

the chatterbox

NEWS FROM CROWLEY CARE

MARCH 2021



Contents

- 03 A Moment with our CEO**
Catch up with Michael Penhey on life at Crowley
- 04 Pastoral Care from our Parish**
Words from Fr Peter and Fr Anselm
- 05 Catch Up with Kelli**
Discover more about Crowley's operations
- 08 Last Month at Crowley**
Get the latest gossip on the goings on
- 12 Residential Care News**
Behind the nurses station at Crowley
- 14 Independent Living News**
What's been happening in the village
- 20 Home Care News**
Out and about with the team in pink
- 24 Maintenance News**
An update from the team
- 25 Hotel Services News**
What the team has been up to
- 26 Recipes from the Chef**
Delicious and fresh treats to enjoy
- 30 Crowley Connections**
Meet members of the Crowley team
- 32 Organisational News**
News from behind the scenes of Crowley
- 36 Feedback and Comments**
Compliments and recommendations from you
- 39 Games Corner**
Try your hand at these mind melting quizzes!

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Cover photo
Judy getting ready to bowl over the competition!



A Moment with our CEO

Hello everyone,

When it happened it happened very quickly and our community responded! I'm referring to our Residential Care residents being amongst the first in our community to receive the COVID-19 Pfizer vaccine under the national roll-out strategy. As many of you are aware we received short notice from the Government about the vaccination and Team Crowley swung into action magnificently.

So a very big thank you to our residents, families and staff who stepped up. We fully support the vaccine program because all the official advice says it is the best way to keep our community safe. We know that people who have a COVID-19 vaccination have a much lower chance of getting sick from COVID-19. A second dose is required over the coming weeks and we will inform you as soon as we have the information to hand. In the coming weeks our staff will also have the opportunity to be vaccinated.

By the time this edition of Chatterbox is published the long awaited Royal Commission into Aged Care Quality and Safety will have handed down its final report. The Commission looked at the quality and safety of residential and in-home aged care and the extent to which services meet peoples' needs. It is a watershed moment and I firmly believe these are exciting times for the aged care industry. I say that because we have a unique opportunity to catapult aged care in Australia to world class standards. And I want Crowley to be at the forefront delivering even better care for our community.



To support the reforms needed in aged care our key industry body The Australian Aged Care Collaboration is encouraging all Australians to do their part by making sure there is the political will to make the changes needed. You can read more about how you can personally support this endeavour by going to www.careaboutagedcare.org.au/. It is a very worthwhile campaign.



Michael Penhey
Chief Executive Officer

Pastoral Care from our Parish

Fr Peter and Fr Anselm

World Day of the Sick

World Day of the Sick is a day marked to ensure the sick, and those that care for them, are in our thoughts and prayers.

On Thursday 11 February, our CEO, Michael wore the #WDOS blue pin in recognition of this day, and shared a few laughs with our residents.

#worlddayofthesick

Farewell Sr Kathryn

The time has come for Sr Kathryn to say goodbye to our Parish. Sr Kathryn's Congregation, the Sisters of St Joseph, have called her to a new ministry in the Parish of the St Patrick's at West Tamworth.

Sr Kathryn has had a dual ministry as Parish Pastoral Associate and Aboriginal Catholic Ministry for 20 years in this Parish and Diocese. In that time she has enjoyed many friendships. Sr Kathryn is sad to leave our community.

We thank Sr Kathryn sincerely for her 20 years of service to our Parish and may she be assured of our prayers as she continues her journey following in the steps of St Mary of the Cross.

Congratulations Most Reverend Geoffrey Jarrett

A special congratulations to Most Revd Geoffrey Jarrett, 5th Bishop of Lismore on celebrating 50 years as a priest and twenty years as a Bishop.

The Jubilee Mass was celebrated at St Carthage's Cathedral, Lismore on 22 February.



Bishop Greg's Lenten Talks

Bishop Greg Homeming's Lenten talks will be held in the Cathedral and live streamed on the Diocese of Lismore YouTube channel on the following Tuesday nights:

Tuesday 2 March

Tuesday 9 March

Tuesday 16 March

Bishop Greg will begin at 6.00pm and finish by 7.00pm. This year's topic will be 'Reflection on COVID-19.'

You can find Bishop Greg's Lenten talks at www.youtube.com/c/LismoreDioceseAU

Catch Up with Kelli

Kelli Potts

Executive Manager Operations and Finance

Crowley responds quickly to vaccine rollout

It can't be denied 2020 was the year the COVID-19 pandemic changed our lives. That and the global race to create a vaccine.

Now, just two months into 2021, and unbelievably a little over 12 months since the first case in Australia, we have access to a vaccine. And as promised, in February the rollout of the vaccine commenced with Phase 1 which includes Aged Care staff and residents.

The federal government contracted the vaccine rollout to Healthcare Australia who send their teams of qualified staff to work with aged care providers delivering the vaccination to residential care residents. Crowley received notification in mid-February that we had been scheduled for a visit to administer the first dose within two weeks. Eventually the dates were set at the 25th and 26th of February.

As with most things throughout the pandemic we have had to respond quickly with limited information and notice, and this time was no different. The HCA team were coming and they had two days to vaccinate the residents of the entire facility.

A Crowley Vaccination Program Taskforce was formed and promptly set about making all the arrangements for the HCA team visit, including contacting every resident, families and GPs to obtain consent. A clinic space and post vaccination monitoring areas were created, communications sent, staff redeployed and allocated tasks to assist residents and support the HCA team.

A big thank you to the Taskforce for all their efforts in ensuring a smooth high quality rollout. And to all our other teams who played a vital support role in caring for our residents and families throughout the process. And of course thank you to the families and our amazing residents for their prompt responses and overwhelming support.

We have been advised the second dose is to be administered three weeks after the first. We will wait to hear from HCA when they schedule their second visit and let everyone know as soon as we have confirmation.



COVID-19
VACCINATION

Safe. Effective. Free.

Gardenia Room Re-Opens After Receiving Make-Over

Pania Howe
Project Officer

Due to the COVID-19 restrictions placed on gatherings and movement, some of our Independent Living communal spaces have unfortunately been closed to our IL residents. As always, we saw the silver lining of the closure period. The 'extra time' presented us with the perfect opportunity to refurbish one of these spaces.

