

the chatterbox

NEWS FROM CROWLEY CARE

MARCH 2022



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Cover photo

Josh, Alvin and John at Staff Recognition 2021



A Moment with our CEO

Hello everyone,

I want to pay tribute to our entire Crowley family for their support, understanding and resilience at this time. The past two months have been the most challenging in the pandemic to date for our local community.

As challenging as it is to predict what lies ahead in the current climate, I believe we are heading in the right direction as we learn to live in a COVID world that requires us to adapt our response here at Crowley on an almost daily basis.

The good news is we were recently able to relax our visitor restrictions from two hours and two people to four people and for an unlimited time. These visits of course are still taking place outside with our COVID safety precautions in place and in line with recommended best practice.

And as we go to print with this edition of Chatterbox, our Independent Living community are keenly discussing restarting our much-loved activities and lifestyle events in a COVID safe manner. Let's keep everything crossed we can continue in this direction of getting back to a bit more normality. We shall keep you posted.

Meanwhile I want to pay tribute to our Hotel Services team led by Tony Baldwin, as they continue to kick goals - three in fact.

Firstly, it's comforting to know Crowley secured an A level rating again (the highest standard) in our annual NSW Food Authority audit. It's a credit to the team and reflects our high standards in catering and food services at Crowley.

Secondly, we were thrilled to learn that our innovative instalment of Barney's Cafe in the Plaza during COVID won a national Hospitality & Lifestyle Aged Care Innovation Award hosted by SoupedUp - Australia's leading aged care software provider. That may come as no surprise to those who love our cafe service in the Plaza.

But it doesn't stop there. Because our Hotel Services Team's ability to adapt to changing times was reflected in our new takeaway fish and chips service on Fridays. Which has been a great hit with our residents.

These innovations reflect our approach at Crowley - that whatever the circumstances, we will find ways for our community to enjoy life, even when times are difficult.

Lastly, I wanted to congratulate our Clinical Manager, Kelly Roberts who was recently appointed to the Aged Care Standards Clinical Expert Working Group at the Australian Commission on Safety and Quality in Health Care. This is a national project in reviewing and formulating clinical standards in aged care. It is a great endorsement that Kelly has been asked to join that panel and have input into our national policy. A tremendous achievement!



A handwritten signature in black ink, appearing to read 'Michael Penhey'. The signature is fluid and cursive, written on a white background.

Michael Penhey
Chief Executive Officer

Catch Up with Kelli

International Women's Day 2022

Kelli Potts
Executive Manager Operations and Finance

Every year International Women's Day (IWD) is recognised on 8 March and is a focal point for the movement of women's rights globally.

It is a day to celebrate the economic, social, cultural and political achievements of women in all of their diversities. As much as it is a day for celebration, it is also a day to continue to drive change and address the inequalities that many girls and women continue to face.

At Crowley, IWD is a day where we acknowledge the incredible achievements of women and the many roles they play in our community - as mothers, grandmothers, friends, colleagues, leaders and as our role models.

Aged care has been, and still is, a female-dominated industry in Australia. Much of this can be attributed to its roots in religious orders, such as the Sisters of Charity. This continued when a more formalised aged care system was established and attracted nurses, carers and other professions that were traditionally held by women. As women we know that every industry benefits from diversity and we acknowledge the increasing number of men joining the industry and their contribution, including here at Crowley.

The history of International Women's Day is extensive and inspiring.

The first celebration of IWD as an official day was more than a century ago in 1911. It was marked for the first time when one million people protested and advocated for the right to vote and to hold public office in Germany, Switzerland, Denmark and Austria.

In Australia, IWD has been formally celebrated since the early 1920s, almost 100 years ago. In reflecting on that fact, I couldn't help but think about the wonderful women who are a part of our Crowley family.

Our female residents and clients, many of whom are over 100 years of age, have lived through much of the women's rights movement and the positive changes it has brought to us all. We also remember the women we have known and lost, who had incredible lives and stories of determination and bravery.

Today, IWD as a global movement unites people from all over the world, everyone in their diversities, to come together and continue to promote change and a more equal world.

The theme this year is #BreakTheBias to promote:

- A world free of bias, stereotypes and discrimination
- A world that is diverse, equitable and inclusive
- A world where difference is valued and celebrated

These things benefit not only women, but all of us, and make our communities healthier and happy. Something worth striving for.

Happy IWD to you all.

Kelli ☺





The Power of Music

If there's one thing we love at Crowley it's music

Music plays a fundamental role in our identity, culture and heritage, and can evoke powerful memories and emotions. It plays an integral part of daily life – turning on the radio while driving, listening to your favourite tunes while cooking or creating a playlist to motivate ourselves during exercise – it's second nature.

Neuroscientists have discovered that music stimulates the brain to release dopamine, a brain chemical known as a feel-good hormone. Dopamine is responsible for feelings of elation, bliss and motivation.

Music therapy is used to treat depression and anxiety, alleviate loneliness and to relieve stress by lowering cortisol levels. It can also reduce blood pressure, assist with pain management and improve sleep mood cognition. Sometimes we associate particular songs with a certain time in our lives. Tapping into positive memories is an important aspect of music therapy in the elderly as it enhances mood and therefore general happiness.

At Crowley we run many events and activities for our resident's involving music. These are incorporated into our monthly program with local entertainers, exercise, technology, happy hour sing-a-long, arm chair travel, special events and meal times. Aiming for outcomes of social interaction, maintaining and strengthening relationships, exercising cognitive stimulation, self-fulfilment and a sense of belonging.

We have been fortunate during this pandemic to have Dean Doyle as a staff member who has been able to entertain us weekly with his amazing talents. He has definitely brought lots of joy and happiness to our residents here at Crowley in these challenging times.

We hope that 2022 can see us welcoming back the many entertainers we have enjoyed over the years.

Please enjoy a look back at some of our talented entertainers and residents enjoying exercises.



Our wonderful choir performing for us with some Christmas carols. We hope sometime we can re-join our choir.



Rocking the strings on one of our previous Country and Western days.



Karen leading an exercise session to music.



Ken and Dawn enjoying a music and movement session with scarves.





Charlie belting out a tune with Dean Doyle.



