

the chatterbox

NEWS FROM CROWLEY CARE

MARCH 2020



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Cover photo

Megan and Ken enjoying the spectacular entertainment at this year's Seniors Festival!



A Moment with our CEO

Hello everyone,

Seniors Week

It's wonderful when we bring our community together as we just have with our Seniors Week event. More than 150 people attended including some from the local community, which was lovely to see.

Year 6 students from St Francis Xavier Primary performed and it was their eagerness to participate in dancing and events that proved popular with our residents. Whilst St Anne's Day Care did a great job singing and demonstrating yoga. We thank Steve Passfield and Kathryn Jones for their performance. I'd like to think we make the most of our seniors "every week" at Crowley.

Gratitude and the little things

You may have seen our recent Annual Report highlighting the importance of doing little things for others really well. One "little thing" that can have a big and positive effect on others is to express gratitude, to recognise them and say thank you for the things they do really well.

There have been many thoughtful expressions of gratitude recently shared by staff and it is wonderful to see. Supporting each other and recognising good deeds, is simply a great thing to do. It brings us closer together as a community.

Many staff do so much for our residents that they may think, goes unnoticed. By surprising them, when they least expect it, showing your gratitude is a great little thing to do that can make someone's day. When you do so, you will be rewarded 20 fold.



The enthusiasm of youth

In this edition of Chatterbox is a great little story about our new, young apprentice chef Nick-Kee. Our community at Crowley is made of people from all generations and we are committed to supporting young people, particularly those who display that amazing can-do Crowley attitude.

Nick-Kee has such passion for her chosen career and is full of youthful exuberance. It's great to see young people at Crowley who inject "another level" of enthusiasm for their work. It goes to show if you display the right attitude, anything is possible. We can all learn from the young because we are reminded you simply can't beat great attitude, enthusiasm and passion.

A handwritten signature in black ink, appearing to read 'Michael Penhey', written in a cursive style.

Michael Penhey
Chief Executive Officer

Catch up with Kelli

Kelli Potts
Executive Manager Operations and Finance

Recently, we were graciously gifted a gorgeous Pianola accompanied by 50 rolls of music. We are yet to find its permanent home in Crowley, but once we do, we are certain it will be thoroughly enjoyed by all residents and provide many hours of reminiscing.

As fires still impact many families, friends, communities, wildlife and our environment, and will do so for a long time, we express our sincere gratitude to all of our staff, families, residents and clients who donated to our fundraising so far. We have such a caring community, and I am thankful to be a part of it.

As 2020 projects get underway next month we will be able to share more of our plans and ideas.



Crowley's Bushfire Appeal

Pania Howe
Project Officer

On 30 January, Crowley Care hosted a Bushfire Appeal to raise funds for those impacted by the devastating bushfires.

An incredible turn-out of residents, friends and families were eager and willing to show support and enjoy the morning's guest speakers, sweet treats, sausage sizzle and entertainment.

We were joined by representatives from Wardell Rural Fire Service, Ballina SES, Red Cross, WIRES, Ballina NSW Fire and Rescue, and Air T&G who shared their courageous stories and experiences of the bushfires.

Our very own Clay Blyth serenaded the guests as they arrived, and Dennis 'Dingo' Dryden swooned the crowd with his tales of years gone by. The morning ended with a special visit from the Ballina Fire and Rescue team and their truck

With your generosity and support through raffle tickets, the 250 Club and the donation buckets we were able to raise over \$2100.

Thank you to all for making the morning so successful and giving so generously. We are fortunate to have such a wonderful community of caring people.

Thank you to our sponsors: Alstonville Florist, Bunnings Warehouse Ballina, Office Choice, Tamar Village Pharmacy, Love Byron Bay and Kaiser Craft.



What a Celebration!

Sarah McMahon
Marketing and Events Coordinator

The 2020 Seniors Festival was a spectacular affair at Crowley with lots on offer for residents, clients and the broader Ballina community. Crowley regular entertainers Steve Passfield and Kathryn Jones kicked off the event and were wonderful MCs throughout the morning.

Crowley events are always a great opportunity to involve our Parish schools, so we invited St Anne's Long Day Care and St Francis Xavier Primary School to join the Party. The kids brought so much joy to everyone around as they danced and sang the morning away.

The mini expo with exhibitions from Dynamic Health Solutions, Cirrus Health, Social Futures, Daisi, Tamar Village Pharmacy, Otocare Ear and Health Clinics, Right Foot Podiatry, Independent Living Specialists, U3A, CHEGS and Crowley's Men's Shed added a great mix of information to the day.

Thank you to everyone who came along to make the day a great success.





Out and About

Here at Crowley our calendars are always packed with exciting activities. From painting to storytelling, social gatherings 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:



Just one of our wonderful volunteers, Janelle, taking a stroll with John. Janelle joins our Leisure team Tuesdays and Thursdays.



Dale has been running a jam session once a month which has filled the room with music and smiles.



We enjoyed a visit from 'The Bush Poet' during our recent Country Happy Hour celebrations.



The Blue Birds joined us for our Country Happy Hour, which was the perfect lead up to Australia Day 2020.



Elwyn enjoyed the company of friends and a glass of wine while watching the entertainment.



We love our country and the opportunity to celebrate it! We had an awesome time throwing the thong, having a Vegemite eating contest, gum leaf whistling, Kookaburra calling, and singing along to our favourite Australian classics.



We celebrated Australia's beautiful flora and were at home among the gumtrees.



Robyn joined in the fun, waving the Aussie spirits high and singing along to 'Waltzing Matilda'.



The Aussie games were aplenty during our celebrations, with Jean taking the win during a festive ball match.



We sat down to enjoy a cuppa and a piece of damper, some adding cheese and bacon for something new.

What Do You Need to Bring on Admission?

Christine Lawton Residential Care Facility Manager

When talking to prospective residents and their families, one of the most commonly asked questions relates to their room. What can they bring in and what do we provide?

The rooms in Banksia, Lillipilli, Prospect, Riverview and Rosebank are furnished with a bed, mattress, wardrobe, bedside locker and a small chair. You may bring in your own comfortable chair, TV and small bar fridge. Serpentine and Missingham have the above as well as a recliner chair, TV, small fridge and all the cabinetry is built in.

We also supply all bed linen, blankets, quilts, pillows, bath towels, face washers and absorbent or waterproof sheeting. If you wish to have your own doona and cover that's fine as long as they are marked with your name.

We supply toiletries including tissues, toothpaste, toothbrushes, denture cleaning preparation, shampoo and conditioner, shaving cream, razors and combs. Each ensuite is fitted with a dispenser of pH neutral body cleanser for showering. The moisturiser we provide is a macadamia skin repair lotion. There is also a hand sanitiser in each room. Incontinence aids are also supplied if it is assessed that you require them for your care.

