

# the chatterbox

NEWS FROM CROWLEY CARE

MAY 2021



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**Cover photo**

Mick and Marie Ronan enjoying the Senior’s Festival ‘Picnic In The Plaza’



## A Moment with our CEO

Hello everyone,

It's great due to Australia and our region doing well with COVID we can return to some normality and host our fabulous Crowley events and activities again. All in a COVID safe manner of course. The simple pleasure of getting together again should never be under estimated! Take our recent Seniors Week celebrations. This year it had a special atmosphere simply because our Crowley family was thrilled just to take part. As long as it is safe and we adhere to all directives, we will continue opening up our lifestyle calendar and events that are so important for our resident's wellbeing. And as we look forward to more events, our priority remains, to keep everyone safe.

A big part of being able to open up again is the rollout of our resident COVID vaccination program. By 7 May all our residential care residents who wanted to be vaccinated will have been vaccinated. The uptake of the vaccine by our residents has helped us to carefully, and in a measured way, open up our facility. And by the time this edition of the Chatterbox is published, a good number of our Independent Living residents have taken the initiative to get themselves vaccinated.

You may have seen Crowley's staff recruitment campaign in our local media. It thanks our staff for going 'above and beyond' this last year, which I'm sure you can appreciate has been trying for them in many ways. Our staff are our number one asset. And so from the beginning we support our new staff with culture training which connects them with the heart of who we are at Crowley, bringing them up to speed in the Crowley way.



And whilst we have always had ongoing staff training, this year we invested in a new online staff education and personal development program for our existing staff. It makes the training more convenient for our staff and is a more efficient way of delivering our training programs.

Finally, on a personal note, I want to thank everyone for the love and support since my father passed away recently. I'm humbled at how kind our Crowley community is, confirming my faith in a time of need. Thank you.



*Michael Penhey*  
Chief Executive Officer

## Catch Up with Kelli

### Kelli Potts

#### Executive Manager Operations and Finance

Well 2021 certainly has a different feel already and this means we can start to broaden our range of projects.

In looking ahead and planning projects we reflected back on 2020 and what we achieved. We knew many of the projects planned would be impacted by the restrictions brought about by the pandemic and so we needed to think differently about our focus.

So in 2020 we decided to focus our energy on technology projects. After all we all became more reliant on technology to keep us connected with the world and loved ones during COVID-19. And we discovered there is so much that can be done remotely.

So the projects didn't stop they were just different to the very visual projects staff, residents and families are used to seeing at Crowley.

These technology projects were 'in the planner' but were prioritised in 2020.

The technology projects scoped and implemented included:

- **Resident Communications** – resourcing the Crowley Communications team to support Residential Care residents to stay connected throughout periods of lockdown in 2020
- **Resident WiFi** – the introduction of 'SmilesNet' Crowley's Residential Care resident WiFi system, free to all residential care residents during the pandemic
- **Chefmax** – the new kitchen software system that is the final phase of our catering services upgrade that started with our new kitchen and hot trolleys in 2019
- **TCM (The Care Manager)** – a major software upgrade on our home care service management software

- **Altura (Bridge)** – a new online learning platform for staff education
- **Server Upgrade** – a major project that included the complete upgrade of our technology infrastructure that supports all our systems and software at Crowley



And now:

- **CAMMS** – our new Risk Management software system due to be up and running by the end of June. It will take the place of a number of smaller paper-based systems across the organisation and is an important addition to our risk and quality management

Technology projects are renowned to be challenging as they require large groups of people with different skills and requirements to be successfully implemented. For anyone who has had to implement a new technology project you will know that they take many hours of careful planning and consultation.

These multiple projects were spread across the organisation and all of the staff involved are to be congratulated for their combined efforts in achieving great outcomes in what was a challenging year. Collectively these technology upgrades play an important part in helping Crowley to deliver even better services for our residents and clients.

There were of course a number of other great outcomes from 'doing things differently' in 2020. I look forward to sharing more with you next time.



## Out and About

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



*Our monthly sing along is always a wonderful afternoon where residents love to get involved with the instruments and singing.*



*Must have been the hats? These clever chicks gathered 250 words from the word "forethoughtfulness". Well done everyone.*



*Nan and Helen having fun 'blinging up' their Easter hats.*



*Lillipilli ladies hard at work for an afternoon of art appreciation. Colouring therapy is a perfect way to express yourself and relax while being guided by the music to be able to drift away in one's creativity.*



*Autumn is definitely upon us and the smiles express it all. What a lovely area in the plaza to take time out with friends, even our little ones.*

## A Very Happy Easter



*There were many happy moments shared throughout Easter at Crowley.*



*What good looking eggs! We have so much fun bringing joy to all of Crowley's residents especially for important events such as Easter.*



*Linda having fun making Easter hats in the Entertainment Room.*



*Moyna enjoying her cuppa with friends at our morning tea for Easter, what a cute little hat you made.*



*More eggs you say? We hope the Easter Bunny found you George.*



*And then there was Easter!! Residents enjoyed a special Easter morning tea together, showing off their hat creativity from previous days.*



*Here is a look in at one of our winners from Easter morning tea. Margaret was inspired by the end result. Congratulations Margaret.*



*Val took out a prize for best Easter bonnet which she made out of eggs, straws, rabbits and all sorts of bright and colourful crafty items.*

## Last Month at Crowley

Crowley has always been a hub of activity and interaction, and this last month has been no exception. Residents, families and staff have been making the most of each day, filling it with activities to keep us connected during these times. We think the smiles on our residents faces say it all. Here are some of our favourite snaps from the past month!