Joan singing her favourite song from My Fair Lady "I Could Have Danced All Night".



Doug taking us back to the "Green, Green Grass of Home".



Our happy hour singers regularly entertain us on a Friday.



David Reeve was always popular with residents, especially his jokes.

Staying Connected With Video Calls

Our top picks for tablet devices in 2022

Ben Hansen IT Manager

Last year The Chatterbox looked at the Google Nest Hub as an option for in-room voice and video calling.

This month we will look at three tablet devices that can also provide video calling.

Our Crowley IT Team have done their research and offer us their expert advice with a brief overview of how each device performs.



Samsung Galaxy Tab A7

For casual media consumption or web browsing the Tab A7 is perfectly capable of both, and it's priced right. It's got good battery life, and the build quality is better than you'd expect in this price segment.

Device options:

1. Wi-Fi only, approximate cost: \$359, or
2. Wi-Fi and Mobile Network (SIM card), approximate cost: \$472

Display size: 10.4-inch

Operating system: Android

Rear camera: 8.0 MP

Front camera: 5.0 MP

Battery: 7040 mAh (about 13hrs)

Connectivity: Wi-Fi, Bluetooth, GPS

RAM: 3GB

Storage: 32GB / 64GB (supports MicroSD)



Pros

- Great price
- Good battery life

Cons

- Budget camera
- Lower storage / memory



Samsung Galaxy Tab S6 Lite

If you're searching for a basic productivity and entertainment device then the Samsung Galaxy Tab S6 Lite is a real option. It's got a great featherweight design, is suited to video streaming, works well, and all in all is another solid tablet from Samsung that won't break your bank.

Device options:

1. Wi-Fi only, approximate cost: **\$469**, or
2. Wi-Fi and Mobile Network (SIM card), approximate cost: **\$799**

Display size: 10.4-inch

Operating system: Android

Rear camera: 8 MP

Front camera: 5 MP

Battery: 7040 mAh (about 13hrs)

Connectivity: Wifi, Bluetooth, GPS

RAM: 6GB

Storage: 64GB / 128 GB (supports MicroSD)

Pros

- Affordable price
- Speedier Processor than Tab A7
- Comes with an S Pen stylus

Cons

- No 3.5mm Audio Jack (headphones and mic)



iPad Pro 11-inch 2021

The Apple iPad Pro may be more tablet than some users need and is really designed for professional use, but if you're looking for productivity and performance, it's the one. The Apple iPad Pro is a high-end device that probably goes above and beyond what most residents may need from their tablets, but for those who may enjoy gaming, or just like having the latest technology, it may be worth the price tag.

Device options:

1. Wi-Fi only, approximate cost: **\$1,197**, or
2. Wi-Fi and Mobile Network (SIM card), approximate cost: **\$1,597**

Display size: 11-inch

Operating system: iPad OS 14.5

Rear camera: 12MP + 10MP + ToF

Front camera: 12MP

Battery: 28.65-watt-hour rechargeable lithium-polymer battery. All models have up to 10 hours of surfing the web on Wi-Fi or watching video. Wi-Fi + Cellular models have up to 9 hours of surfing the web using a mobile data network.

Connectivity: Wifi, Bluetooth, GPS

RAM: 8GB / 16GB

Storage: 128GB / 256GB / 512GB / 1TB / 2TB

Pros

- Fast connectivity
- Great amount of storage space
- Better camera quality

Cons

- More expensive
- Keyboard and pencil are an extra cost
- An adaptor is required to attach wired headphones

There's More to Palliative Care

National Palliative Care Week – it's your right

Kelly Roberts

Clinical Manager (Nurse Practitioner)

22 May – 28 May 2022 is National Palliative Care week across Australia with the aim to increase awareness of the many benefits palliative care can bring.

This year, the theme is “it's your right”, which aims to ensure all Australians have access to high quality palliative care when and where they need it.

Many assume that palliative care equals end of life care but it is much more than that for many Australians. Anyone with a life limiting illness has the right to live as well as possible for as long as possible.

What is palliative care?

Palliative care aims to improve quality of life of people as they head towards the end of life. It can include the prevention and relief of from pain and other distressing symptoms through early identification, assessment and treatment. Palliative care addresses needs that may be physical, psychosocial or spiritual. Palliative care is an approach to provide the best possible care for an individual as they near end of life, and to ensure their family and carers are well supported throughout that stage and beyond. (NSW Health)

Palliative care at Crowley

As needs change we work closely with residents and clients, their families and doctors to ensure the best possible care plans and support. Palliative care is integral to residential aged care. It occurs when treatment goals change from curative to comfort orientated. We constantly strive to achieve palliative care excellence through expert planning and the way we connect with families. This can include using Advanced Care Plans and Directives.

Advanced Care Plans

At Crowley, we acknowledge the privileged position of being able to provide high quality palliative care to our Crowley community, and our roles are made a little easier by having Advanced Care Planning in place for as many of our community as possible.

In addition to our long relationships with our residents and clients, Advanced Care Plans or Health Directives allow us to provide end of life care to the individual and their family according to the wishes of the person at the centre of that care. Advanced Care Planning helps us to get it right and means that residents and families are not struggling with identifying choices for care during what is already a stressful period of life.

Advanced Care Planning lets others know what is important for you in regards to your health. It allows for individualised goals for care and reduces unnecessary medical and surgical interventions later in life. Everyone has different goals, however there are some common themes that we hear from our residents, clients and families.

Common goals of palliative care

- The wish to be pain free
- The desire to have family around them
- Wishing to remain in their home or in a place that is familiar to them
- Avoiding hospital
- Minimising medical intervention where possible
- Having a “natural death” where possible

What happens if you are not able to complete an Advanced Care Plan yourself?

If someone no longer has the capacity to complete an Advanced Care Directive for themselves, a Palliative Care Directive can be completed by the person with the authority to complete health documents and make health decisions on behalf of someone else. You can write a letter outlining your wishes. It doesn't have to be a formal document, just one that is clear and can be understood by health professionals and your loved ones. Advanced Care Directives go with you to any hospital visit or admission to ensure continuity of care once you leave your home.