The Gardenia Room has been a place of gathering for many years seeing footy lovers gather to watch the AFL on the big screen, lunches shared between friends, happy hour drinks, and quiet Sunday morning catch-ups to read the paper.

With the easing of restrictions and completion of the refurbishment, we are very pleased to re-open the Gardenia Room for our wonderful IL residents. The room has received a coat of paint, new carpet, ceiling tiles and blinds. The furniture is custom made and designed specifically for our residents, with social gatherings and comfort in mind. The dark wood and leather furniture, combined with the greens and teals in the fabric choices create a warm and welcoming environment, perfect to relax in and enjoy each other's company.

IL residents were invited to the re-opening of the Gardenia Room where we celebrated in style with a glass of bubbles, nibbles and friends to mark the occasion.





Out and About

Here at Crowley our calendars are always packed with exciting activities. From painting to storytelling, music groups and quiet strolls, there's something going on that's perfect for everyone. And our residents have been busy during the last month! Here are some highlights:



What a great place to spend the morning having coffee and for Vera to receive a beautiful piece of art work.



It was hearts all around during Valentine's Day. Residents Grace and Larelle got crafty with the Leisure team using fancy shaving cream as a component of craft work but they turned out awesome!



Wow Sybil your hat is a show stopper, how nice it was to feel the fresh breeze and pick some pretty geraniums for your room. Of course we couldn't go past the jewellery catalogue. Sybil just loves her glamour.



Happy Birthday to Heather. Wow your cake looks delicious. We all hope you had a wonderful day.



Joan heading out for her daily walk around the plaza, always a good place to meet and greet.



Isn't it wonderful to see the Chapel filled with love and friends again? The residents' coming together in faith and prayer.



Bingo anyone? If you don't know Jeff, he loves his bingo and the company even more. Good luck fellas.



Anne trying her luck at quoits.



Shake rattle and roll - Connie participating in a morning of music.

Australia Day Celebrations

Our Crowley traditions for Australia Day continue. Our residents loved the smell of their fresh cooked damper, generously smothered in “Cocky’s Joy”. Some residents had commented it had been years since they experienced hot damper and a cuppa, but this was just the beginning.

We laughed, cooed and even let out a few kookaburra calls. There were minties, vegemite sandwiches and lamingtons, and let’s not forget the fairy bread which was a super hit with some reminiscing back to childhood and birthday parties. Australia Day at Crowley is such a lovely coming together and opportunity to be able to celebrate this wonderful country we love and live in. This year the theme was the outback, we sang all-time favourite songs together and if you were tuckered out, you could always crawl up in the swag next to the campfire.

The yabbee racing was a hit! It was followed by the usual rivalry of the boomerang throwing, pin the tail on Skippy and the best cooee. Thank you to all our amazing residents for helping the staff enjoy such an amazing day.



The lovely Helen and Nan upfront celebrating in style after sampling some damper.



Kookaburra sits in the old gum tree... Syd keeping the ladies in tune while they sing along to “Home among the Gumtrees”.



David and Joy were in the spirit, bonding over their love of lamingtons. Yum!

The “Co-Incidental” Story of Joan Leach and Marie Myers

**Told by Joan and Marie to Kelly Roberts,
Clinical Manager (Nurse Practitioner)**

Once upon a time in Sydney, in the early 1950's, there was a lovely Priest who felt there needed to be a social connection for singles who belonged to the Catholic Church. The 'Singles Club' was created for men and women to meet in a socially safe and likeminded environment.

Marie: "I joined the club in 1952 and then Joan in 1954."

Joan: "I joined St Ursula's convent, Ashbury, when I was 16 years old. I became a Nun and a secondary High School teacher and loved doing this for nearly 8 years. Then I joined the singles Club in Sydney."

Marie: "There was a two-year waiting list for the 'Singles Club'. You could only join if you were single. Once you married, you had to leave the club. The Priest ensured there was always an exact split of males and females so that no-one was left out."

As this was post the second world war, there would have been a scarcity of eligible men, so the idea of a singles club took off.

John Leach joined the 'Singles Club' before Joan or I did. He worked at David Jones as a Floor Walker. For those who don't remember what they did, floor walkers went around helping customers find what they needed. Joan needed a pair of shoes and John helped her to find the right pair. Joan and John married in 1955 and Joan asked me (Marie) to be her bridesmaid.

We stayed in touch over the years and I'd heard she moved into a retirement village near Coffs Harbour. I moved to Bangalow to be near to my family and later saw a death notice for John Leach in the local paper. I phoned Crowley and was told they could not give out any information, even though this was 12-15 years ago. I tracked Joan down and found she was living in Crowley Village where I had had my name down for many years. I moved into the Village in 2000 and we found we were, after all this time, neighbours.

In May 2018, Joan moved from the Village into Serpentine, as a permanent resident. I followed in June 2018 and to my surprise, found Joan again, three doors up from me. Here we are neighbours again at last!

What a lovely history of connections from two long-term Crowley family members. Thank you for sharing your stories and photos with us.





Marie, Joan and Mary (Joan's sister).

From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Get your Seniors Travel Card

Have you applied or reapplied for your Regional Seniors Travel Card? The Card is available for a two-year trial period (2020-2021). Eligible seniors can apply for a card in 2020 and for another card in 2021.

Keeping with the latest COVID-19 health advice, it is strongly advised you apply for your Card online at www.service.nsw.gov.au or by phoning 13 77 88, rather than visiting your Service Centre.

Our local Service Centre staff have been helpful to our residents/seniors as they apply or reapply for their Regional Seniors Travel Card.

Applications for 2020 (year one) closed on 30 November 2020. Applications for 2021 (year two) opened on 18 January 2021 and will close on 30 November 2021.

The Regional Seniors Travel Card provides eligible seniors living in regional, rural and remote areas of NSW with a \$250 prepaid card to help ease the cost of travel. You can use the card at certain retailers to pay for pre-booked NSW Trainlink Regional trains and coaches, fuel and taxis.