# Remembering our Heroes

**Sarah McMahon**  
**Marketing and Events Coordinator**

At Crowley we commemorated Anzac Day with a special outside service on Friday 23 April.

Due to COVID-19 last year's services saw our Independent Living residents participate in a dawn service on their driveway whilst our Residential Care watched the televised service in the Entertainment Room. This year we were pleased to be able to bring all of our residents together to commemorate the day together.

Attendees from across Crowley's Residential Care facility, Independent Living village, families, staff and guests came together around the newly erected Crowley flag pole outside the Activity Centre to commemorate the day followed by morning tea.

Crowley is proud of our long history providing care and services to the veteran community.

We acknowledge those service men and women who are, and have been, an important part of the Crowley family.





# Seniors Festival in The Plaza

## In our Nature!

**Sarah McMahon**  
**Marketing and Events Coordinator**

Celebrating Seniors Festival 2021 in true Crowley style with a Picnic in the Plaza.

Listening to the wonderful sounds of Kathryn Jones in the sun with a cuppa and cake – what a way to celebrate Seniors Festival!

#NSWSeniorsFestival



# National Volunteers Week

## Recognise. Reconnect. Reimagine

**Sarah McMahon**  
Marketing and Events Coordinator

In May we acknowledge our wonderful volunteers across the organisation during National Volunteers Week, which this year will be from 17 - 23 May.

National Volunteers Week is an annual celebration acknowledging the generous contribution volunteers make across Australia. This year's theme is Recognise. Reconnect. Reimagine. It acknowledges it's time to:

**Recognise**, celebrate and thank volunteers for the vital role they play in our lives.

**Reconnect** to what is important by giving our time to help others and ourselves.

**Reimagine** how we better support volunteers and communities they help.

The last year has been incredibly difficult for everyone, and we have certainly missed our volunteers being here at Crowley.

Our wonderful volunteers support Crowley with a range of services from one on one companionship for our residents, driving the bus for outings, pastoral support and our wonderful Crowley Auxiliary who raise funds to purchase equipment for our residents.

Volunteers make a profound impact across society as a whole and at Crowley we could not be more grateful for the support we are afforded by them.

We sincerely thank all our Crowley volunteers for their time, support and love of the Crowley family. We are looking forward to welcoming back volunteers, both new and existing, to the Crowley family soon.

To show our gratitude, Crowley staff and residents have put their hand up to thank the millions of volunteers around Australia with a special smile. #waveforvolunteers.



## Clinical Team in Focus

Jon Rigley, Team Leader / Enrolled Nurse

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

I have been nursing for approximately seven years after a pretty big career change from the mining industry.

I completed my Certificate III and Diploma of Enrolled Nursing and began working at St Andrews in Ballina. I've tried different work settings such as NSW Health, Lismore Base Hospital and Ballina District Hospital as a nurse.

In my final placement during the Diploma of Nursing I was able to have my Community placement with Crowley and got a really nice feeling about the organisation.

I applied for work here in 2018, when I had just finished my TAFE course. I was fortunate in that I was offered a position as a new graduate Enrolled Nurse. I found it a very welcoming environment and very supportive.



Being new to nursing, I felt I needed to see what else was out there. I needed more clinical exposure and in different settings. Crowley let me go at that stage to explore, so I started at St Vincent's Hospital in Lismore, then Ballina hospital and Lismore Base. Finally, I tried working in the Disability sector.

I quickly realised, that working in aged care in 2021 is more clinically complex than it ever has been and more so than in most of the hospital settings I experienced and came back to Crowley.

It wasn't just the clinical side that was different. I found that the relationships that you can create with residents and staff in the workplace here are more meaningful as people live here much longer. Staff also seem to stay here for longer periods of time. As a nurse and Team Leader, the connections that we have with residents in Crowley are especially important for the mental and social welfare of our residents.



# Can Family or Carers Take a Resident Home Overnight?

## René Lange Risk Manager

Unless there is a Public Health Order preventing it, the final decision ultimately rests with the resident or, if they are unable to make this decision, with their substitute decision makers.

It is important however, that the decision is made in partnership with the resident, their representative and Crowley and with an understanding of all the relevant information and risks.

Crowley has a duty of care that continues even when a resident leaves the facility to a home environment or elsewhere. We must be satisfied that the resident will be provided with safe care while at home.

### What we must consider

Before a resident leaves the facility overnight or for an extended period, there are many things to be considered and discussed.

It is important everyone understands the risks and how to safely care for a resident.