Talking about palliative care and end of life

Often having conversations around "palliative" and "end of life care" can provide some relief to people who would prefer to have most of the circumstances arranged in advance. Many residents have reported a sense of relief once they have that final stage planned and put to paper ensuring that it is how they have wished.



What are the next steps?

If you are interested in completing an Advanced Care Directive and haven't already done so, please ask one of our Clinical Team who will ensure you have the paperwork you need and offer assistance to complete it if required.

Your GP can also complete these documents with you, although they cannot influence any of the decisions you make. Your doctor can certainly help guide your decision making, particularly as they have a record of your health history and are likely familiar with your health care goals.

Speak to your health team or your GP if you want to know more about Advanced Care Planning or palliative care. You can contact the Crowley Clinical Team for guidance and support on 1300 139 009.

Alternatively, for more information on palliative care and the resources available to support your loved one and family, visit the Palliative Care NSW website at www.palliativecare.nsw.org.au.

For a breakdown of the steps in making an Advance Care Directive, a booklet has been provided by the NSW Ministry of Health which is available at www.health.nsw.gov.au/patients/acp/publications/acd-form-info-book.pdf

It's your right

ANZAC DAY SERVICE

Crowley Residential Care and Independent Living Residents are welcome to join us

**When: Friday 22 April
10.30am**

Where: Activity Centre

The Service will be followed by Morning Tea

*Events will be subject to current COVID-19 restrictions and case numbers



From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

A warm welcome to Marie and Kevin who recently moved into our Independent Living community.

Marie and Kevin are locals to the Northern Rivers and grew up together. They have been married for 67 years and have a loving family. During this time, they have owned businesses and worked from the Clarence to the Tweed.

Why did you choose Crowley?

“We are now a small family and Crowley offers ongoing support at this time in our lives. The openness of the environment is great. Our friends and family agree, we made the right decision.”



**2022 CROWLEY
RESIDENTS**

**Footy Tipping
Competition**

Round 1 starts Thursday 10 March!

Register your interest at Reception



The Greatest Game of All

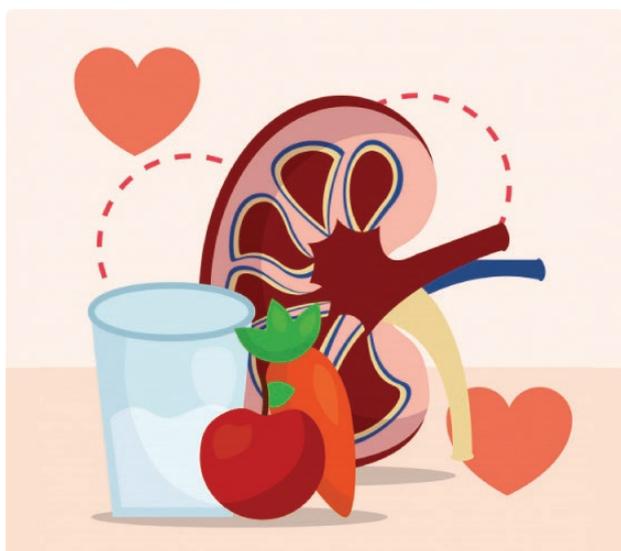
Kidney Health Week

How to keep your kidney's happy and healthy

Kidney Health Week is from Monday 7 March to Sunday 13 March. The theme for this year's Kidney Health Week is Connection, "Kidney Health for All".

What do my kidneys do?

Your kidneys play a vital role in your body by working hard 24-hours a day to clean your blood by filtering waste products from your blood and removing excess fluid to make urine. Without your kidney function you would struggle to process toxins and eliminate waste. This would have a devastating impact on your health.



How can I look after my kidneys?

- **Diet and weight:** To achieve good kidney health, it's important to follow a healthy diet and maintain a healthy weight. This is achievable by eating a good variety of nutritious foods like vegetables, lean meats, poultry, fish, eggs, nuts and seeds, legumes and low-fat dairy. To support your kidney health, try to limit your salt sugar and fats.
- **Water:** Drinking enough water each day helps your kidneys remove waste by passing urine. Water helps to keep your blood vessels open so that blood can travel freely to your kidneys, and when you become dehydrated it is more difficult for your body to make this work.
- **Smoking:** People who smoke are three times more likely to have reduced kidney function. If you do smoke, speak to your doctor or Crowley clinical team for help reducing or quitting smoking.
- **Alcohol:** Excessive alcohol intake can lead to heart disease and high blood pressure, increasing the risk of kidney disease. Limit your alcohol to less than two standard drinks per day and have a glass of water after each alcoholic drink.
- **Exercise:** We all know that a healthy diet and regular exercise are good for our overall health, and kidney health is no exception. Aim for 30 minutes of exercise at least five days a week for optimal results. Choose an activity that you enjoy so you are more likely to stick to it. It doesn't need to be intense, a walk around our beautiful gardens and riverside works a treat.



A Fun Personality Test

The mind is like a parachute, it works best when it is opened

Kate Noble
HR Manager

Whilst we often have lots in common with each other, our individual experiences, values and personalities ensure that we might also see situations or aspects of life differently.

To explain this in a fun way, try this short quiz and compare your answers with another person. There are only three questions. Try not to cheat by looking at the answers.

1 Put the following five animals in the order of your preference.

- Cow
- Tiger
- Sheep
- Horse
- Pig

2 Write one word that describes each one of the following.

- Dog
- Cat
- Rat
- Coffee
- Sea

3 Think of someone you know that is important to you and relate him or her to the following colours. Do not use the same person twice.

- Yellow
- Orange
- Red
- White
- Green

Finished? Now look at the interpretations:

Question 1: The order that you choose defines the priorities in your life.

- Cow: signifies career
- Tiger: signifies pride
- Sheep: signifies love
- Horse: signifies family
- Pig: signifies money

Question 2: The description of each word holds personal meaning.

- Your description of dog implies your own personality
- Your description of cat implies the personality of your partner
- Your description of rat implies how you are feeling about someone causing you conflict
- Your description of coffee is how you interpret romance
- Your description of the sea implies the quality of your own life

Question 3: The colours you chose for each person speaks to their role in your life.

