of the most treatable types of cancer when detected early.

While the risk of bowel cancer increases significantly with age, the disease doesn't discriminate, affecting people of all ages.

For more information or to get involved and show your support for Bowel Cancer Awareness Month, visit www.bowelcancerawarenessmonth2023.gofundraise.com.au to start fundraising or make a donation.

Book Club

One Day I Shall Astonish The World by Nina Stibbe



Our latest read was *One Day I Shall Astonish the World* by Nina Stibbe.

Susan and Norma have been best friends for years, at first thrust together by force of circumstances (through uni student jobs in a haberdashery shop) and then by force of character (neither particularly inclined to make friends with anyone else).

Now, thirty years later, faced with a husband seeking immortality, a daughter who is “challenging”, and Norma out of reach on a wave of professional glory, Susan begins to wonder whether she has made the right choices about life, love, work and, most importantly, friendship.

There are many books that examine the intricacies of friendship over decades, and most friendships are tested at various junctions in a personal life. However, the friendship of Susan and Norma was toxic.

Well, the author did not astonish us with her writing, at least in a positive way. This is the first time that the group unanimously agreed that it was not a pleasant read; some choosing not to finish it.

The author tried to be funny, with too many throwaway lines and her flippancy was extremely irritating. The rave reviews on the back cover gave a false sense that we were in for a great story!

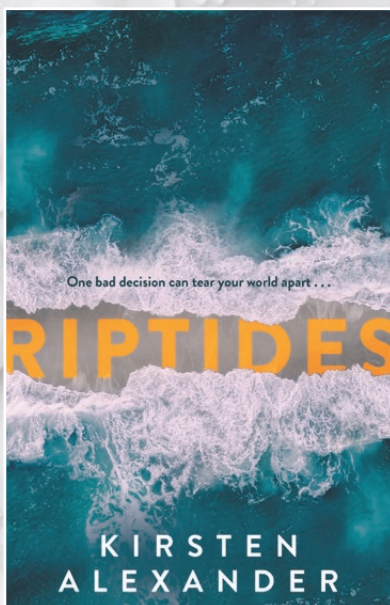
Let's hope our next read is more enjoyable. This month we will be reading *Riptide* by Kirsten Alexander, which is set in Queensland in 1974. It is a family drama about dreams, choices and consequences. It examines the fragility and strengths of family, the impact of our decisions, truth and lies.

Our next meeting is Thursday 15 June at 3pm. Everyone is welcome.

Until then...

Happy reading!

Marion



Independent Living (IL) Catch Ups

Again, this month we held many activities available for our IL residents to enjoy.

This month we added in pilates, yoga, dance lessons, story telling as well as our monthly shuttle bus, men's snooker, art / craft morning, Happy Hour and bingo.





Craft Corner

How to make a dream catcher

A dream catcher is a handmade object made by American Indians believed to give its owner good dreams. It is usually made with a willow hoop, on which a net is woven and then decorated with sacred items. This version is made with simple and recyclable material and is very easy for people with poor dexterity to participate in.

What you need

- Rings: soft plastic lids with the middle cut out or wire from coat hangers made into a ring or thin plastic tube (as thin as drinking straws) joined by masking tape
- Black, brown or red old T-Shirt
- Wool yarn - 12 ply - any bright colour
- Beads, feathers, pearls, ceramic beads
- Scissors



Instructions

1. With a sharp pair of scissors cut the T-shirt into one long thin strip, OR, cut approximately 2 metres of wool.
2. Wind T-shirt strip or wool yarn around ring until it is completely covered.

Make the web

3. Wind 2 metres of wool into a skein (ball).
4. Start the web: Working from left to right, thread the skein from the front, back over the ring and through the loop as in the photo. Make 6 or 8 stitches evenly dispersed around the ring.
5. Make a second layer by placing stitches between the ones of the previous layer.
6. Continue in this manner until a small hole remains in the center. As the circle becomes smaller you may thread the wool into a craft needle to make it easier.
7. Maintain tension as you progress, finishing with a small hole in the centre and making a knot.
8. Decorate as you please.
9. Tie a piece of wool into a loop for hanging.



Transitioning To A New Way of Living

Sherrie Viney
Home Care Manager

Crowley Care provides a range of aged care services including Independent Living accommodation, Home Care, Residential Care, and meal delivery services.

When considering the trajectory for aged care service needs, Home Care services generally precede the need for Residential Care services.

At Crowley we provide Home Care services that monitor and assess clients as they age at home, including monitoring someone's ability to live independently and safely.

When things change and a client's needs increase, as Case Managers, we offer support and raise suggested referrals, including alternative care and accommodation pathways such as Residential Care. Sometimes these are difficult decisions and discussions.