We encourage residents to personalise their rooms with photos, pictures, and special ornaments. There are picture rails in some rooms. Otherwise the maintenance staff will hang any pictures you have. Please note that due to WH&S considerations, the rooms have to be free of clutter. All electrical items must be tested and tagged by our preventative maintenance staff before installation. Both resident and staff should be able to comfortably move around the room without risk of falling or bumping precious items. Staff must also be able to utilise any mechanical lifting equipment if required.

On admission, all new residents and/or person responsible complete a Declaration of Valuable Form. All valuable items over the value of \$50 are itemised and photographed. Crowley Care's insurance does not cover consumer's personal property. Consumers are encouraged to arrange insurance cover with a company of your choice or place items of value in the facility safe.

All clothing brought in with you requires labelling. This is a service we offer. Drop any clothes to Reception and they will organise for our wonderful laundry staff to collect, label and return to your room.

Upon arrival to Crowley, we welcome you with a bunch of flowers and welcome basket. We always want our new residents to settle into their new home.



The Secret to a Long and Happy Life

Kelly Roberts
Clinical Manager

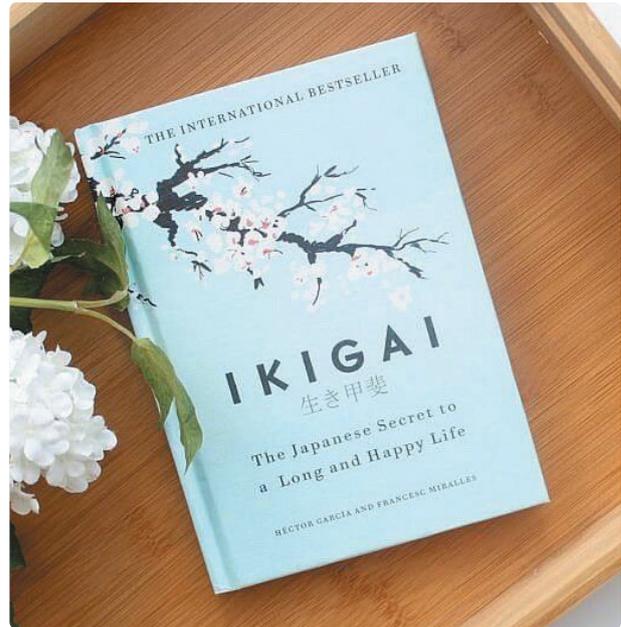
Recently on a visit to my GP, we got into a discussion about stress and its ill effects. She then went on to recommend a book to me, which I have found to be a wonderful, relevant read and I wanted to share it in the Clinical Pages of Chatterbox with the wider Crowley Community.

This powerful, little book is called Ikigai. A Japanese concept which translates very broadly as “the happiness of always being busy”. In Japan, the inhabitants live far longer and more productively than the global average.

Many people have studied these centenarians and there are many theories as to why the inhabitants of this particular town, Okinawa, live longer than people anywhere else in the world. Not only do they have a wonderful longevity, but they remain productive and happy long into their 90’s and 100’s. Many believe it is due to the Ikigai or as the French term it, a ‘raison d’être’. A reason for being, a sense of purpose in life.

It transpires in chapter one, as the authors discuss various populations in Japan, that the secret to happiness for many older Japanese people is feeling like a part of a community. This resonated with me as having a great similarity to our Crowley Community and why many people enjoy being a part of the wider collective here. Nurturing friendships, eating light, getting involved in helping others, getting enough rest and remaining active are all a part of the equation of good health.

Many of the oldest Japanese live on Islands where resources are scarce and as a result, they grow learning to work as a team, with helping other people becoming a natural part of their day to day interactions, even as older people entering their 90’s. For many, helping others may be an Ikigai strong enough to keep them alive and enjoying life.



Maintaining an active, adaptable mind has been shown as a key factor in staying young. Just as decreasing physical exercise has a negative effect on our bodies and mood, a lack of mental exercise causes neurons to deteriorate and as a result, reduces our ability to react to our surroundings.

When presented with new information, the brain creates new connections and is revitalised. This is why it is so important to expose yourself to change, even if the process of change can cause a little anxiety.

In this little book, there are many fascinating tips for improving your mind and body as you age, as well as stories about many healthy, active centenarians from around the world. I would recommend it to anyone who is interested in “The Japanese Secret to a Long and Happy Life.”

We have a few amazing centenarians of our own here at Crowley and I am sure there won’t be much that’s new for them in this wonderful read.

Crowley Connections

Marcia Palazzi

Hi there,

I'm Marcia, the "new girl" at Crowley Reception. Let me tell you a little about myself and my family (don't worry, it will be mercifully brief!).

I was born at St. George Hospital in Sydney's south. I spent most of my pre-North Coast life in the St. George District and Sutherland Shire.

In 1996 my husband and I decided it was time to get out of the rat race and move to our little place at Fernleigh, about 10 minutes north of Ballina. So with our four-year-old and four-month-old daughters in tow we moved onto our two acres.

The following year we purchased a 40 acre farm just three doors up from us and from that point the work never stopped!

We had cattle agisted on the property for some years before we had the hair-brained idea (seemed like a great idea at the time) to plant it out to coffee. The first planting of nine thousand seedlings froze to death the minute they were planted due to the not so small fact of it being the coldest May in 60 years! The re-planted coffee seedlings the following year died due to the heat! Who'd be a farmer?

When my eldest daughter started kindergarten at the little Fernleigh School there were only seven kids ranging in age from Kindy to Year 6. All of the children were in one room, learning together. To say she got a well-rounded education is an understatement. One afternoon she brought home a note saying they were learning about the solar system and she was to make planet Earth. In kindergarten! She could rattle off the planets in order like a seasoned astronomer.



My youngest daughter lived all of her life on our farm until we moved in 2014. She was always the adventurous one and nothing has ever really fazed her. One day she came home from school and walked through our kitchen in a bit of a dream and stepped over what she thought was the vacuum cleaner hose. When it did dawn on her that she had, in fact, stepped over a rather large brown snake, she calmly grabbed the phone and locked herself in her bedroom, called me at work, very calm about it all. She sat in her room until the Snake Man came and gave the all clear. Like I said she's pretty unflappable!

I've had quite a few different jobs over the years but I reckon this role is going to be the absolute best of the lot and I'm really looking forward to getting to know everyone here, so if you are passing Reception, come and say g'day!



Living with Independence

David Crosby
Customer Service Manager

Teenage independence was getting your driving licence, staying out late with friends, sneaking home in the early hours. Independence in adulthood, may have been financial, becoming mortgage free, or your children moving out of home. So how do we define independence during our elderly years?

As we all inevitably approach ageing, we fear declining health and the realities that it brings. It does not need to bring the fear of losing independence. Even as we reconcile our state of health, we can remain independent.