The card will be sent to you first by mail then you will receive another letter with the pin within two to four weeks. You'll need to activate your card before you can use it. The travel card is valid for 14 months from the date the card is issued. The expiry date is on the front of the card.

Who is Eligible?

Those receiving any of the following:

- The Services Australia (formerly known as The Department of Human Services) Age Pension, or
- A Commonwealth Seniors Health Card Holder, or
- Department of Veterans' Affairs
Age Pension
Service Pension
Disability Pension under the Veterans' Entitlements Act 1986
War Widow(er) Pension
- Live in a designated regional area of NSW outside of Sydney, Newcastle and Wollongong

For more information on the Regional Seniors Travel Card visit www.service.nsw.gov.au or phone 13 7788.



Reminder: Skip Bin

The Skip Bin will be available behind the Men's Shed during the month of March for you to dispose of broken or unwanted goods. Remember NO WHITE GOODS (fridges/microwaves/washing machines/dryers).

Footy Tipping

It's not too late to join your fellow Crowley residents in the 2021 NRL season. All you have to do is contact the Customer Service Team on 1300 139 099 to sign up.

Safety and Security for Peace of Mind

David Crosby
Customer Service Manager

Our new and existing residents have consistently provided Crowley with feedback that safety and security for peace of mind was a large motivator behind their decision to move to Crowley Independent Living. We understand this is important to you, so we continue to review, update and refresh all aspects of our village systems and procedures that support that feeling of being safe and secure.

Our first major project was replacing our village emergency system with INS LIFEGUARD. This has dramatically improved the response time to situations, with residents speaking to a Registered Nurse within seconds of alarm, improved information sharing with responding emergency services, and timely accurate follow up with families.

Crowley has installed in every residence in our village an Emergency Evacuation Diagram and identification of the nearest Emergency Assembly Area. Annual village evacuation exercises are carried out to keep staff well trained and provide regular practice for our residents.

Recently Crowley undertook a review of our Independent Living Resident Emergency Booklet. We have re-designed the booklet for easy reference, and to provide current emergency information. This will be rolled out to all village residents in the coming weeks.

We have installed key safes to every dwelling, as a solution to facilitate easy access should a resident misplace their keys. Both village lighting and frequent random nightly security patrols also play their part for Crowley to continue to provide that safe and secure feeling.

These measures ensure Crowley is compliant with the most current Retirement Village Regulations as an operator and to keep our residents safe.



An Afternoon at the Movies

Collateral Beauty

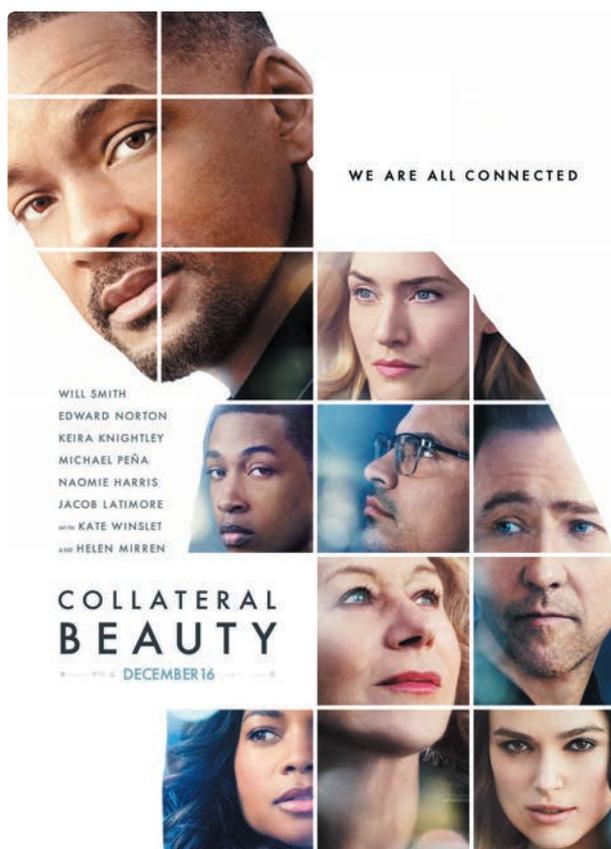
IL monthly movie screening has recommenced. Come along to watch the big screen in the Education Centre for a small cost.

A selection of kiosk goodies, lollies and chips available to be purchased prior to the movie starting.

Hand sanitising and social distancing seating will apply. Booking essential at Reception.

Movie: Collateral Beauty
Genre: Fantasy, drama
Rating: M
Released: 2016
Directed By: David Frankel
Written By: Allan Loeb
Starring: Will Smith, Keira Knightley, Kate Winslet, Edward Norton, Helen Mirren, Michael Peña, Naomi Harris, Jacob Latimore
Duration: 1 hour, 37 minutes

Howard Inlet, an advertising executive, becomes depressed post the tragic death of his young daughter, Olivia. Howard spends his time alone, rarely sleeping or eating, and at the office, building domino chains and structures. His business partners hire actors to prove his mental illness and take over his company.



Crowley Screening

Movie: Collateral Beauty
When: Wednesday 10 March
Where: Crowley Education Centre Room 2 (upstairs)
Time: 1.00pm
Cost: \$2.00
RSVP: To Crowley Reception by Monday 8 March

Book Club

Welcome back to the Book Club after a twelve month break!

Members have suggested some good reads from the last twelve months... some may appeal to you.