- Yellow: Someone you will never forget
- Orange: Someone you consider your true friend
- Red: Someone that you really love
- White: Your twin soul
- Green: Someone that had a positive influence on your life

 THURSDAY 17 MARCH 

ST. PATRICK'S DAY

 DRESS UP 

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

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



To Be Sure, To Be Sure

Celebrate St. Patrick's Day the right way



The history of St. Patrick's Day

Saint Patrick's Day, or the Feast of Saint Patrick, is celebrated on 17 March and is a day of Irish celebrations. The day commemorates Saint Patrick and the arrival of Christianity in Ireland, and celebrates the heritage and culture of the Irish in general.

Saint Patrick was a 5th-century Roman-British Christian missionary and Bishop in Ireland. Born in the late 4th century, he was kidnapped at the age of 16 and taken to Ireland as a slave. He escaped but returned about 432 CE to convert the Irish to Christianity. By the time of his death on 17 March 461, he had established monasteries, churches, and schools.

Saint Patrick is said to have used the shamrock, a three-leaved plant, to explain the Holy Trinity to the pagan Irish, resulting in the shamrock being used widely on this day.

St. Patrick's Day traditions

Saint Patrick's Day has now become a worldwide day to pay tribute to all things Irish. Celebrations generally involve public parades and festivals including leprechauns and it is customary to wear shamrocks and green clothing, all whilst enjoying a glass of Guinness.

At the end of the celebrations, a shamrock is put into the bottom of a cup filled with whisky or beer and then drunk as a toast to Saint Patrick, Ireland, or those present. The shamrock would either be swallowed with the drink or taken out and tossed over the shoulder for good luck.

Famous landmarks have been lit up in green on Saint Patrick's Day as part of Tourism Ireland's "Global Greening Initiative" or "Going Green for St. Patrick's Day". The Sydney Opera House and the Sky Tower in Auckland were the first landmarks to participate and since then over 300 landmarks in 50 countries across the globe have gone green for Saint Patrick's day.

Maybe we could turn Crowley green for the day?



Hear Ye, Hear Ye!

Hearing Awareness Week

Sherrie Viney
Home Care Manager

1 March to 7 March marks this year's annual Hearing Awareness Week in Australia highlighting the need to look after your hearing and the issues affecting those living with mild to severe hearing loss.

Most people over the age of 70, because of ageing and the degeneration of sensory cells, experience some hearing loss.

Hearing loss is a common disability of adulthood and left untreated can impact on communicating with others, feeling socially withdrawn, frustrated or embarrassed.

Is this you?

- Are you turning the radio and TV up and up?
- Are you asking others to repeat themselves?
- Are you having trouble hearing with background noises?

If so, you may need a simple hearing test. There have been significant advances in managing hearing loss with the invention of aids, implants and assistive listening devices, and they say "use it or lose it".



The earlier hearing loss is detected the better, so that if you do require a hearing aid then adjusting to wearing an aid is easier than leaving it too long as sudden return of loud sounds can be daunting and may discourage use. New users are advised to persevere.

The Australian Government provides hearing services for eligible pensioners and Veterans. The hearing services program provides hearing aids to eligible Australians at no cost and batteries and repairs for a small annual fee.

Hearing Australia have services in our area, including Ballina. Call 134 432 or visit their website to book an appointment or hearing check online at www.hearing.com.au/contact-us

This month at Crowley Care, our nursing and care staff will have an update on how to care for hearing aids, both over the ear and in the ear models, so we can continue to assist and support our residents and clients.





Community Connection

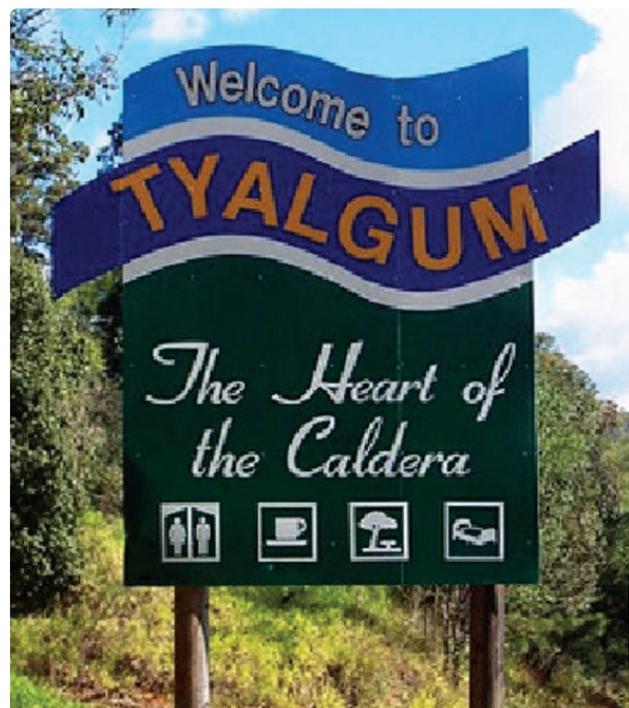
Tyalgum



Tyalgum (*pronounced: TALgum*) is an old cedar village, located in north eastern New South Wales, located under the rim of Mount Warning, situated at the junction of Pumpenbil and Tyalgum Creeks.

These creeks provide Tyalgum with its water supply and when the village was first settled, the settlers would have used the waterways to transport the giant red cedar logs that they felled. This agriculture community produces mostly dairy and beef but new settlers are diversifying into alternative crops such as coffee.

Some of the most important man-made features in Tyalgum are Flutterbies Cafe (home of the famous Flutterbie Cakes – situated in the ‘Old Bakery’ building built in 1926), The Little Shop Next Door, Tyalgum Store established in 1908, the Tyalgum Hall (home of the annual Classical Musical Festival) and The Tyalgum Garage located in the old Norco Dairy Manufactory Building.



In August 2019 a fire destroyed three popular local shops. The local community rallied around and these businesses are now hosted in locations inside other businesses hidden in Markette Lane. When visiting, you can stroll along the main street for local handicrafts and homewares in the arts and crafts shops.