Home Care services are a fabulous support for those living at home with aged care related needs, who are independent or have live-in carers. Yet Home Care services have their limitations in that they are episodic and not 24 hours a day, seven days a week.

When a person's needs increase, due to a sudden health decline, recurrent hospital presentations, or the ageing process, this can be a very confronting time for everyone involved. This can be especially challenging for those family members who don't live close by, or those who have difficulty discussing the option of Residential Care with their ageing parent, and or for the live-in carer, feeling 'guilty' that they can no longer manage.

It can be a trying time, fraught with anxiety and fear about change and the unknown.

Most people wish to stay living at home and for some, there is an element of grief and loss when they need to transition to Residential Care. But, on the flip side, for some it can also be a new way of life and very reassuring that they have access to support, day and night.

Short term respite care in a residential facility is a great way to 'try before you buy', so that you can make a choice on a care setting that feels right for you, as every facility has its own culture.

Residential Care has so many positive aspects that most people are just not aware of and has changed so much over the decades.

Today, privacy, kindness and respect for individual choices are a standard expectation in the living environment.

As a resident you maintain your desired level of privacy and decide how much you wish to socialise. Your food preferences are acknowledged and a Care Plan is developed to guide and assist staff with the delivery of your care.

It's not just bingo either!

Performers, entertainers, guest speakers, intergenerational school visits, pet, music and art therapy and celebration of key calendar events are just a few of the Leisure and Lifestyle activities you can choose to tap into, on any day that suits you!

For the older person with a significant progressive visual impairment, you may need to consider entering Residential Care while you have enough eyesight, to interpret your new home surroundings.

Like all things in life, good planning, honest discussions, expressed and shared wishes are required when transitioning from home to Residential Care.

If you forecast the need for yourself or a family member needing the security and safety of Residential Care, it is advisable to contact us before a health crisis occurs.

If you are interested in contacting Crowley about respite, residential or permanent Residential Care, please give us a call on 1300 139 099.

Update from Maintenance

Winter ready

Albie Viel
Maintenance Manager

As winter arrives NSW Fire alerts us to the potential dangers.

In the Ballina area there were 40 fire responses in 2021-2022 financial year, down from 42 incidents the previous year and 95 in 2019-2020.

Coming into the winter months the State Fire Brigade advertise check lists for the public to consider best practices to reduce potential hazards.

In our village we reduce the risks by our Coordinator calling on residents and identifying hazards.

Residents can ask for assistance from their Home Care package to reduce the build-up of lint and the Maintenance department services smoke alarms.

Tips we can follow:

- When using a portable heater ensure items are kept away from the heater and that the lead does not become a trip hazard
- Don't overload power points and power boards. If possible, place power boards on their sides to prevent a build of lint in the unused power sockets, or purchase plugs that can be inserted in unused sockets
- Ensure your range hood and its filters have been cleaned
- Switch small appliance off at the wall before going to bed
- Remove the lint from the dryer each time it is used or ask your cleaning provider to remove the lint from the filter
- Ensure there is adequate air flow around the dryer. If purchasing a new dryer consider a condenser dryer that retains the moisture instead of the laundry becoming saturated in moisture

Coming into winter there are request for air conditioning checks:

- Air conditioning units to be set on winter mode at 24 degrees and auto fan
- To make better use of your air conditioning unit close the doors to rooms that don't need to be heated
- Ensure windows are closed to prevent the loss of warm air
- Independent Living units that face south, turn the air conditioning units on in the afternoon so less energy is used to warm a colder unit at night
- Turn the air conditioning off overnight
- If the remote screen is faded, replace the batteries



Our Fabulous Hotel Services Team

Tony Baldwin Hotel Services Manager

Our Hotel Services Team has 40 staff, and I am very proud how my team contributes to the care of our residents every day.

The team is a pleasure to lead and their roles are many and varied.

The team is highly versatile and are trained across service areas, allowing us to move staff to cover different areas as need must.

I lead the team with Judy as my second in charge.

Judy has been here at Crowley for more than 30 years and her services are a Crowley institution.

Within Hotel Services we have two key services areas, each with a number of arms.

Our **Catering** includes the kitchen - our meal services for Residential Care, our two cafés, and our mobile meal service - delivering delicious meals into people's homes.

In the kitchen we have two chefs, myself and Brad, and we have recently employed Tyla, a trainee working towards a Certificate III in Hospitality (Cookery).

Tania and Jodie serve and plate up our resident's meals each day ready for service.

Shelley, our Barney's café supervisor, has just completed a Bachelor of Food and Nutrition. We also have Cadie and Phoebe who work in the café and Residential Care meal service.