“Penguin Bloom-The Odd Little Bird Who Saved a Family” is an extraordinary true story full of hope and courage, featuring Cameron Bloom’s exceptional photographs and a captivating narrative by New York Times bestselling author Bradley Trevor Greive. Incredibly, one of the nine magpies trained for the film version came from Crowley! (Available in Ballina Library)

“A Little Life” by Hanya Yanagihara is an astonishing, challenging, upsetting and profoundly moving book. It is an epic about love and friendship that goes into some of the darkest places that fiction has ever travelled... and then improbably breaks through the light. (Crowley Library)

“Vesper Flights” by Helen Macdonald is a delightful eloquently written diverse collection of 40 essays chronicling the author’s many encounters with the natural world, particularly with birds- but also ants, mushrooms, wild boar, hares, swans and deer. These thought pieces can be enjoyed again and again. (Ballina Library)

“Dingo” by Henry G Lamond is yet another nature-based story. A dingo hunter discovers a dingo pup with distinctive white ears. The story follows the life of the dingo and its offspring. You are drawn into the story through the dingo’s supposed thoughts and the colourful descriptions of Australian countryside. (Crowley Library)

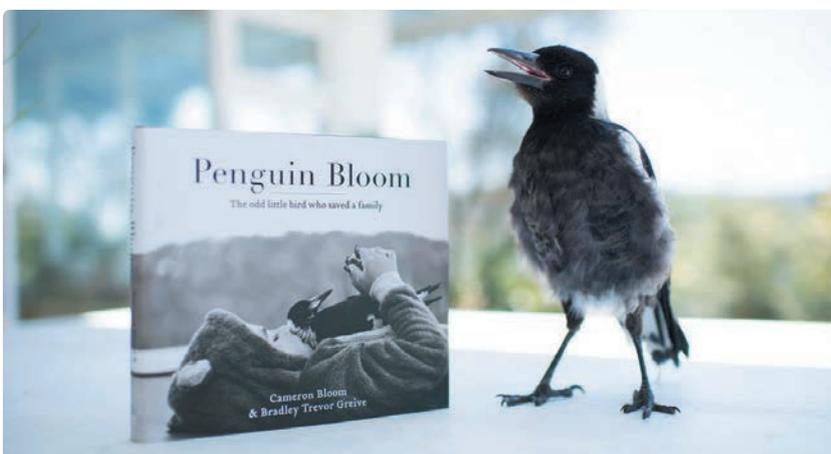
“Where the Crawdads Sing” by Delia Owens is set in the North Carolina marshes and the author juxtaposes an exquisite ode to the natural world against a profound coming of age story and haunting mystery. (Ballina Library)

“Nightingale” by Kristin Hannah captures the epic drama of WWII through the lives of two sisters who follow two completely different paths. It celebrates the resilience of the human spirit and the durability of women. (Crowley Library)

Our next meeting is on 18 March when we will discuss “The Vanishing Half” by Brit Bennett.

Happy reading!

Marion.



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

11 MEN'S BBQ

When: Thursday 25 March

Time: 12.00pm

Where: Activity Centre BBQ Area

BYO: Drinks

RSVP: By 22 March to Reception
Essential for catering

COVID ETIQUETTE APPLIES

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

Limited 10 people per table. Bookings essential at Reception.

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

QR Code Check-in



SILLY SOCKS & HAT DRESS-UP DAY!

Friday 26th March

ALL STAFF AND RESIDENTS ARE INVITED TO DRESS-UP IN YOUR SILLIEST SOCKS & HAT.



What Can You Buy With Your Home Care Package?

Sherrie Viney
Home Care Manager

Home Care Packages (HCP) are one of the services provided by Crowley's Home Care Service.

Crowley Home Care Package clients are provided with government funding to purchase goods and services for themselves related to their care needs and goals. Services and purchases are permissible if they are directly related to your assessed health and care needs and may include:

- Personal services – including assistance with personal care such as showering, dressing, mobility and toileting
- Support with nutrition – assistance with meal preparation and eating utensils
- Continence management – assistance with aids, commodes, and catheter care
- Mobility and dexterity – rehabilitation aids such as walking frames, pressure relieving mattresses, lifters
- Nursing and allied health services – including podiatry exercise physiology, physiotherapy, occupational therapy
- Transport and personal assistance – getting out and about with an escort to appointments and events
- Management of skin integrity – assistance with skin moisturisers and wound dressings
- Assistive technology – including devices that assist with personal safety, mobility and communication
- Aids and equipment – including products to assist you to perform activities of daily living

Home care funds are not personal savings and cannot be used as a general source of income for items including:

- Day to day bills and food
- Mortgage payments and rent
- Payment of Home Care fees
- Home modifications not related to your care
- Travel and accommodation
- Entertainment and gambling activities, or
- Payment for services and items covered by Medicare benefits or the pharmaceutical benefits scheme.

It is a requirement that you contact a Client Case Officer prior to any purchases to check that your purchase is claimable and the status of your available funds.

At Crowley, there are several ways we can reimburse your purchases – it is your choice.

You can either:

1. Pay for the products or goods yourself and submit a receipt to Crowley for reimbursement.

OR

2. You may have your chosen provider invoice Crowley Care, but they **MUST** also note your name as a reference on the invoice. Crowley finance team will pay on your behalf from your Home Care packaged funds.

Focus on Home Care Office

Bridget Challis **Human Resource Manager**

This month we focus on the Home Care office at Crowley.

Led by long time Crowley employee, Sherrie Viney as the Home Care Manager. Sherrie is a Registered Nurse with a Diploma of Management.

The Home Care Clinical Coordinator is Donna Kennedy. Donna is a Registered Nurse who joined Crowley from our sister facility St. Joseph's in Lismore just over three years ago.

Sherrie and Donna are joined in the Home Care office by the Client Case Officers, Monique and Rhonda. Monique has been at Crowley for just over four years and has over that time grown her skills as a Case Officer, representing Crowley and developing relationships in the community. Rhonda joined the team in January and is settling in well. Rhonda is an experienced Case Officer in the disability sector and is relishing the new challenge in aged care with Crowley.

If you are thinking of Home Care services or have any Home Care related questions or wish to find out information, please do not hesitate to contact the team.



Donna, Monique, Sherrie and Rhonda.

Home Care Client Profile

Zelma Phillips

I was born in Arncliffe in Sydney.

When I was a child Mum and Dad moved a couple of times. We lived in Tamarama. I also lived in the Maroubra area. I went to Coogee school and attended Girl Guides in Hunters Hill.

Unlike today, I remember in that era you could walk freely and safely as a young girl. It was important to feel safe as I would walk home in the dark some days.

I had a brother who was nine years older than me and a sister, twelve years older. I felt like I was an only child at home because my siblings, being a lot older than me, went off to work. My sister lived a long life, passing away at age 97. We became such good friends.