Independence is retaining your identity; living with purpose with the opportunity for achievement and having a voice; having choice in your life, your care, and your activities. Independence is to stay connected and avoid becoming isolated.

Independence needs encouragement. Just as a small child needs encouragement to ride without training wheels, we sometimes need encouragement to participate in an activity or complete a task on our own.

Independence also needs tools or supports. This may be someone to simply supervise our medications, or a wheelie-walker to keep us active and connected with friends.

This is not a loss of independence, but rather the chase to stay active and engaged.

We often stereotype independence as continuing to live at home. This is natural and with encouragement and acceptance of tools and support, a valid option.

However if living at home is impacting your identity, limiting your purpose, or removing choice from your day-to-day life and activities, are you still truly independent?



Water Restrictions Lifted

Rocky Creek Dam Finally Spills

Media Release from Rous County Council

Rocky Creek Dam finally spills, the dam level is at full supply with more than 300mm flowing over the spillway in just one morning.

This is a welcome sight after a prolonged period of unseasonal dry conditions with the dam last spilling in October 2018. Rainfall readings for Rocky Creek Dam show that in the first 6 weeks of 2020, we have had the same amount of rainfall recorded in 2019.

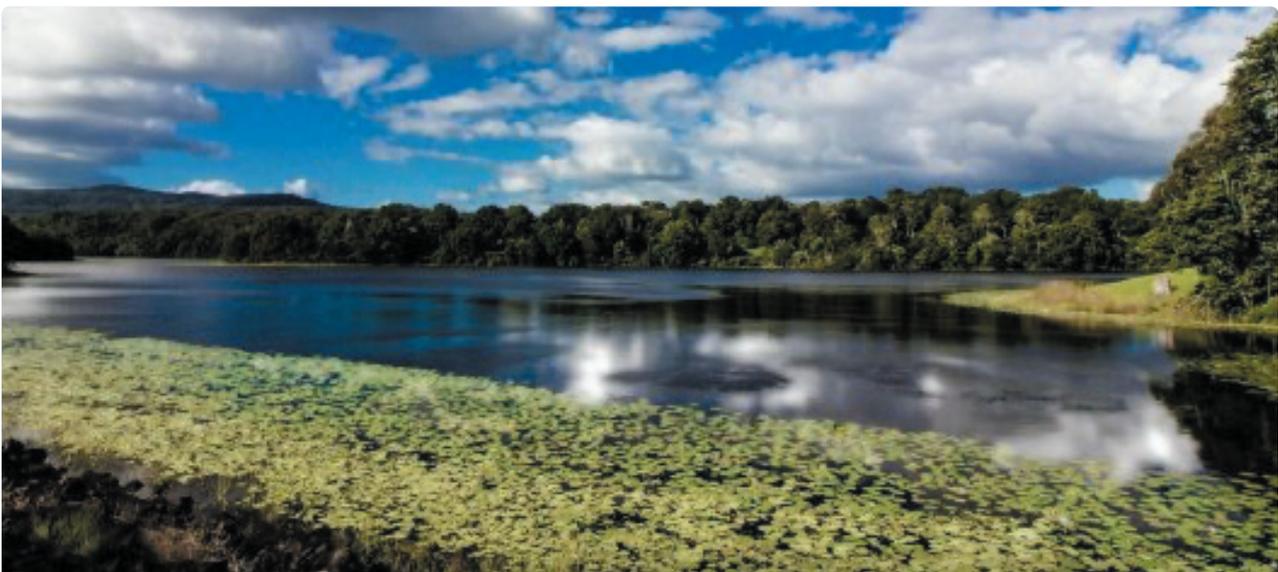
“With the recent heavy rain, the dam has now reached capacity and the decision has been made to lift all water restrictions”, said Andrew Logan, Planning Manager at Rous County Council.

This applies to the council areas of Ballina, Byron (excluding Mullumbimby), Lismore (excluding Nimbin), and Richmond Valley (excluding Casino). Lismore City, Byron Shire and Richmond Valley Councils will continue to manage water restrictions for Nimbin, Mullumbimby and Casino independently.

“We had a good response from the community during the water restrictions period,” said Rous County Council General Manager, Phillip Rudd.

“Now that the Rocky Creek Dam level is more than 100%, it certainly takes the pressure off.”

Regardless of water restrictions being lifted, Rous County Council will continue to keep the community’s focus on reducing water consumption in our homes and gardens, so that in the event of another extended dry spell, we can be in a better position.



From the IL Desk

Get your Seniors Travel Card

Jenny Kliese
Independent Living (IL) Coordinator

Have you heard about the Regional Seniors Travel Card? You might have seen the recent article in The Advocate.

The Regional Seniors Travel Card is a card for seniors in regional, rural and remote areas. It is prepaid to help ease the cost of travel. You can use it at certain retailers across Australia to pay for fuel, taxi services and pre-booked NSW TrainLink regional trains and coaches.

The Regional Senior Travel Card program is available for a two year trial period during 2020-2021. Eligible seniors can apply for a card in 2020 and for another card in 2021.

Who is eligible for this card?

- An age pensioner with a valid pensioner concession card (Centrelink or DVA)
- A Commonwealth Seniors Health Card holder
- Seniors living in regional NSW

Note: Your Pension Concession Card or Commonwealth Seniors Health Card can be issued by the Department of Human Services (Centre) or Department of Veterans Affairs (DVA).

What you need:

- Your personal details (name, date of birth, mother's maiden name, residential address and delivery address, telephone number)
- Your Pension Concession Card or Commonwealth Seniors Health Card
- A MyServiceNSW account and email address if applying online



How can you apply?

1. Local NSW Service Centre (Harvey Norman Home Centre, 26 Boeing Avenue, Ballina)
2. Telephone 137 788
3. Online www.services.nsw.gov.au/transaction/apply-regional-seniors-travel-card. Apply for a Regional Seniors Travel Card

Successful applicants will receive their card within 10 working days. You will receive your card and PIN in separate envelopes.

Applications for 2020 will close on 30 November 2020. Applications for 2021 will open in December 2020 and close 30 November 2021.

There has been some positive feedback from fellow residents who found going to the NSW Service Centre a great experience because the staff were very helpful. If you have any questions please ask the IL staff.

IL Six Monthly Skip



Albie Viel
Maintenance Manager

A reminder for ILU residents that on 2 March 2020 the rubbish skip will be on site behind the Men's Shed for ILU residents who wish to clean out unwanted belongings.

Items that should not go in the skip are oil, paint, batteries, gas bottles, fridges and tyres. To degas fridges is \$47 and removal of tyres is \$17. Cardboard should be placed in the recycling bin.

If residents require assistance to remove unwanted items please contact Reception to arrange for Maintenance to pick up.