Our mobile meal service delivers meals in a custom-built van to Lismore, Alstonville, Goonellabah, Ballina, Lennox head, and Evans Head. Sarah, Tania and Jim share this responsibility.

The 'Ward' staff deliver the meals to residents in Residential Care and provide them with all their food and beverage requirements as well as keeping the dining rooms set (Tracey, Marg, Sue, Margaret, Georgia, Maree, Wendy, Nia and Jenny).



Our second major services is **Housekeeping**. This includes cleaning the facility, all common areas and buildings, and our IL cleaning service and laundry.

Housekeeping is exactly that - just like any home, the team keep the place clean and tidy.

These staff also take responsibility for the setup of functions and events (Tim, Andy, Di, Teppy, Gail, Marlene, Anne, Mel, Sudha and Sonia).

Our laundry staff run our onsite laundry, taking care of our residents clothing.

Mending, washing, drying, ironing and labelling as well as laundering all of the other items such as bed linen, towels, table clothes and tea towels we use in large numbers every day (Lyn, Viti, Greg, Peter, Malak and Carolina).

We have Dave and Richmond who receive the stores for the organisation and they distribute them to different departments of Crowley.

It's a great team and they do such amazing work behind the scenes each and every day.



Hotel Services News

Tony Baldwin
Hotel Services Manager

Mother’s Day Luncheon Success

It is great to have functions underway again.

Our annual Mother’s Day Luncheon for the Auxiliary was held recently and guests enjoyed great food and entertainment.

Entrée

Crispy cob loaf and olive tapenade

Main

Crispy skin salmon with miso glaze
 Chicken with lemon, thyme and cranberry sauce

Dessert

Chia panna cotta with lime and coconut jelly
 Orange brûlée with shaved chilli chocolate

Laundry procedures

As the cooler months are with us, warmer winter clothes are being worn and our summer clothes are being packed away. With this in mind, we ask that you please follow the procedure for the marking of clothes.












Please ensure all new clothing goes to Reception so we can add them into the laundry labelling system.

We often see a number of new clothing items come into Crowley at this time of year and it is very important to follow this system to ensure clothing is labelled appropriately.

A new document has been created on ‘How to Label Laundry’ and all staff will label clothing in exactly the same way for consistency and longevity of labelling.

New residents – all clothing is dropped at Reception for documenting and preparation for collection. Laundry staff collect the clothes and take them to the laundry where they are labelled with the resident’s information.

Existing residents – when additional clothing is bought in the process is the same. If Reception is closed clothing can be left with the Concierge staff.

How to Label Laundry			
Singlet. Place on back of singlet on outside left shoulder.		Skirts. On inside down middle right of seam	
Underwear. Place on back of underwear on outside left side (2cm in)		Long pants, track pants, shorts. On inside down middle right side of back seam.	
Bra. On the back of the loop part.		Socks. On the side, stretch sock slightly.	
Dresses, shirts, jumpers. On inside of back.		Hankie. Top left corner.	
*Stretch test all clothing. *Please write clearly in all laundry books. *Indicates which way the label is to go  or  .			



Slow Cooker Braised Steak and Onions

Add a beautiful, caramelised flavour to your classic beef dinner

Ingredients

- 1 tbsp olive oil
- 1kg whole topside roast, cut into 3cm-thick steaks
- 20g butter
- 2 brown onions, halved, thinly sliced
- 3 garlic cloves, thinly sliced
- 2 tbsp tomato paste
- 500ml (2 cups) chicken liquid stock
- 1 1/2 tbsp Worcestershire sauce
- 6 fresh thyme sprigs
- 3 dried bay leaves
- 1 1/2 tbsp cornflour
- 2 tbsp chopped fresh continental parsley, plus extra, to serve
- Mashed potato, to serve (optional)

Instructions

Heat the oil in a large frying pan over high heat. Cook the steaks, in 2 batches, for 3 minutes each side or until browned. Transfer to the slow cooker.

Add the butter to the pan. Cook until foaming. Add the onions. Reduce heat to medium-low and cook, stirring often, for 10 minutes or until browned and tender. Add the garlic and cook, stirring, for 1 minute or until aromatic.

Add the tomato paste to the frying pan and cook, stirring, for 1 minute. Add the stock, Worcestershire sauce, thyme and bay leaves. Bring to a simmer. Pour over the steaks in the slow cooker. Cover and cook on high for 5 hours or until beef is tender.

Combine the cornflour with 2 tbsp water. Add to the slow cooker. Cook for 20 minutes or until the liquid has thickened. Season. Stir through the parsley.