When I left school I worked as a dental nurse in Lane Cove. I then worked in the office at the dental laboratories.

I met my husband Alf in Lane Cove and we married when I was 18. I had my first child Stephen at 22 and then my daughter Helen two years later. My children went to school in Ryde.

I have five grandchildren and nine great grandchildren. One of my great grandson's is 20 years of age and is now in the army.

My family life started in Dee Why where we built a one-bedroom house just after the war. Building materials were scarce, and I remember it being interesting times. We couldn't even buy a bath, so we built one from tiles. The house still stands today.

My interests have been varied and include regular morning tea with my friends twice a week. I've learnt line dancing and ceramic crafts. My passion is my family.



One good decision I have made in my life is getting married and having a family. That has been a guiding post in my life.

The other good decision was moving into Crowley. It has given me another direction and made a big difference to me at the end of my life. My husband Alf lived here with me for five years before he passed away. We enjoyed boating and we had a caravan at Yamba which we would visit four to five times a year.

I have so many favourite memories in my life.

My favourite food at the moment is Vietnamese food and chocolate coated honeycomb.

International Women's Day 2021

Monday 8 March

Let's all choose to challenge

A challenged world is an alert world.
Individually, we're all responsible for our own
thoughts and actions - all day, every day.

We can all choose to challenge and call out
inequality. We can all choose to seek out and
celebrate women's achievements. Collectively,
we can all help create an inclusive world.

From challenge comes change, so let's all
choose to challenge.

Visit www.internationalwomensday.com for
information, resources, events and for ways
you can get involved.

#ChooseToChallenge #IWD2021

Happy Plants

Albie Viel Maintenance Manager

February was the month to replot plants around the staff room and coffee van. These plants are subjected to full sun and trying conditions.

The plants were root bound, so the process was to thin the plants. The potting mix used was made from a professionally formulated recipe from a local landscape supplier.

A tablespoon of slow release fertiliser containing nitrogen was added away from the base of the plant as excess fertiliser alters the soil, creating too high a salt concentration and this can hurt beneficial soil microorganisms. If potted plant soil is dry and plants are looking a little droopy, water the plants then after a few hours, add the fertiliser. It is also very easy to burn plants when using synthetic fertilisers than natural organic fertilisers. Fertilisers are added every six months.

In the potting mix water crystals were added to increase the water holding capacity of the soil absorbing the water. Water crystals are hydrogels – small chunks of crystal which are manmade water absorbing polymers. Crystals can weigh from 300 to 400 times their weight. The liquid from the crystals is then released gradually into the soil. Crystals can last up to three years.

Once watered, tea tree mulch was used to cover the soil from drying out. A fungi from older parts of the mulch pile was added to the pots. This natural bacteria and fungi produce enzymes that break down, releasing nutrients.

A well fed plant is a happy plant.



Personalised Meal Orders – A Better System

Tony Baldwin
Hotel Services Manager

Very soon you will notice something different about how we take meal orders in Crowley Residential Care.

In 2020 we announced the planning and implementation of ChefMax, our new state of the art food services management system.

Since then, the Crowley Hotel Services team and I have been busily populating the system with everything needed to identify and serve each resident based on individual preferences, dietary and nutritional requirements.

ChefMax is a software system that electronically records, tracks and manages residents' individual dietary requirements, allergies, preferences and meal choices. It's a great leap forward.

Specifically designed for healthcare and aged care industries ChefMax is currently in use in

numerous hospitals and aged care facilities around Australia, including our own St Vincent's Private Hospital and St Josephs Aged Care in Lismore.

For residents of Crowley, ChefMax will provide more personalised information, making it simpler and more efficient for kitchen staff to adapt and tailor dietary needs. This supports both the quality standards and our organisational goal of providing "good to great service".

We have just commenced a Pilot program in an area of the facility. Residents and staff participating in the trial will provide feedback on the implementation and their experience of ChefMax.

The trial will enable us to make any final improvements to ChefMax before it is rolled out across the facility.



Thai-Flavoured Chicken Mince with Rice

This weekday winner meal is bound to become a family-favourite.

Ingredients

- 2 teaspoons olive oil
- 1 large red onion, thinly sliced
- 750g lean chicken mince
- 1 bunch coriander
- 1/4 cup sweet chilli sauce
- 2 tablespoons fish sauce
- 2 tablespoons lemon juice
- 3 teaspoons brown sugar
- Steamed baby pak choy, to serve
- Steamed jasmine rice, to serve

Instructions

Heat oil in a large, non-stick frying pan over medium heat. Add onion. Cook, stirring occasionally, for 3 minutes or until onion is soft. Add mince. Cook, stirring with a wooden spoon to break up mince, for 10 minutes or until browned.

Meanwhile, cut 5cm from roots end of coriander. Wash and finely chop. Remove coriander leaves and set aside. Add chopped coriander to mince with sweet chilli sauce, fish sauce, lemon juice and sugar. Stir to combine. Reduce heat to low. Cook, stirring occasionally, for 5 minutes or until heated through.

Serve mince with coriander leaves, steamed baby pak choy and steamed jasmine rice.

Recipe notes

To steam baby pak choy, half-fill a medium saucepan with water. Bring to the boil. Place baby pak choy in a steamer basket over pan. Cook, covered, for 1 minute or until just wilted. Drain.





Recipe from taste.com.au

Baked Lemon and Coconut Meringue Cheesecake

A cheesecake recipe may be considered by some to be old hat, but this baked lemon and coconut meringue cheesecake is guaranteed to be a great hit!

Ingredients

- 330g biscuits
- 120g unsalted butter, melted
- 500g cream cheese, softened
- 2/3 cup (150g) caster sugar
- 4 eggs, plus 2 extra egg yolks
- 1/2 cup (125ml) lemon juice
- Finely grated rind of 1 lemon

Meringue topping

- 2 egg whites
- 1/2 cup (110g) caster sugar
- 1 cup dessicated coconut

Instructions

Preheat the oven to 160°C. Grease a 8cm-deep 20cm loose-bottomed tart pan.