2020 Crowley Resident Footy Tipping Competition

Round 1 starts Thursday 12 March!

Register your interest at Crowley Reception

An Afternoon at the Movies

Are you a movie junkie or fancy yourself a fan of Hollywood? Did you know that Crowley hosts a monthly movie screening? Everyone is welcome to come along to watch the big screen in the Education Centre for the small cost of a gold coin donation. The details of this month's screening are as follows:

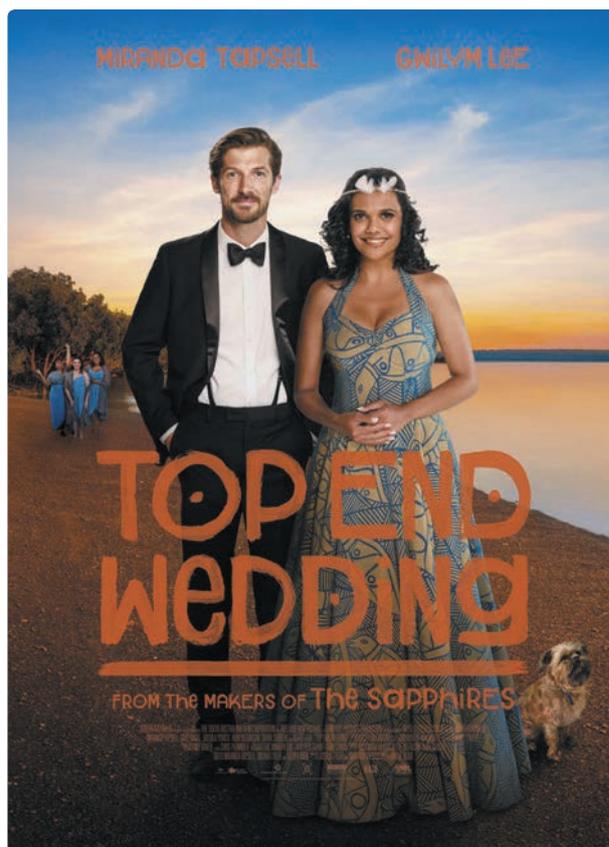
Movie: Top End Wedding
Genre: Comedy, romance
Directed By: Wayne Blair
Written By: Miranda Tapsell, Joshua Tyler
Starring: Miranda Tapsell, Gwilym Lee, Kerry Fox, Huw Higginson, Ursula Yovich, Shari Sebbens

Engaged and in love Lauren and Ned have just 10 days to reunite her newly separated parents and pull off their dream Top End Wedding. But Lauren's mother has gone missing, experiencing a midlife crisis. In order to find her, the couple goes on a fantastic road trip across northern Australia. Along the way they find fulfilment for their own personal journeys through the wild beauty of the landscapes and the unbeatable charm of the characters that they meet along the way. But will they finally recover Lauren's mother and pursue their dream wedding?

Audience Reviews:

"A sweet story about love in all its forms - for marriage, parenthood, heritage, and how far we're willing to go to discover ourselves."

"The acting is superb with an authentic storyline depicting the main actor's life. It brings it home to each one of us that whichever country we end up in, we must teach our children our first language and our culture."



Crowley Screening

Movie: Top End Wedding
When: Wednesday 11 March
Where: Crowley Education Centre Room 1 (upstairs)
Time: 1.00pm followed by afternoon tea
Cost: Gold coin donation
RSVP: To Crowley Reception Monday 9 March



IL Mens Bus Trip

Thursday 12 March

8.30am departure from Crowley Reception
\$5 bus fare + meals

In March the gents are off south to Evans Head where they will visit the Evans Head Airport Museum and have lunch at the Evans Head Bowling Club. It should be an interesting day with lots to see and great company.

RSVP to Crowley Reception by Monday 9 March.



PLEASE NOTE

Independent Living Bus Trips have limited space, so pop your name down early to avoid disappointment.

IL Ladies Bus Trip

Thursday 9 April

We are off to the Bangalow Heritage House Museum and Café. It's a local History Museum and Cafe nestled in the beautiful Bangalow Parklands. We will enjoy museum displays including war records of local families and a collection of history of Bangalow memorabilia.

We will enjoy a morning tea of homemade treats at the museum, a wander through the beautiful parklands in Bangalow, lunch at Lismore Workers Club Bistro and a scenic drive back to Ballina.

Book Club

with Judy Riley

This month we read 'The Yellow House' by Emily O'Grady.

This proved to be a hard read to get into but you couldn't put it down once you did.

Ten-year-old Cub lives with her parents, older brother Cassie, and twin brother Wally on a lonely property bordering an abandoned cattle farm and knacker.

Their lives are overshadowed by the infamous actions of her grandad Les in his yellow weather-board house, just over the fence.

When Cub's estranged aunt Helena and cousin Tilly move next

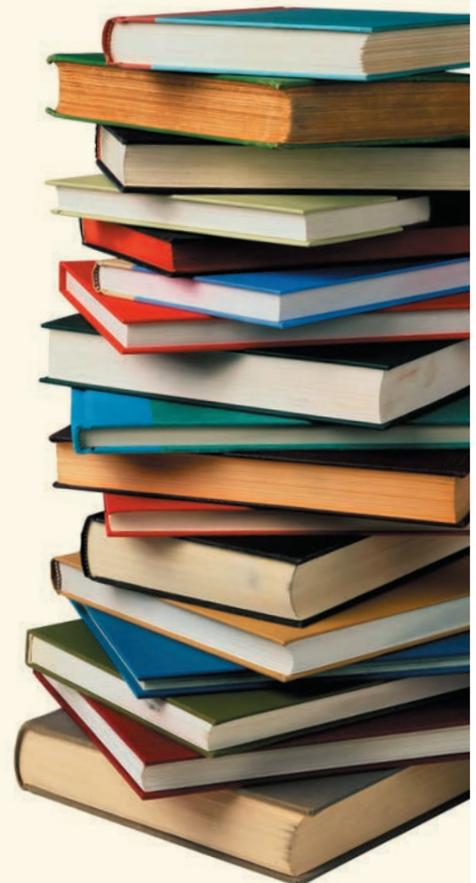
door into the yellow house, the secrets the family want to keep buried begin to bubble to the surface.

This is a powerful novel about loyalty and betrayal; about the legacies of violence and the possibilities of redemption.

Next month's book will be 'The Lost Art of Letter Writing' by Menna Van Praag.

Our next meeting is on Thursday 26 March at 3pm. Everyone is welcome.

Happy Reading.



Home Care Services for Public Holidays

Sherrie Viney
Home Care Manager

At Crowley we are fortunate to have a dynamic Quality Team that manage all our document designs, surveys, quality audits and other tasks to support all departments.

Each Easter, Christmas and public holidays, the Quality Team generate a public holiday services election form. We ask our Home Care clients and families to indicate if they still require services on public holidays.