Sprinkle with extra parsley. Serve with mashed potato.

Serves 6





Recipe from [taste.com.au](https://www.taste.com.au)

Serves 4

Hearty French Chicken Soup

A flavourful soup high in fibre to keep you full this winter

Ingredients

- 1 tbsp extra virgin olive oil
- 4 chicken thigh fillets, trimmed
- 1 brown onion, halved, sliced
- 3 carrots, halved, thickly sliced diagonally
- 2 celery stalks, thickly sliced diagonally
- 3 garlic cloves, thinly sliced
- 1 dried bay leaf
- 3 sprigs fresh thyme
- 1/3 cup dry white wine
- 1 litre chicken liquid stock
- 500g potato, peeled, cut into chunks
- Roughly chopped fresh flat-leaf parsley leaves, to serve
- Toasted sliced baguette, to serve

Instructions

Heat oil in a large saucepan over high heat. Season chicken with salt and pepper. Add chicken to pan. Cook for 4 minutes each side or until browned. Transfer to a plate.

Add onion, carrot, celery, garlic, bay leaf and thyme to pan. Reduce heat to medium. Cook, stirring occasionally, for 6 minutes or until well browned. Add wine. Cook, scraping up brown bits from base of pan, for 1 minute. Return chicken to pan with stock and potato. Stir to combine. Bring to the boil. Reduce heat to medium. Simmer, covered, for 30 minutes or until vegetables are tender and chicken is cooked.

Using tongs, transfer chicken to a board. Using 2 forks, roughly shred chicken. Remove and discard bay leaf and thyme.

Return chicken to pan. Simmer for 2 minutes. Sprinkle with parsley. Serve with toasted sliced baguette.



AEC

Australian Electoral Commission

VOTING: Is your family member still enrolled to vote?

IN THE LEAD UP TO THE 2023 AUSTRALIAN INDIGENOUS VOICE REFERENDUM VOTE . . .

Please ensure that your family member's enrolment details are up to date.

If you wish to have your family member's name taken off the Electoral Roll, please contact Crowley Reception on 1300 139 099 for more details.



STATE OF ORIGIN DRESS UP DAYS

CALLING ALL RESIDENTS & STAFF!

Get in the spirit of origin by dressing up in your team colours each origin game!

Game 1 - Wednesday 31 May
Game 2 - Wednesday 21 June
Game 3 - Wednesday 12 July

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Shelley (Shell)
Residential Care



Wendy
Residential Care



Hollie-Anne
Residential Care



Benjamin
Residential Care



James (Jim)
Hotel Services

Focus on Quality

Outbreak Management Plan and PPE

Michelle Golding
Quality Manager

Our Outbreak Management 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.

Crowley's Outbreak Management Plan is a live document updated regularly. We monitor advice and update the Plan taking into account the latest developments and directions from the Local Health, Public Health and Department of Health authorities.

One element of our Outbreak Management Plan that the Quality Team coordinates is PPE (Personal Protective Equipment). This refers to masks (surgical and N945), gloves, goggles, face shields, gowns, and sanitiser.

Our Infection Control Leads Kelli Roberts and Alvin Singh monitor and support adherence to PPE protocols throughout our facility.

Since COVID-19 pandemic evolved and progressed back in 2020 we have continued to do the following:

Stock control


- Undertake regular stock takes on daily and weekly basis
- Warehouse setup for PPE
- Maintain critical stock levels
- Weekly allocations to each wing
- Develop and restock PPE trolleys for each wing
- Researched and identified different sources of PPE to regular suppliers to maintain stock levels

Staff education


- Infection Control session at Mandatory Training
- Infection Control Handbook and Workbook
- PPE Interactive games at Mandatory Training
- Handwashing assessments





Documentation / signage

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



PPE Level



Hand Hygiene 	Face Mask in Resident Rooms Surgical or N95/P2  
Gloves for resident contact 	

Tips To Stay Warm This Winter

René Lange
Risk Manager

There is no escaping it. Keeping warm this winter is going to be a little more expensive than previous years.

Luckily there are some effective ways to keep warm while saving energy, and money.

Layer up

Wearing lots of layers, rather than one thick piece of clothing, is a better way to keep warm in winter. Clothing made from wool, cotton or fleecy fabrics are particularly good at keeping you warm.

Keep draughts out and heat in

Heating your home can be expensive so it's important to try to keep the warm air inside. Try to block any areas where cold draughts can make their way in. Check your door and window seals are in good repair.

Let the sunlight in

Keep curtains and blinds open during the day to let the winter sunshine in to warm your home. Close them just before dark to avoid losing any heat.