Place biscuits in a food processor and process until fine crumbs, then mix with butter and 1 tablespoon of water. Press mixture into base and sides of prepared pan, then place on a baking sheet and refrigerate while you make the filling.

Place the cream cheese in a food processor, process until smooth, then gradually add the sugar. Add the eggs and egg yolks one at a time, until just combined. Add lemon juice and rind and process to combine. Pour over biscuit base in the pan and bake for 30 minutes (the cheesecake should still have a slight wobble). Remove from the oven and set aside to cool slightly for 15 minutes.

To make the topping, place egg whites in a clean bowl and beat until soft peaks form. Gradually add caster sugar and beat till thick and glossy. Finally fold in the coconut.

Carefully spread meringue over the cooled cheesecake to just cover the filling. Return to the oven and bake for a further 10 minutes or until light golden in colour and firm to the touch.

Community Connections

The Farm

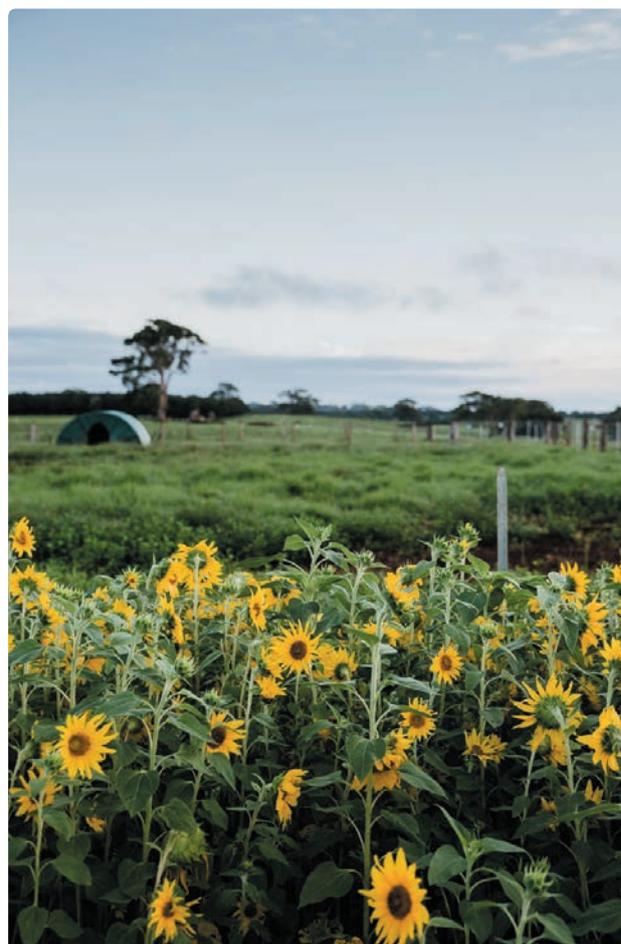
The Farm is a working farm situated on 80 acres and home to a community of growers, producers, eateries and educators who share a passion for growing food using traditional and sustainable methods that are 100% spray and chemical free. Together they are working towards improving the health and wellness of our community from the ground up.

The motto of ‘Grow, Feed, Educate’ inspires all that they do there and for the community at large. The Farm believes that it is a firsthand experience of seeing how food is grown and produced that makes the eating of it so much more pleasurable.

The intention was to build a farm for ‘the people’ to wander around, take in the surroundings and reflect on the concept of wellness – wellness of the land, the body, the mind and the community. You are encouraged to explore the property and its various food and flower plots, meet the animals, talk to the farmers and get inspired by watching a working farm in progress.

The Farm conducts farm tours showcasing what they do as well as allowing visitors to explore the surroundings. On site there is a florist, bakery, produce store, coffee shop and restaurant.

Enjoy walking around the farm visiting the animals, let the kids play on the playground and enjoy a coffee and tasty treat from the Bread Social on the big open lawn or under the shaded trees.



Farm Produce: The Farm's fields are home to heritage-breed pigs, heritage Scottish Highland cattle and chickens, all of which roam freely and are used for meat and eggs in the on-site restaurant, cafe and produce store. A short stroll will see you stumble across fields of flowers and row upon row of lush greens and vegetables, also used and sold on-site.

Farm Buildings: The Farm's buildings service a dynamic hub of like-minded micro businesses: Three Blue Ducks Restaurant and Produce Store, The Bread Social, Baylato and The Garden Shed. The Farm also offers onsite workshops for adults and children in our spectacular spaces.

Tours/Workshops: Guided and self-guided tours are a great way to experience The Farm and gain firsthand knowledge on the unique farming practices. Workshops are available for adults as well as kids – they range from Educational Horseback Tours, Private Open Flower Field Session Tours and Farm Kids Mini Farms Programs.

Animals: The Farm is home to three types of livestock – poultry, pigs and beef cattle. The animals help to maintain and improve the health of the soil. Healthy soil means healthy plants, which in turn means better quality produce. The animals are free to roam as much as possible, are fed a natural varied diet and treated with compassion and respect by the farmers.

The Farm is open 7 days a week and is situated at 11 Ewingsdale Road, Ewingsdale. Visit www.thefarm.com.au for further information.



Crowley Connections

Garry Euston, Residential Aged Care CSE

When did you commence at Crowley?

23 November 2020

Have you completed any study?

I have studied continually throughout my different careers. I have a Diploma of Nursing (Enrolled Nurse); a Certificate III in Aged Care; Certificate IV in Human Resources; Bachelor of Business (Accounting); Associate Diploma in Business; and I am a Distinguished Toastmaster (which is the highest level that can be achieved).

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

That depends on whether I am working a morning or evening shift. If I am working mornings I get up early for a quick breakfast before my half-hour drive to work from Goonellabah with my favourite music blaring to wake me up and get ready for the day (Cold Chisel, Aussie Crawl and the Cranberries are my go-to bands.) If I am working evenings I will have a relaxed morning – maybe a walk with my kelpie buddy Mickey, some work in the garden, and a couple of hours with my nose in the current book I am reading, or binging on the latest DVD series like The Crown.

How does your average day or week at Crowley look?