Public holiday rates apply for services on public holidays for Home Care packages and private clients only. So in preparation for the Easter public holidays we will be distributing a form to you very soon.

Be assured, if you need us we will certainly be there!

If not, please let us know by completing the form when you get it in the coming weeks and returning it to our Home Care Office and we can make the changes to suit your requests for these particular days.

Dear Client

With Easter fast approaching we are writing to ask about your service requirements during this period. As we plan our rostering over the Easter break Public Holiday we would like to know if you will require your services on the public holidays listed below.

Client Name: _____

Public Holiday Date	Public Holiday	Required
10 April 2020	Good Friday	<input type="checkbox"/> Yes <input type="checkbox"/> No
11 April 2020	Easter Saturday	<input type="checkbox"/> Yes <input type="checkbox"/> No
12 April 2020	Easter Sunday	<input type="checkbox"/> Yes <input type="checkbox"/> No
13 April 2020	Easter Monday	<input type="checkbox"/> Yes <input type="checkbox"/> No

If you are planning to be away please indicate below the dates you will not require services.

From Date: _____

To Date: _____

Please note public holiday rates will apply for services on public holidays for Home Care package and private clients only.

We appreciate your assistance and wish you and your family a Happy Easter!

Home Care Client Profile

“Eve” Beckwith



“Eve” Beckwith was interviewed with her son and carer Pete.

Where were you born?

Leura in the Blue Mountains, West of Sydney.

Where did you grow up?

I spent a short time in Katoomba then moved to Waverley Bronte in Sydney, where I lived for around 60 years.

Do you have any brothers or sisters?

I have a sister Margaret, and three brothers Pete, Frank and Ken.

What did you do when you left school?

I left school early as my father had financial issues. I first worked at an insurance company T&G in a clerical short-hand role. I later did clerical work at the correspondence school in the Education Department.

Tell us about your family.

I had a very good family, my parents were religious Plymouth Brethren. When I had my own children, we had a good family upbringing.

Tell us about your interests and hobbies.

I loved ten pin bowling. I'm still owed a few hundred pins. I also love to knit, do crosswords and I love to go swimming at the beach when I can.

What are two good decisions you have made?

Not to drink. That changed my life for the better.

The second is marrying my husband and having five kids. My husband was a good father. We both worked hard for our family. Pete said, “If my father was father of the year, then [Eve] was mother of the century!”

What is your favourite memory of your life so far?

Getting married, having children, grandchildren and now one great grandchild.

A decorative border of red poppies with black centers and green stems, arranged in a repeating pattern around the central text.

Crowley Care ANZAC DAY SERVICE

Friday 24 April
Activity Centre
10.30am

Attendees are asked to arrive before the commencement time
and be seated by 10.15am to avoid disturbing the service.

A background of green clover leaves, with a semi-transparent white box containing the event title.

ST PATRICK'S DAY Tuesday 17 March

**GREEN
IS THE
THEME!**

All Staff and Residents are
invited to dress up on
Tuesday 17 March to help us
celebrate the light hearted
fun of St Patricks Day!

STAFF MEMBERS PLEASE NOTE:
Respectful attire, name tags and regulation
footwear must be worn by all staff on all occasions.

Community Connections

Evans Head Heritage Aviation Museum

Evans Head Heritage Aviation Museum

Opens Saturday and Sunday

Time: 10am - 4pm

Category: Museums, Galleries

The Evans Head Aviation Museum is where you can see restored and preserved displays of historical aviation exhibits and be educated on our military history and the natural and cultural history of the area.

Opening hours are 10am to 4pm on weekends.

Entrance is \$7.50 for adults or \$20 for a family with accompanying children. Parents or grandparents are included as a family.

Contact details:

www.ehmahaa.org.au

info@ehmahaa.org.au

0411 378 998

61 Memorial Airport Drive, Evans Head



Mix it up a Little

Tony Baldwin
Hotel Services Manager

Another paint job completed in the Banksia dining area, as the beams get a nice fresh coat of white to blend in with the ceiling.

I spoke at our residents meeting recently and informed our residents that we were going to trial no place cards on the dining tables in response to feedback.

Residents can now sit where they like and can change whenever they wish. This allows everyone to interact with everyone else and keeps the dining experience different across the various settings throughout the day.

We have also moved things around in the dining area so traffic goes around the side of the dining area and not through the middle, which is less intrusive.

The buffet has also been moved into the area near the bar. This way it separates the different sections of the buffet. There are four sections - a hot section, fruit and cereal, juice, and toasting.

There are tables in front of the bar for families when they visit and want lunch with their family member.

We will gather feedback from residents and staff for a few weeks to see how these changes are working and make further changes if needed.





Easy Whole Lemon Cake

Drizzled with homemade lemon syrup and served with a dollop of cream, this easy whole lemon cake is a must for your afternoon cuppa.

Ingredients

- 2 lemons, washed
- 3/4 cup light olive oil
- 3 eggs
- 1 teaspoon vanilla extract
- 1 cup caster sugar
- 1 2/3 cups self-raising flour
- 1/2 teaspoon baking powder
- Double cream, to serve

Lemon Syrup

- 1 cup caster sugar
- 1 lemon, thinly sliced

Instructions

Preheat oven to 180C/160C fan-forced. Grease a 22cm baba pan.

Place lemons in a medium saucepan. Cover with cold water. Bring to the boil over high heat. Reduce heat to medium and cook for 50 minutes or until softened. Drain. Cool 20 minutes. Chop lemons, discarding seeds.

Place lemon in a food processor. Process to a pulp. Add oil, eggs and vanilla. Process for 2 minutes or until smooth. Add sugar. Process to combine. Add flour and baking powder. Process until just combined. Pour into prepared pan. Bake for 50 minutes or until skewer comes out clean. Cool in pan 15 minutes. Turn out onto a wire rack to cool.

For lemon syrup, place 1 cup water and caster sugar in a medium frying pan. Stir over low heat until sugar dissolves. Increase heat to medium-high. Bring to a simmer. Add lemon slices. Cook for 5 minutes or until syrup thickens slightly and lemon is translucent. Cool 15 minutes.

Place lemon slices on cake. Drizzle warm cake with warm syrup. Serve with cream.

Maintenance News

Keeping our Hydrotherapy Pool in Tip-Top Shape

Albie Viel
Maintenance Manager

Our hydrotherapy pool is designed for muscle and joint rehabilitation, not for heavy exercises.

There is a lot of science and care taken by our staff to make sure the pool operates in just the right way. Below we detail how we achieve this.

The pool water balance is maintained by Crowley Maintenance staff and the pool area is cleaned by Hotel Services staff.

The chemical balance is controlled by an automatic feeder that feeds bromine the disinfectant and acid for pH control. Alkalinity, bi-carbonate soda and calcium are dispensed manually.