Be clever with heating

Running a heater can be expensive. To save money keep any unused rooms closed and only heat the rooms you spend most time in such as your bedroom and living room.

Make warming food and drinks

Eat a hearty warming meal. Soups, stews and casseroles will warm you up and can be relatively cost effective.

Get moving

Move around as much as you can to boost your circulation. Getting up and moving every hour will help to keep you warm.

Check your heater and electric blanket

Be sure to check electric blankets and heaters before use and remember to keep everything a safe distance (1 metre) from heaters. Never place clothing or other items on heaters to dry.



Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care family

- I want to thank you for the kindness and friendship you gave mum during her time in Crowley. I know Mum thought a lot of you all. She would say “they are lovely ladies”.
- It is with deep sadness that my family and I wish to let you know of the passing of our Mum. She was a beautiful loving and caring Mum and we are blessed to have had her in our lives for so long. We know she was very loved there at Crowley as she would tell us how happy she was there and about all her lovely friends. Thank you so much for your kindness, love and support in looking after our Mum. It was truly appreciated.
- What a great job you are all doing. Thank you.
- Thanks Michael and staff for your dedicated response to our loved ones. We appreciate your total care and concern. Best wishes.
- Great news. Thanks to everyone for their diligent work effort to protect our loved ones. Cheers and thanks again.
- This is good news. Thanks for the full information regarding the case numbers - it's reassuring.

Home Care client

- Essie goes to beyond to assist her, she is wonderful and really appreciates all that she does.

Staff member

- Thank you for the lovely bunch of flowers that I received yesterday for our new baby girl.

Contractor

- Consumer Experience Team - It was lovely to visit your lovely facility today and speak with some of your wonderful residents.

Independent Living residents

- Thank you to all the wonderful people who have contributed to making St Pauls Close such a clean space with decorative (beautiful art work) cushions and flowers to match. The beauty lightens up our day. To top it off our much-loved potted garden plants - thanks to Fay and others who keep looking after them. Thanks to all who listen and help us. St Pauls Close has never ever looked so good. Congratulations to all who contribute. All is “bright and beautiful”.
- Thank you all for 90th birthday wishes and beautiful flowers. A lovely surprise!



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!

- 1. Fill** in a Feedback Card and place it in the Feedback Boxes located at Reception, Banksia Dining Room and the Front Entry, or
- 2. Send** us an email to info@crowley.org.au, or
- 3. Call** us on 1300 139 099

Winter Wonderland Word Search

Cosy up with this winter themed word search

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

Chill

Hot chocolate

Jack Frost

Polar bear

Snowball

Cold

Ice skating

Jumper

Scarf

Snowflakes

Fireplace

Icicles

Magic

Sledding

Snowman

Frost

Igloo

Penguins

Snow

Wonderland

Mother's Day Quiz

Check your answers for last month's feature puzzle! Did you get them all?

1 Which mother is famous for fairy tales?

Mother Goose

2 Who had so many children she didn't know what to do?

The old woman who lived in a shoe

3 Who lived in a cupboard?

Old mother Hubbard

4 What is the name of Prince William and Prince Harry's mother?

Diana

5 Tied to his mother's
(*reluctant to be independent*)

Apron strings

6 Latin for 'mother'

Mater

7 A preserved Egyptian?

Mummy

8 What mother would you find in an oyster?

Mother of pearl

9 The most popular Mother's Day gift?

Flowers

10 In which movie is there a computer named "Mother"?

a. Alien

b. Avatar

c. Blade Runner

11 Necessity is?

The mother of invention

12 Mum's the
(*I won't say anything*)

Word

13 What is Nacre?

Mother of pearl

14 Which TV mother is spooky, quirky, and mysterious?

Morticia Addams

15 What type of animals have young that are carried in their mothers' pouch?

Marsupials

16 Who wanted to kill Snow White?

Her evil step mother

17 Who was the mother of Liza Minelli?

Judy Garland

18 A only a mother could love

Face

19 Which mother holds the power of the world?

Mother Nature

20 What is the record number of births from one mother?

a. 23

b. 45

c. 69

Puzzles pack a punch! Not only are they fun, but they also help to exercise our brains. Try your hand at the feature puzzle on page __, and be sure to come back for next month's Chatterbox to find the solution, like these answers for the May edition.

Round the Traps

Birthday celebrations

We love a celebration at Crowley and what better way to celebrate than with a birthday – who doesn't love cake!



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Website
www.crowley.org.au

Crowley Facebook
www.facebook.com/CrowleyCare

Emergency
(Fire, police, ambulance)
000

Ballina District Hospital
6620 6400

St Francis Xavier Parish
6681 1048

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.