I have really enjoyed making some warm relationships with our residents in Crowley and having a laugh with them as I help them in their daily care. The facilities at Crowley are far superior to anywhere I have worked before and really enhances the experience of working here.

Tell us a little about your life outside of Crowley

My children have all grown up so I share my home with my gorgeous partner Alison and the world's most pampered kelpie, Mickey. Away from Crowley I like to keep fit and active. I am a member of two running clubs – the Lismore Runners and the Northern Rivers Hash House Harriers – and we have made great friends amongst them. Ali and I like to travel and get away for short breaks. We have found some wonderful B&B's in the last couple of years just a short trip away, as well as longer trips. I am a voracious reader and usually get through 1-2 books a week, so I can easily lose myself in my current read for a couple of hours. And there is always the garden to maintain and keep looking lovely when I get some spare time. In the winter months I love to support the Parramatta Eels as I was born and grew up in Parra and have followed them since birth - and I keep hoping for another premiership... still waiting!



What is an exciting adventure you have been on lately?

My partner Ali and I love to travel and have had some great journeys in the last couple of years. My favourites would be travelling from Perth to Sydney on the epic Indian Pacific over 4 days, flying down to Melbourne and spending a week driving the Great Ocean Road and exploring the stunning seascapes, and spending a fortnight driving around the South Island of New Zealand discovering many beautiful little cities like Christchurch, Queenstown and Dunedin while tasting the local wines and food. Although COVID has curtailed us a little in 2020, a trip on the Ghan or an outback trip to Longreach and Winton on the Spirit of the Outback train beckons in the near future.



Do you have any hidden talents?

I have enjoyed distance running. I have run a marathon and about 10 half marathons at the Gold Coast running festivals held in July each year. I have also competed in the City to Surf race in Sydney and competed in the Queenstown International Half Marathon in New Zealand where the scenery was absolutely stunning and took your mind off the fatigue. I plan to continue running as long as my body is able, as soon as I recover an injury I am trying to shake off at the moment.

What is something that people may not know about you?

I have a strong fear of heights. My partner Ali did not realise this and on for our first anniversary she bought me a Sydney Harbour Bridge climb. I did it with the help of a sympathetic climb guide although I nearly died a thousand deaths on the climb as I was absolutely terrified! I still have an intense fear of heights and cannot approach an open drop such as Minyon Falls or even a window or balcony in a high-rise building.



Optimism vs Positivity

René Lange
Risk Manager

Have you ever thought about the difference between optimism and positivity? Is there a difference or are they essentially the same?

I had occasion to think about this myself recently. The management team were discussing what we need to do individually, and collectively, to lead Crowley into 2021 after what was undoubtedly a difficult year for many.

There was a lot of discussion about “being positive” and it got me thinking. Is it enough to simply adopt a positive attitude or is there more to it than that?

To be effective in my role as Risk Manager I am constantly looking for what others would consider the negative. What could go wrong! But the objective of this is not simply to find all the bad stuff or focus on the negative. In acknowledging reality and recognising that things can and do go wrong we are better able to find ways to manage events in a way that minimises the negative impact and maximises the reward.

I recently read about the Stockdale Paradox which very neatly sums up the power of optimism. Essentially the Stockdale Paradox tells the story of Captain James Stockdale, a prisoner in Vietnam. Captain Stockdale’s challenge was to communicate to his fellow prisoners a sense of hope in a very difficult situation. Those who felt they would be “home by Christmas” fared much worse than those who understood and accepted that it might take much longer and found ways to adjust. They still held the belief that it would happen but this tempered with the reality that there was a chance it wouldn’t happen in time for Christmas. When Christmas passed and they were still held prisoner those who had accepted this possibility were better able to cope with the situation.



Cambridge Dictionary

Optimism – a feeling that good things will happen and that something will be successful.

Positivity – the quality of having a positive attitude (positive - full of hope and confidence).

So perhaps risk management is about optimism - understanding and accepting the reality of the situation but generally believing that despite the challenges good things can and will happen.

One of my favourite speakers on the topic of leadership is Simon Sinek. In his own words he describes himself as “an unshakable optimist who believes in a bright future and our ability to build it together”.

*There is a difference between being positive and optimistic. Positivity is telling ourselves and others that everything is good, even if it isn't. Optimism accepts the truth of reality and looks forward to a brighter future. **Simon Sinek***

Welcome to Team Crowley



Hazel
Residential Care



Kon
Residential Care



Alan
Residential Care



Cadie
Hotel Services



Liwan
Hotel Services



Ethan
Hotel Services



Rhonda
Home Care



Kathryn
Home Care

Survey Program at Crowley

Michelle Golding
Quality Manager

Throughout the year Crowley conducts a number of surveys for our quality management program.

This year we have reviewed our survey program for timeliness, communication and distribution of surveys.

We are excited to announce we have implemented online surveys through our Moving on Audits platform. Staff and families/representatives will now be able to complete these surveys online through a link that is emailed to nominated email addresses. We look forward to receiving your feedback about this improvement.

Surveys identify our strengths and areas for improvement and provides residents, clients and families/representatives with the opportunity to input into our planning with suggestions for improvement.

Surveys are critical to our success. It makes good sense to learn about expectations, perceptions, satisfaction and areas for improvement. Obtaining this kind of data allows us to respond in a timely manner and ultimately satisfy our residents and clients. It is at the core of everything we do.

These surveys are conducted annually at Crowley as part of our quality management program. Surveys are totally confidential and we do not require you to identify yourself. Data that is not identified may be used for research and analysis by Crowley or an authorised body nominated by Crowley.

Crowley engages the services of Moving on Audits for both internal and external benchmarking. Internal benchmarking allows us to compare our performance over time and external benchmarking allows us to compare our services performance with other providers.

Results are collated, analysed and reported to our Parish Aged Care Board and Management. Areas for improvement are identified and any actions implemented as part of our continuous improvement process.

We always welcome all feedback, both positive, negative and constructive, and thank those of you who have participated in recent surveys.



Shining Through!

Annual Report Captures a Year Like No Other

Sarah McMahon
Marketing and Events Coordinator

The theme for the 2020 Annual Report, Shining Through, showcases how Crowley has adapted to the changing world around us.