Twice a day the water balance is tested and recorded. We test for bromine, pH and alkalinity levels. The water balance of the pool may vary due to the amount of people using it and if the users have not showered due to the chemicals they wear such as deodorants etc.

The correction of water balance can be carried out promptly by adjusting the chemical controller or at the next test, as the auto feeder corrects the balance of the water.

The pool is heated and maintained around 34 degrees, however due to access by users by the end of day the temperature decreases. If the pool temperature exceeds 35 degrees then it can potentially cause issues with the user's skin. Bromine range is 4 to 8, pH levels should be between 7.4 to 7.6, and alkalinity levels should be around 160.

As a preventative maintenance control, an algacide is added to prevent algae growing.

The pool filter is back washed for two minutes when a gauge indicates back wash is required.

Cleaners vacuum the pool on Tuesdays and Thursdays. The pool is closed daily between 9am and 10am for cleaning of the pool and amenities. On the first Monday of each month the pool and surrounds are fully cleaned. Additionally, the pool heater condenser is washed down to remove salt build up, the bromine feeder refilled, and the chemical sensor is washed.

At the end of each day the pool is covered to maintain the water temperature overnight. If residents do choose to use the pool after 4pm we ask them to recover the pool when finished.

We also have support from our local pool shop, chemical auto feeder supplier and Palinteen supplier of pool testing equipment and testing tablets. Each month a water sample is sent to Southern Cross University for regulated testing. If there are any issues we also have the NSW Public Health that give assistance. The pool heater is serviced annually and water balance tester is certified annually.



Ode to the Men's Shed

by Bill Colenso

We're the guys from Crowley Men's Shed lead
by our leader FRED
He's a man with great skills who can cut and
can drill,
Make toys or a garden bed,
He leads by example just call in and sample,
The things that we do in the shed,
See FRANK and his plants and maybe by chance
he will sell you a herb or two,
He pots them with pride so just come inside,
He will put some aside for you,
RENZO's a man who can follow a plan,
To make anything you require,
Just give him a task he will finish it fast,
And make it as you desire,
For skills on the scroll saw our IAN is tops,
He works with skill on scroll saw or drill,
And makes things you'll simply adore,
And then there is BILL handy on bandsaw or drill,
He works at his bench with hammer and wrench,
To make things that are sure to thrill,
If you're not in a rush give JOHN a brush,
He will sand and paint it for you,
He looks after plants and maybe by chance,
He will make a cuppa or two,
MARK is a guy you cannot deny is ready to do
things on queue,
He will sand and he'll paint without a complaint,
To do a great job for you,
GRAEME and Mitzi k9 keep all machines in
their prime,

He'll keep all things running with the help of
Bunnings,
So nobody needs to whine,
We always remember those we have lost like
ROBERT, MAX and the RONNIES we always recall
what they did for us all,
And remember the things they have done,
Many a man has given his time,
Like TED, ERIC and DON,
We welcome their efforts to give us their time,
Each and every one,
Nine until midday are the hours we open,
On Tuesday and Thursday alike,
We don't over do it yet we seem to get through it,
So pop in whenever you like,
If you're passing on by, call and say hi we are
always ready to greet,
New men to our clan so make it your plan to join
us in friendly retreat.

All Welcome to the Crowley Men's Shed

We welcome any gents to come and join
us for a cuppa and a chat.

Shed Hours:
Tuesday and Thursday 9am till 12pm

The Crowley Men's shed are always open
to suggestions and commissions from the
extended Crowley family.

Focus on Quality

Key Regulatory Changes in Aged Care Services

Michelle Golding Quality Manager

From 1 January 2020, the Aged Care Quality and Safety Commission (the Commission) became responsible for approval of providers, aged care compliance and compulsory reporting which were previously the responsibility of the Secretary of the Department of Health. This includes monitoring of Prudential Standards.

The transfer of statutory responsibilities from the Department provides the Commission with a broader range of regulatory functions and powers to oversee the provision of care by providers of Commonwealth-funded aged care services.

Centralising these regulatory functions and powers within the Commission provides greater clarity of the regulatory model for providers and consumers of care. Amendments to the Commission Rules were implemented in late 2019 to support the transition of regulatory functions.



The amendments focus on the following key outcomes:

- Integrate and remove duplication in the management of non-compliance with the Aged Care Quality Standards (Quality Standards)
- Establish a regulatory framework with graduated and escalating responses to non-compliance
- Streamline existing performance assessment processes, providing greater clarity to consumers and transparency of decision making for providers

The Commission has also updated key information in the following Regulatory bulletins:

- Assessment contacts in residential and home services
- Non-compliance with the Aged Care Quality Standards
- Aged Care Quality Standards performance assessment methodology
- Regulatory decision making

What does this mean to you?

From our residents, clients and families perspectives you will not see visible changes to your care and services. The above is a quick overview into the Commission's role behind the scenes.

If you would like further information please refer to www.agedcarequality.gov.au or contact Michelle Golding Quality Manager at mgolding@crowley.org.au for a copy of Regulatory bulletins.

The Benefits of Volunteering

Gail Norton
Human Resources Manager

Volunteering at Crowley is a wonderful opportunity to contribute to your community, to help others and actively use and share your skills, attributes and knowledge.

As a volunteer you meet new people, develop and learn new skills, build social contacts and gain that wonderful feeling of accomplishment.

Our volunteers come from all walks of life – business, students, parents, retirees and residents. Whether you want to help others gain valuable experience, share your skills, or make new friends, we may have just the role for you.

There are a wide variety of volunteering roles which can be flexible according to your availability, skills and interests.

In some cases, without volunteer involvement the activities we deliver would be limited and with the growth of our facility we are always in need of more volunteers.



What can you get involved in as a volunteer?

- Gardening
- Assisting our residents to attend Mass
- Arts and craft
- Social activities
- Games facilitator
- Reader
- Meal delivery assistant
- Meal assistance – Residential Care
- Visitor companion
- Taking part in our programs like walking, knitting groups, choir
- If you have a special skill or talent - let us know

Your commitment to any volunteer position is determined by your circumstances, interests and the time frame in which the position is available.

Each volunteer role is different. You are able to advise your weekly availability during the interview process.

If you would like more information, please call Crowley on 1300 139 099.



Meet Apprentice Chef Nick-Kee

Gail Norton
Human Resources Manager

Last week Crowley employed a first-year apprentice Chef "Nick-Kee."

Nick-Kee did her work placement with us whilst at school and proved to be a great worker. When she finished school she volunteered here for a while.

Her first week at TAFE was this week and she thoroughly enjoyed the experience of the formal instruction.

As an apprentice Chef Nick-Kee will learn all the skills necessary from the ground up under the guidance of our Chef, Tony Baldwin.