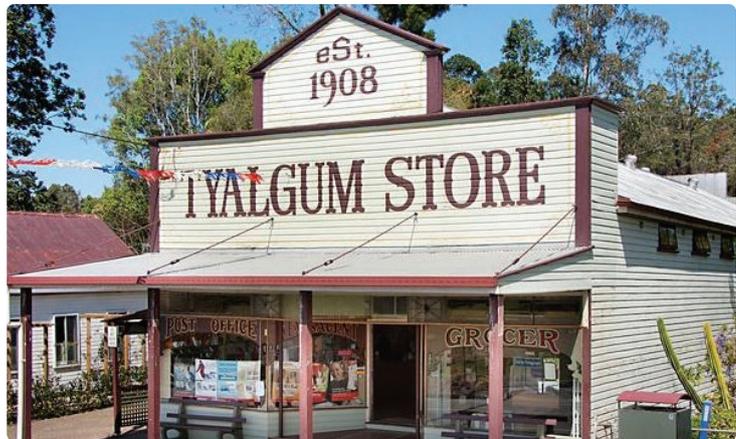
The monthly Tyalgum Village Market 'Tyalgum Market at the Stump' is held on the last Saturday of the month from 9am till 3pm providing visitors with ample opportunity to meet local artisans, farmers and producers. The Market focuses on sustainable goods and services with live music.

Tyalgum is famous for its hall, renowned for its acoustics – the hall is constructed of wood with a tin roof. As long as it doesn't rain, the acoustics are said to be superb. Each September, the hall and surrounding locations come alive with music with the Tyalgum Music Festival of Classical Music. The festival commenced in 1991 after concert violinists Carmel Kaine and John Willison discovered the idyllic acoustics of the village hall. Since this date, the festival has been held annually in September as one of Australia's premier classical events.

The 2011 census recorded Tyalgum having a population of 503 people - 51.9% female and 48.1% male. The median age of the Tyalgum population was 39 years. 86.7% of people living in Tyalgum were born in Australia. The other top responses for country of birth were England 4.4%, New Zealand 1.4%, South Africa 0.8%, Germany 0.6%, and Austria 0.6%.



The Little Shop Next Door and Flutterbies Cottage Cafe.



Tyalgum Store, established in 1908.



Tyalgum Community Hall, established in 1908.

Update from Maintenance

Combustible motors or battery-operated garden equipment?

Albie Viel
Maintenance Manager

Do you find the noise from a two-stroke combustible engine annoying?

With modern technology battery powered lawn equipment is becoming more accessible for domestic use. But is it economical for a contractor?

On a site like Crowley, which is a combined 25 acres of lawns, garden and hard landscaping, contractors must manage maintenance of these areas and cleaning wheelie bins in the most effective and financially efficient manner. To do this, time is critical. Electric battery technology has not yet matched the efficiency of motorised equipment currently being used.

Equipment like the chain saws, hedge trimmers and blowers are being developed with lithium-ion batteries with high power capacities for long life. Battery equipment does have some advantages, being easier to start, lighter to carry, less maintenance and having no emissions.

The greatest cost and area that still requires development for commercial and industrial use is batteries. These are expensive and not yet widely used by contractors. Access to power for battery recharging and limited battery life are also problematic. For the contractor who has multiple staff a large number of batteries and chargers would be required. A good quality battery would give an average one hour's operating time at a cost of \$299.

When contractors consider both options, the outlay between batteries and the quality of the charger verses motorised equipment still shows that traditional equipment will last longer, and so for now it remains the preferred equipment with contractors at this stage.



A Star Rating and New Style Fish and Chips

Tony Baldwin
Hotel Services Manager

Crowley secures A star rating

Once again, we passed our annual NSW Food Authority audit with an A rating. And due to COVID, not in the normal way, as the Auditor conducted the audit at Crowley from his car.

We prepared all of our paperwork and handed it over to the Auditor who was stationed in our carpark.

Pictures of specific equipment were sent electronically. And we were on our phone to answer questions as the auditor did a “virtual-walk through” around the kitchen and other equipment, storerooms, fridge and freezers to get an understanding of our operational, cleaning, food handling and maintenance procedures.

It was certainly a little different but it’s a demonstration of how we have managed to adapt our systems to the situation at the time.



Takeaway Fish and Chips a hit

To mix things up a bit and provide a new atmosphere for Crowley’s famous Fish and Chips Friday, for the last few weeks we’ve served up our fish and chips in takeaway boxes, taken straight to the residents dining rooms to be enjoyed takeaway style. The mood is relaxed and fun and has been enjoyed by residents.

This week we served up Super Crunch chips and Flathead fillets with lemon and tartare sauce.





Recipe from taste.com.au

Serves 6

Beef and Guinness Stew with Whipped Potatoes

Celebrate St Patrick's Day with a hearty beef and Guinness stew

Ingredients

- 1/4 cup (60ml) olive oil
- 1.5kg beef blade or chuck steak, cut into 3-4cm pieces
- 2 stalks celery, coarsely chopped
- 2 carrots, coarsely chopped
- 1 large onion, chopped
- 50g sachet tomato paste
- 1 tbsp plain flour
- 1 cup (250ml) red wine
- 440ml can Guinness
- 3 cups (750ml) beef stock
- 1 dried bay leaf
- 200g bacon, cut into strips
- 12 (300g) small shallots, peeled
- 150g button mushrooms
- 1.5kg equal-sized desiree or king edward potatoes, peeled, halved
- 100g butter, chopped
- 1 cup (250ml) pouring cream or milk
- Chopped flat-leaf parsley, to serve
- Steamed green beans, to serve

Instructions

Preheat oven to 160°C. Heat 1tbsp oil in a casserole dish over high heat, then cook beef, in 2 batches, turning until browned. Remove and set aside. Add 1tbsp oil to dish and cook celery, carrots and onion for 8 minutes. Stir in paste then flour. Cook for 1 minute. Add wine and Guinness then simmer until reduced by 1/2. Add stock and simmer until reduced by 1/2. Return beef to pan with bay leaf and bring to a simmer.