The case studies in the report share some outstanding moments that came from an extraordinary year.

Our Community Connections saw the relationship with our Parish schools remain strong with unique ways to bring our residents and school students together.

Our cover photo is a beautiful portrait of our resident Beryl, drawn by a student at St Anne's Long Daycare Centre, showing the unique way we still managed to connect even during times of restrictions to visits.

Crowley staff were supported and acknowledged for their unprecedented effort during the year, with free hot lunches each week. Staff stepped up to fill the gaps as our regular entertainers that were unable to enter the facility. Our residents loved seeing the hidden talents of staff.

Keeping our families connected with their loved ones living at Crowley has been a big part of 2020. Facilitated by our wonderful Communications Team. The use of devices for video calls and the sharing of emails and photos was a new and special way for our residents to stay connected. It was interesting to watch our residents adjust to using these devices, and adjust they did!

Catholic values and pastoral connections remain a large part of who we are and in 2020 our residents appreciated being able to enjoy Mass, even though it was via technology.

The photo shoots for our Annual Report captured these moments from the year perfectly. As always the photo shoots create lots of laughs and made our residents feel like film stars!

We are always very proud of this annual publication and love sharing it with our residents, families, the local community and further afield to our industry colleagues. You can read the report on our website or collect a copy from Reception or the Communications Team on your next visit to Crowley.



Making Feedback Flow

Michelle Golding
Quality Manager

Residential Care Resident

Had some very nice meals lately, Judy is wonderful cooking me tomato and onion for brekky. Quiche was so good. Sometimes crumpets, sultana bread it certainly makes being here a lot better. I was always having nice meals but that was over when I came here and it has been a lot better lately thanks to Jude.

Residential Care Family Member

I would like to take this opportunity to thank you and all your wonderful staff for the kindness, help and care you have taken taking care of Dave, I am so grateful. Also the support you have given me during this difficult time. Please pass on wishes to Anne, the girls who are so kind with the bookings, the activities girls and Marcia.

Home Care Client

Congratulate the Crowley Team. Because of Jen's great work, my ulcer is so much improved.

Home Care Client

You really do have the most wonderful staff. They have become like family to us all.

Home Care Family Member

I also wish to take this opportunity to thank you and all the wonderful staff that have attended to mum over the years. The care she received allowed her so many extra years at home. My siblings and I always took relief knowing that the Crowley staff were with her. Their care and genuine concern was wonderful. I thank you personally for all the help and advice that you have given me, your professionalism and true concern was greatly appreciated.

Independent Living Resident

The two male cleaners did a wonderful job of my house. They were very pleasant and my windows are shiny and clean.

Independent Living Resident

Spirituality – I appreciate your ongoing support in helping all residents to maintain their spiritual life. The Crowley Chapel is outstanding and the process involving staff and carers that enables our frail and disabled residents to attend weekly Mass is wonderful. The additional Mass for the Independent residents who also appreciated as is your support for the local priests and Parish.

Independent Living Resident

I am writing to thank you and your staff for giving us such a lovely happy time on Thursday. There was so much joy and laughter. The food was so good and presented so well. All in all, the day was a credit to you all. Thank you all so much. Wishing you and staff a happy and healthy year ahead.



Tell us what we did well and what we can do better...



We value your feedback at Crowley Care
and we'd love to hear from you.

It's as easy as 1, 2, 3!

- Fill in a Feedback Card and pop in the Suggestion Box in the Foyer, or
- Send us an email to info@crowley.org.au, or
 - Call us on 1300 139 099



The Month of March

March is the third month of the year and named after Mars in both the Julian and Gregorian calendars. It is the second of seven months to have a length of 31 days. In the Southern Hemisphere it is the beginning of Autumn.

The name of March comes from Martius, the first month of the earliest Roman calendar. It was named after Mars, the Roman god of war, and an ancestor of the Roman people through his sons Romulus and Remus.

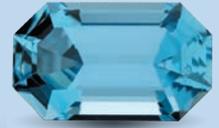
March begins on the same day of the week as November and ends on the same day of the week as June every year.

- March's birthstones are aquamarine and bloodstone. These stones symbolise courage.

Aquamarine is the first birth stone for the month, which symbolises youth, health and hope.

Bloodstone is a type of quartz known for its fiery flecks of red, representing strength and stealth.

- The birth flower of March is the daffodil.
- The zodiac signs for the month of March are Pisces (19 February - 20 March) and Aries (starting 21 March).



What a Laugh!



Three writers, Al, Ben, and Carl, who were attending a writing convention, booked a room on the 75th floor of a hotel.

When they arrived back at the hotel from the convention, the receptionist told them, "I'm terribly sorry, but the elevator is broken. In the meantime, you will have to take the stairs."

Now, Al was a writer of funny stories, Ben was a writer of scary stories, and Carl was a writer of sad stories. The three of them agreed that, to make it less boring, Al would tell the other two his funniest stories while they climbed from floors 1 to 25, Ben would tell his scariest

stories from floors 26 to 50, and Carl would tell his saddest stories from floors 51 to 75.

They started to climb the stairs, and Al started to tell funny stories. By the time they reached the 25th floor, Ben and Carl were laughing hysterically.

Then Ben started to tell scary stories. By the time they reached the 50th floor, Al and Carl were hugging each other in fear.

Then Carl started to tell sad stories. "I'll tell my saddest story of all first," he said. "There once was a man named Carl who left his hotel room key in the car..."

Word Search

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

Celebrate the month of March with a St Patrick's Day themed word search puzzle!

Folklore

Clover

Shamrock

Magic

Parade

Patrick

Pot

Ireland

Irish

Rainbow

Corned beef

Leprechauns

Celtic

Green

Saint

March

Luck

Wish

Elves

Gold

Valentine's Day



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

Emergency
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Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

Commonwealth Carelink
Centre (Free Call)
1800 052 022

We wish to acknowledge the contributions of staff, residents, clients and others to our newsletter.

Unfortunately we cannot always include all material we receive for various reasons.

Enquiries should be directed to the Crowley Care Administration.