Some of the lessons will not be as enjoyable as others. You see, Nick-Kee cut her finger yesterday and found out she didn't like the sight of blood and fainted.

All was well and she recovered from the cut. Registered Nurse Kate was on hand to make sure Nick-Kee was okay to carry on.

Nick-Kee was happy to share her story with her Crowley family after seeing the funny side of it all.

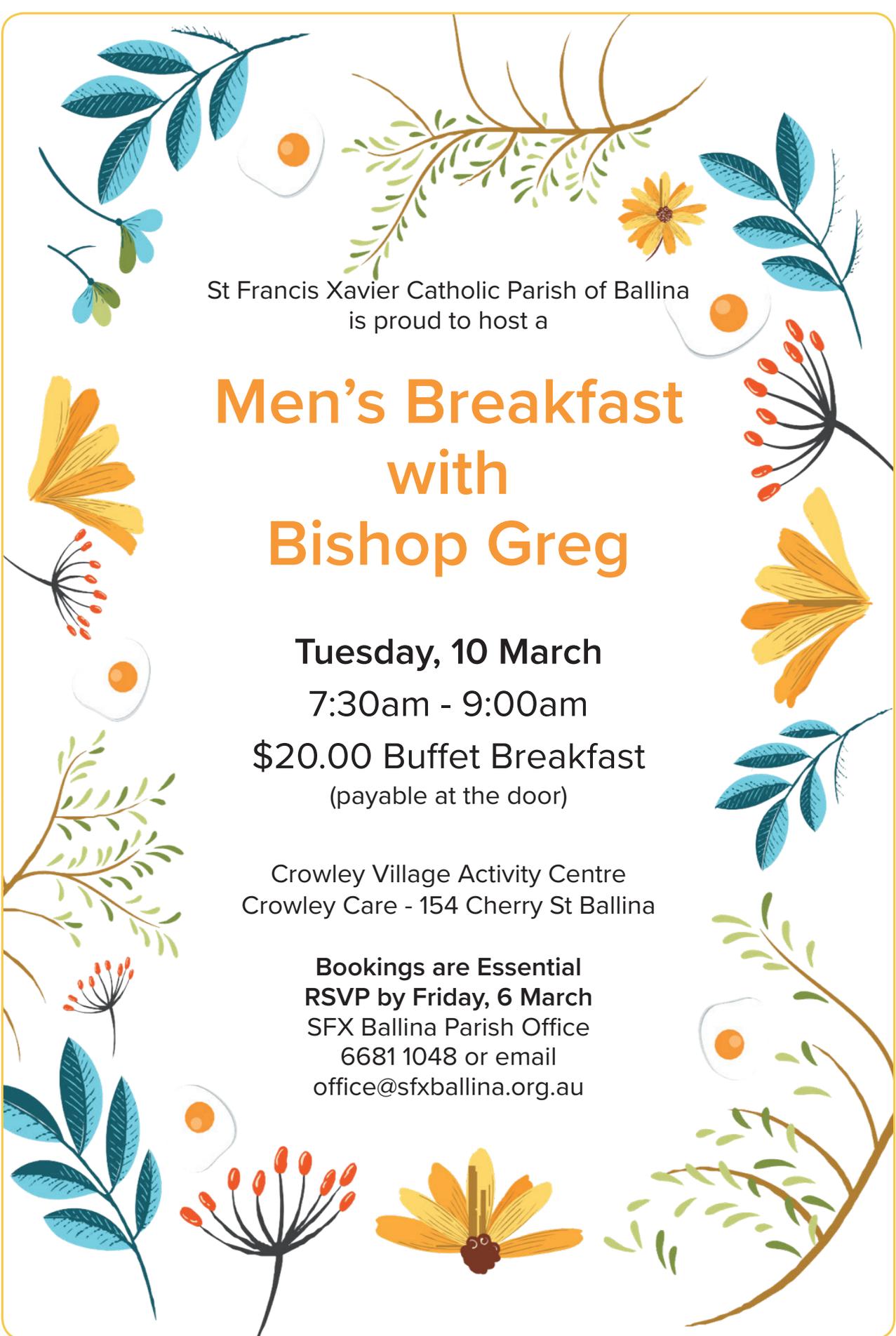


Crowley Family: New Addition

Congratulations to Kelli and Ross on becoming grandparents for the second time with the birth of their first grandson, Bronson Alexander Blouse. Born 21 January 2020, weighing 8.31 pounds.

A little brother for lylah.





St Francis Xavier Catholic Parish of Ballina
is proud to host a

Men's Breakfast with Bishop Greg

Tuesday, 10 March

7:30am - 9:00am

\$20.00 Buffet Breakfast
(payable at the door)

Crowley Village Activity Centre
Crowley Care - 154 Cherry St Ballina

Bookings are Essential
RSVP by Friday, 6 March
SFX Ballina Parish Office
6681 1048 or email
office@sfxballina.org.au

Making Feedback Flow

Michelle Golding
Quality Manager

Residential Care Family Member

To all the amazing and caring staff. The pink ladies who spend so much time putting together so many wonderful activities. The kitchen staff who help at meal times and have taken Dave under their wing. The nurses who make time to see Dave is receiving the best care. It has been a very difficult year for me with what has happened but am always made to feel good and happy when visiting Dave. You all assure me Dave is doing very well and receiving the best care. You all make and take the time to spend with everyone in Prospect.

Residential Care Family Member

To the whole of Crowley, in no particular order; maintenance and the ground staff - reception and those who support ILU as well as other sections of our community; hospitality – Barney’s, kitchen and cleaning; the RN’s and L&L, team leaders and care staff who give so much to the care of residents; management and those who support them so very well.

Home Care Client

Thank you for what you do for me. The staff are lovely. I look forward to my weekly visits from the lovely girls. All the girls are lovely - I’m not just saying that they really are. I can’t say anything bad about any of them.

Crowley Staff Member

To all Missingham staff - thank you. You are all awesome caring people and a pleasure to work with. Keep up the good work, Merry Christmas and Happy New Year.

Home Care Client

I just need to say how fantastic your staff have been to me, the friendly help, my carer is more than a carer to me - she has been a wonderful friend and confidant. My carer is bright and intelligent, absolutely perfect and treats me well.

Residential Care Family Member

What an excellent meal and without a doubt the best professional service and care by Shelley. Your staff have excelled once again.

Home Care Client

How wonderful Crowley has been to us since transferring from another provider. We have not looked back from day one. We have had all our needs met and your staff have just been wonderful.



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



Pisces Horoscope

19 February - 20 March



Pisces are very friendly, so they often find themselves in the company of very different people. Pisces are selfless, they are always willing to help others, without hoping to get anything back.

Pisces are more intuitive than others and have an artistic talent. They are generous, compassionate and extremely faithful and caring.