Cover dish with a lid. Transfer to oven and cook for 2 hours or until meat is tender. Using a slotted spoon, remove meat and keep warm. Heat remaining oil in a small frying pan over medium heat. Add bacon and shallots and cook, stirring, for 8 minutes or until shallots are softened. Add mushrooms and cook, stirring, for 2 minutes or until soft. Add bacon mixture to cooking liquid and simmer over medium heat for 30 minutes or until thickened. Return beef to dish and reheat.

Meanwhile, steam potatoes in a steamer over a pan of simmering water for 25 minutes or until tender. Drain water from pan. Add butter and cream and heat until boiling. Add potatoes and, using electric beaters (or a potato masher or ricer), beat until smooth. Serve stew, scattered with parsley on potatoes, with beans.

White Chocolate and Irish Cream Parfait

A dessert that is as simple as it is sweet

Ingredients

- 200g white chocolate, broken into pieces
- 2 cups (500ml) ready-made custard or creme anglaise
- 1/2 cup (125ml) Baileys Irish cream or other Irish cream liqueur
- 300ml thickened cream
- 1 tsp ground cinnamon
- Vanilla-flavoured Persian fairy floss (Pashmark) to serve

Instructions

Lightly grease a 1-litre pyramid-shaped terrine or loaf pan and line with plastic wrap, leaving plenty overhanging.

Melt the chocolate in a heatproof bowl over a pan of simmering water (don't let the bowl touch the water). Remove the bowl and stir until smooth. Set aside.

Heat custard in a pan over medium heat until just below boiling point. Mix with chocolate and leave to cool. Stir in Baileys.

Whip cream to soft peaks, then fold into custard mixture. Place in terrine, cover with overhanging wrap, then freeze for at least 6 hours or overnight until firm.

To serve, turn out parfait onto a platter, remove wrap and slice thickly. Dust with cinnamon and garnish with fairy floss.

Serves 8



Meet Team Crowley

Hotel Services Team



Tim, Hotel Services

Favourite food:
Mud crabs

Favourite drink:
Toohey's Old

Favourite way to spend a day off:
Relaxing by the pool with a Toohey's Old and some mud crabs

What was the last TV show you binged watched:
I don't watch much TV

Best advice you have received:
Always make sure you have clean underpants on!



Cadie, Hotel Services

Favourite food:
Mexican food

Favourite drink:
Water

Favourite way to spend a day off:
With my kids

What was the last TV show you binged watched:
Genny and Georgia

Best advice you have received:
Be the mentor you wish you had



Peter, Hotel Services

Favourite food:
Lasagne

Favourite drink:
Whiskey and cola

Favourite way to spend a day off:
Spending time with my daughter

What was the last TV show you binged watched:
Gilmore Girls

Best advice you have received:
Don't judge a book by its cover

Meet Team Crowley

Residential Care Team



Kristie, Residential Care

Favourite food:

Beef stroganoff or Mum's lamb roast

Favourite drink:

Jim Beam and coke

Favourite way to spend a day off:

Cleaning the house after the kids

What was the last TV show you binged watched:

Wentworth

Best advice you have received:

Never give up



Lorraine, Residential Care

Favourite food:

Prawns and fresh bread

Favourite drink:

Champagne

Favourite way to spend a day off:

Having a picnic at the beach with my husband

What was the last TV show you binged watched:

Footy with my husband

Best advice you have received:

Always be kind to your fellow human



Brenda, Residential Care

Favourite food:

BBQ

Favourite drink:

Red wine

Favourite way to spend a day off:

Catching up with friends for coffee, gardening and chilling out

What was the last TV show you binged watched:

NCIS

Best advice you have received:

If you can't say anything nice, don't say anything at all, and count every day as a blessing

Celebrating Harmony in Australia

Harmony Week runs from 21 March to 27 March

What is Harmony Week?

Harmony Week is a time to celebrate Australian multiculturalism, and the successful integration of migrants into our community.

Australia is one of the most successful multicultural countries in the world and we should celebrate this and work to maintain it.

Harmony Week is about inclusiveness, respect and belonging for all Australians, regardless of cultural or linguistic background, united by a set of core Australian values.

The Department of Home Affairs leads national celebrations for Harmony Week to recognise diversity and inclusion activities take place during the entire week. Harmony Week includes 21 March, which is the United Nations International Day for the Elimination of Racial Discrimination.

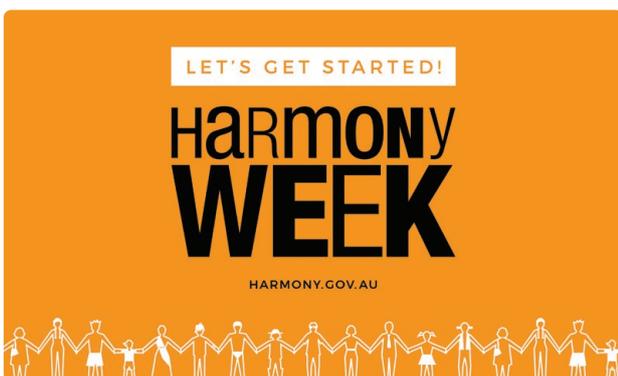
Why orange?

Orange is the colour chosen to represent Harmony Week. Traditionally, orange signifies social communication and meaningful conversations. It also relates to the freedom of ideas and encouragement of mutual respect. Australians can choose to wear something orange during Harmony Week to show their support for cultural diversity and an inclusive Australia.

Australia is a vibrant and multicultural country - from the oldest continuous culture of our first Australians to the cultures of our newest arrivals from around the world.

Our cultural diversity is one of our greatest strengths and is at the heart of who we are. It makes Australia a great place to live.

An integrated multicultural Australia is an integral part of our national identity. All people who migrate to Australia bring with them some of their own cultural and religious traditions, as well as taking on many new traditions. Collectively, these traditions have enriched our nation.



Facts and figures

There are some fascinating statistics about Australia's diversity that can be good conversation-starters. Some are featured on the opposite page, but here's a few more:

- Apart from English, the most common languages spoken in Australia are Mandarin, Arabic, Cantonese, Vietnamese, Italian, Greek, Tagalog/Filipino, Hindi, Spanish and Punjabi
- More than 70 Indigenous languages are spoken in Australia
- 85% of Australians agree multiculturalism has been good for Australia

Welcome to Team Crowley

Say hello to the newest members of Team Crowley



Sharleen
Residential Care



Phillip
Residential Care



Ashish
Residential Care



Riya
Residential Care

Crowley Family News

Celebrate with us as we share some exciting news

Welcome baby Myah

The beautiful Myah Victoria was born on 1 February 2022.