People born under the Pisces sign have an intuitive understanding of the life cycle and thus achieve the best emotional relationship with other beings.

Element: Water

Powerful, creative, adventurous, exciting

Ruling planet: Neptune, Jupiter

Transcendence, spirituality, oneness, growth

Compatibility: Virgo, Taurus

Pisces strengths: compassionate, artistic, intuitive, gentle, wise, musical

Pisces weaknesses: fearful, overly trusting, sad, desire to escape reality

Pisces likes: Being alone, sleeping, music, romance, visual media, swimming

Pisces dislikes: being criticized, cruelty of any kind

Lucky numbers: 3, 9, 12, 15, 18, 24

Colour: mauve, lilac, purple, violet, sea green

March birth flower: daffodil

March birthstone: aquamarine

What a Laugh!



There was a business executive who was late for a meeting. She was going 65km/h on a street where the speed limit is 40km/h.

A cop pulls her over and asks to see her license.

She says "I'm sorry, officer, but it was revoked two years ago for drunk driving."

His brow furrows and he straightens up. "Well, can I please see the registration of your car?"

She says "I stole the car and I killed the driver; he's in the trunk."

"Ma'am, DON'T MOVE, I'm calling for backup." He mutters furiously into his walkie-talkie...

Five minutes later, half the squad pulls up, the Chief of Police walks over to the woman's window.

"Ma'am, can I see your license?"

"Of course, officer," she smiles demurely and pulls out a license from her purse.

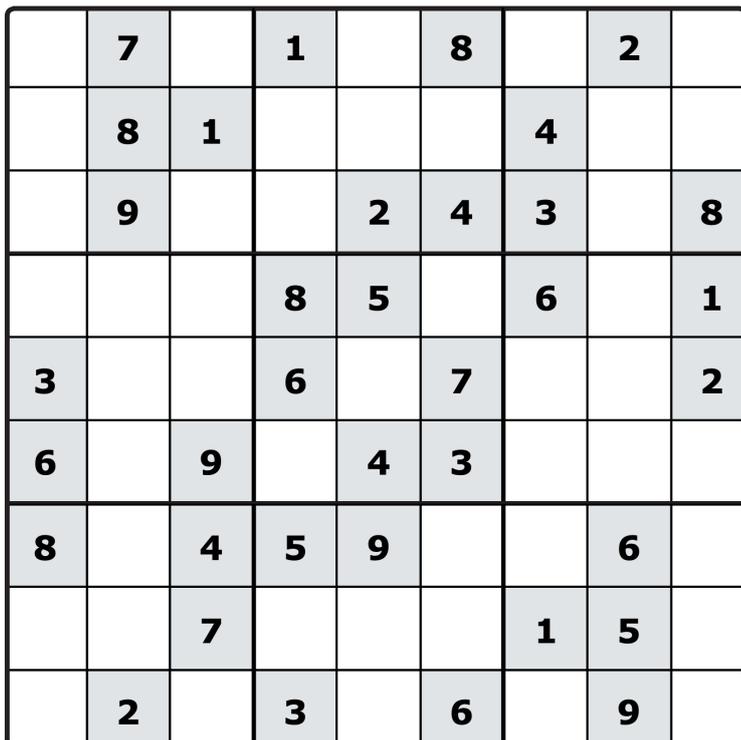
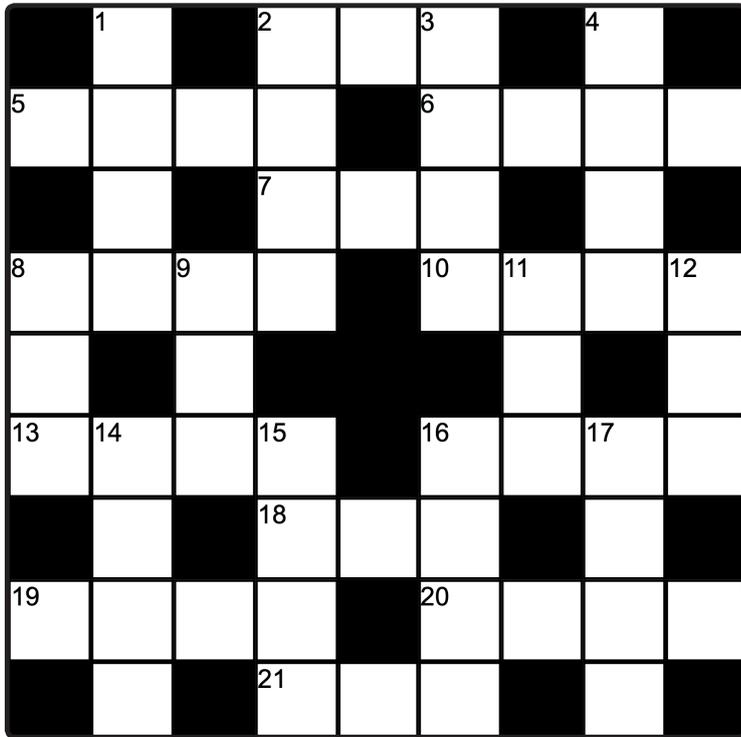
He squints warily at it. "This looks legitimate," he mumbles.

"Can I see the registration to this car?" She pulls it out of the glove compartment and hands it to him.

He opens the trunk of the car and flinches: but it was empty...

The woman brandishes a finger at the first cop and says accusingly, "And I'll bet that liar told you I was speeding too!!"

Games Corner



Crossword Clues

Across

- 2. Night flier
- 5. Grows on the head
- 6. Monster like Shrek
- 7. Yankovic and Pacino
- 8. Below the mouth
- 10. Sharply pierce
- 13. Holler
- 16. Manhattan neighborhood
- 18. Egyptian cobra
- 19. Make a digital image of a photo
- 20. Strongly encourage
- 21. Hearing organ

Down

- 1. School subject
- 2. Cereal grain
- 3. Eject
- 4. Neighborhood
- 8. Bawl
- 9. Out of sorts
- 11. Overly
- 12. Scare word
- 14. Engrave
- 15. Bowling alley
- 16. Cowboy boot attachment
- 17. Immense

Riddle Me This...

Some are precious,
some are plain, some
used for building, some
used for pain.

What am I?

Answer: A Stone.

Round the Traps

Here at Crowley we are always up to something, and usually it's something new, exciting or mischievous. This is what we have been up to:

Love was in the air last month during our Valentine's Day celebrations. We were handing out hugs and compliments to all our friends and family to let them know how special they are to us. Here are a few of our favourite snaps from the day:

1. Our Maintenance Team
2. Joe and Dot
3. Stan and Elaine
4. Ruth and Roy



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

Emergency
000

Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

Commonwealth Carelink Centre (Free Call)
1800 052 022

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

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

Enquiries should be directed to the Crowley Care Administration.