She is the first grandchild for Jeanine from Leisure and Lifestyle. Gorgeous daughter for Ben and Ashleigh.

Welcome to the world precious girl.



Staff Recognition

Acknowledging and rewarding Team Crowley

Our 2021 Staff Recognition Presentation recognised those who excelled in their positions, went above and beyond to serve our Crowley community, or extended themselves through professional development or further education.

We had several award categories on the night, ranging from Educational Achievement Award, Special Recognition, Years of Service, Team Award, Employees Choice Award, Community Gratitude Award, HR Managers Award and The Leadership Award.



The Leadership Award

The Leadership Award for 2021 went to Robyn and Lauren for their consistent positive influence and encouragement of their peers.

HR Managers Award

The HR Managers Award for this year went to an awesome Nick.

Employee's Choice Award

This year for the Employee's Choice Award, we had a record number of nominations submitted for 98 staff members!

From these nominations, awards went to:

Melba, Shelley, Taylor, Alisa, May, Amanda, Darren, Brad, Annette, Col, Trevor, Rose, Sharon, Casey-Lee, Brenda, Aurora and David.



Special Recognition

The Special Recognition Award is awarded to staff members who have gone above and beyond their day-to-day duties. Our Special Recognition Treasures for 2021 were:

Mel, Dave, Lorraine, Kon, Jenny, Terry, Jenny, Cadie, Peter, Kathryn and Nick-Kee.

Crowley Team Award

The Crowley Team of the Year Award goes to a team that consistently served across the organisation, a team that has adapted to great change over the past 12 months and moved forward with a can-do attitude and resilience!

Our Team of the Year for 2021 is The Maintenance Team.

Educational Achievement Award

We recognise staff who have undertaken further education during the year. We congratulate these staff members and thank them for the investment they have made in furthering themselves professionally and personally.

- Bachelor of Nursing - Jay, Leena, John and Bin
- Cert III Business Administration - Esther
- Diploma in Quality Auditing - Michelle
- ACIPC - Foundations of Infection Control - Kelly
- Immunisation for Health Practitioners - Anne
- COVID Vaccination Training Program - Anne

Years of Service

Each year we acknowledge those who have been a part of the “Crowley Family” for extended periods of time and thank them for their service and loyalty to the organisation.



Staff Recognition

Acknowledging and rewarding Team Crowley

Community Gratitude Award

The Community Gratitude Award is an award where we requested the wider Crowley community to nominate a Crowley staff member who they think had served the community in an exceptional way. The winners of this award were:

Marcia, Paige, Lee, Denise and Esther.

The feedback we received for these Crowley team members was so good, we just had to share it! Here's what the Crowley community had to say about their award winners:

Marcia

- She always helps and is a lovely girl.
- Very helpful and easy to talk to.
- We believe that she is one of Crowley's best assets. Always willing, nothing is too much trouble.
- Great member of staff.

Paige

- Great member of staff.

Denise

- Denise is full of care and understands one's situation. In fact, she can undertake and recognise my needs before I can request her to do so, which to me is very comforting.
- A lovely person who is caring of everyone, always smiling and happy and is super at her job. A very special person.

Lee

- Lee is so caring and thoughtful to each and every one of us. Nothing is a trouble. You can always have a laugh with Lee. I wish her good luck.
- Helpful, caring and always understanding.
- Extremely friendly, open and honest, and has a genuine concern for residents. Very thoughtful and meets the needs of people and caring.
- Lee is very caring and very dependable. It's a pleasure to have her caring for us. Her nursing skills and compassionate nature are excellent. I give Lee top marks for all she does.
- What can I say? Lee has been a great support to both Mum and my sisters and I. She is the one person we know who will follow through on anything we ask of her. It will be a very sad day when Lee leaves Crowley.
- Lee is a very kind and caring person who can't do enough for me.
- Lee does a wonderful job caring for my Mum. When Lee is on, my sisters and I know Mum is getting the care and love she deserves. Lee listens to my sisters and I and takes any concerns we have seriously. She takes the time to find solutions to any problems Mum may have and when Lee is on, Mum is a much brighter, happier person. I am very thankful Mum has Lee on her side.

Esther

- We believe that she is one of Crowley's best assets. Always willing. Nothing is too much trouble.
- Great member of staff.
- Excellent PR skills.



Can You Spot A Scam?

René Lange
Risk Manager

The last two years has seen many changes to the way we move about and interact with others.

Time and again we have come to realise that maintaining connections is vital to our wellbeing, especially during times when we are physically separated from families, friends and loved ones.

More than ever we have relied on the internet to allow us to socialise, learn, work, and entertain ourselves. And although the internet is a fantastic tool, there is a dark side to the net.

In 2021 Australians over 65 lost over \$80 million to online scammers according to a study from Scamwatch. That’s a scary figure and serves as a reminder that while the internet can be a wonderful tool for connecting with others and exploring the world, there are risks involved.

Don’t assume that because of your age you are more likely to fall victim to a scam. Part of the reason people over 65 have lost more money to scammers is that you have more money to lose. And though it probably doesn’t feel like it, Australians as a whole, and those over 65 in particular, are pretty well off, compared to many other nations at least, and that makes you a very attractive target for cyber criminals.

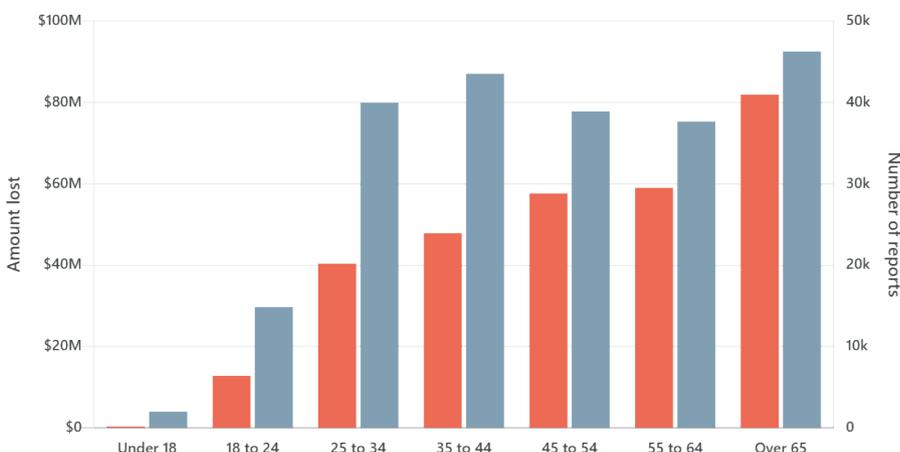
So, what can you do to avoid falling victim to a scam?

The very best thing you can do to avoid falling victim to an online scam is to arm yourself with knowledge. What are the different types of online scam? How do they work? And what can you do to reduce the risk that you will inadvertently fall victim to a scammer?

I use the word inadvertently as we tend to think that only those who are naïve or lacking intelligence fall victim to online scams. This is not the case. The organisations behind online scams or cybercrimes are very sophisticated, well organised, well resourced, and very skilled at parting people from their money and their personal information.

So where do you find more information?

Well, there are many sources including the eSafety Commission (www.esafety.gov.au), Scamwatch (www.scamwatch.gov.au), Be Connected (www.beconnected.esafety.gov.au), and the Australian Cyber Security Centre (www.cyber.gov.au).



One final message is this: If you think you have fallen victim to a scam please speak up and report it to the police. Don’t allow embarrassment or fear stop you from seeking the help you need.

In next month’s Chatterbox we’ll talk about dating and romance scams – what to look for and how to avoid them.

Focus on Quality

Survey program at Crowley

Michelle Golding
Quality Manager

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

We were excited to launch last year the implementation of online surveys through our Moving on Audits platform. Staff and families/representatives are able to complete these surveys online through a link that is emailed to nominated email addresses. We look forward to receiving any 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 completely 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; this platform and reporting supports 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 and thank those of you who have participated in recent surveys.



Making Feedback Flow

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

Michelle Golding
Quality Manager

Residential Care family members

- Please pass on my sincere thanks to the front-line nursing staff who cared for Stan. I know they are functioning in difficult times, but I always felt the care and compassion they had for him. They facilitated my few days' visit last week which made all the difference. They have always helped me to talk with Dad on the phone when I couldn't be there. The staff in the office and on the front door have consistently been caring, very helpful and understanding. There are too many people to mention individually so I hope you will ensure they see this email. Thank you very much.
- Thanks for the update, we appreciate all you do to keep our loved ones safe.
- Just want to thank you Michael, David and Anne. For the three years Dad was in Crowley I never worried as I knew he was well taken care of by your amazing carers, nurses etc. I miss not coming into Crowley as everybody was so friendly and welcoming. I would also like to thank Marcia, Linda and the lovely friendly girls in Reception. Hope I haven't missed anyone out. I realise you must be under so much pressure keeping everyone happy particularly family trying to visit loved ones. It has been going on so long now and I just pray soon we can get back to life as it was. Love and thanks again and take care and stay safe.
- Thanks for touching base.

Independent Living residents

- A special thank you to everyone, especially Jenny, for your help over a very difficult 12 months.
- Thank you.

Home Care clients

- Thank you for the birthday card received from Crowley.

Staff members

- Free Pizza Day – how nice, a lovely gesture, love it!
- Thank you for your support. I really appreciate it!



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 Green Quiz

Embrace the spirit of the Irish with this St. Patrick's Day quiz

1 The celebration of which saint is linked to the colour green?

.....

2 According to folklore, what happens if you don't wear green on St. Patrick's Day?

.....

3 Name a "green" children's book written by Dr. Seuss

.....

4 What two primary colours can be mixed together to make the colour green?

.....

5 What is the title of the tales of a red-haired orphan written by L.M. Montgomery?

.....

6 Name an emotion associated with the colour green

.....

7 Name a green gemstone

.....

8 What is a popular nickname for someone who works well with plants?

.....

9 Name a popular Asian beverage

.....

10 What famous comic book hero's powers were ineffective against the colour yellow?

.....

11 What kind of people are referred to as green around the gills?

.....

12 Which country's currency is often referred to using the slang term "greenback"?

.....

13 What does it mean when you say "the grass is always green on the other side"?

.....

14 Greenland is considered part of which continent?

.....

15 What is the name of the pigment in green plants that gives them their colour?

.....

16 What does it mean "to give the green light"?

.....

17 Which nuts are green inside their shells?

.....

18 Why is green used for military field uniforms?

.....

19 What is a green room in show business?

.....

20 List the names of three green vegetables

.....

Word Scramble Solution

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



The Big Reveal

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

YASND BEEHACS

SRIKPNLER

ASSSGULSEN

YRBAKADC BQB

THO OGD

KGOSIERNLN

LPIF SFOLP

NADS SCETSLA

GMIWISNM OPLO

WLNA WREMO

SXODABN SYTO

HAYOLID

MALDAOEEN

IRA DIRCEOTINON

GPIANCM

YMFIAL NISNROEU

IBKNII

HTCICGAN YARS

HABEC WTLOE

TABE HET THEA

NNTUAS NOTLIO

TSUEAMENM KAPR

DILEIAFURG

YLF A TKIE

SANDY BEACHES

SPRINKLER

SUNGLASSES

BACKYARD BBQ

HOT DOG

SNORKELING

FLIP FLOPS

SAND CASTLES

SWIMMING POOL

LAWN MOWER

SANDBOX TOYS

HOLIDAY

LEMONADE

AIR CONDITIONER

CAMPING

FAMILY REUNIONS

BIKINI

CATCHING RAYS

BEACH TOWEL

BEAT THE HEAT

SUNTAN LOTION

AMUSEMENT PARK

LIFEGUARD

FLY A KITE

Round the Traps

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
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6620 6400

Commonwealth Carelink
Centre (Free Call)
1800 052 022

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

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

Enquiries should be directed to the Crowley Care Administration.