Working with clinical staff, the resident, and their family/carers we consider many factors which may impact the safe care and overall wellbeing of a resident including:

- Does the family/carer fully understand the care needs of the person, which may have changed since they last cared for them?
- What equipment is required to assist with care and how will it be accessed? This may need an Occupational Therapist to advise and assist in access to equipment at home.
- Who will oversee medical care and access to medications (GP, telehealth)? Has this been confirmed with the service providers?
- Is the home environment safe for the resident?

### Our process

Before a resident leaves Crowley overnight or for an extended period a Resident Excursion – Overnight Stay application form needs to be submitted.

This form enables the necessary risk assessment to be undertaken in consultation with clinical staff, the resident and family/carers. It aids in the identification of required equipment, medications or other necessary supports.

Prior to departure on an overnight or extended stay a Summary Care Plan will be provided to the resident and family/carer along with any medications, equipment or aids. The Summary Care Plan sets out the care needs of the resident including any allergies, dietary requirements and special needs, and also includes the name and contact number for the residents General Practitioner, emergency contact details and other important information.

We also encourage residents and their family / carer to provide feedback on the Summary Care Plan on their return.

### Have you been considering an overnight or extended stay?

To any residents or family/carers who were thinking about an overnight stay we encourage you to speak with care staff. They can assist you with understanding the process and how this can be undertaken in a way that ensures the resident remains safe and has every opportunity to enjoy their time at home.

## From the IL Desk

### Jenny Kliese Independent Living (IL) Coordinator

Hello I'm Jean Standfield. I moved into Crowley Independent Living in the later part of last year and have been asked to take this opportunity to introduce myself to you all.

Unfortunately, I missed out on getting to the IL Annual Meeting and the Christmas lunch. I would like to have attended both to meet some of you.

#### Why Did you choose Crowley?

I chose Crowley after doing months of research on the villages by the ocean.

I chose Crowley because of their management, privacy policies, the care facilities and the affordability of the apartments.

I also had lots of recommendations from a few residents I had met through my sister Joan whose contentment of residing at Crowley for over 30 years was testimony enough.

Maybe it was the connection I had with Ballina and surrounds as a child where we had lived pre WWII - memories of playing in the mangroves in Skinners Street. The old home still stands there on the corner. With the deaths of my son and husband and illness it was time to have a sea change.

#### How have you found your move to Crowley?

It has been an enormous transition after living in the Kyogle area (dairy timber and grazing always close to the hills, forests and creeks) for nearly 74 years.

I met and married Bill (my soulmate) who was from a settler family. We had the opportunity to go back to dairying. This gave us the love for the land and what it can produce... both good and bad years. We had four children plus many more who came into our lives over the years. I have many wonderful memories for us as a family.

#### What are your plans and goals moving forward?

This is a new chapter in my life. I am fortunate that I have people to support me. It gives me peace and comfort that I now find myself back next to the mangroves with the bush turkeys. "What is next?" I ask myself; to read, knit and I love to grow things. I bought a little of my garden with me so lots of peaceful times ahead.



### May is Mental Health Month

This raises awareness of trauma and the impact it can have on the physical, emotional, and mental well-being of children, families, and communities. Be mindful and respectful of you fellow neighbours we don't always know what's happening in each other's worlds.

## #35 Jump and Jive, We're Bringing BINGO Back!

**David Crosby**  
Customer Service Manager

We know you're #15 (young and keen), and we thank you for your patience while we considered the safest way to provide a safe fun event for our Crowley family, but its #41 (time for fun)!

It is with excitement and joy to be able to type the words welcome back to Crowley Independent Living bingo!

Each month our Independent Living Social Calendar is filling up with activities and events. And as more residents are vaccinated, the use of the QR Code check in and regular hand hygiene, we take great confidence in re-commencing many of our social events that have been on hold due to COVID. So while bingo is back, it will be a little different.

So, #4 (knock at the door), and #68 (pick a mate), head #82 (straight on through), you're #89 (nearly there), because #40 (life begins) with bingo!

**Date:** Thursday 29 April and weekly thereafter

**Time:** 10am

**Location:** Education Centre Level 1 (South Room)

**Max Capacity:** #55 (snakes alive)

### Entry Conditions

- Strictly Crowley Independent Living residents only.
- Residents must sign in with either the QR Code or paper-based sign in sheets provided.
- Hand hygiene upon entry and exit.
- No entry is permitted if you are unwell or have flu-like symptoms.

## Crowley Auxiliary Easter Raffle

**Helen Cooney**  
Crowley Care Auxiliary President

Joan's a little 'eggcited' about winning the Auxiliary Easter Raffle.

The Easter raffle saw a start to this year's fundraising efforts by the Crowley Auxiliary and raised \$320!

Thank you to all that purchased a ticket!

We are excited to welcome new and existing members of the Crowley Auxiliary for our first meeting of 2021. We will celebrate the recommencement of the Auxiliary meetings with a wonderful afternoon tea.

**Monday 24 May**  
**3.00pm**  
**Crowley Education Centre**



# An Afternoon at the Movies

## The Bookshop

IL monthly movies will be screening in 2021. Come along to watch the big screen in the Education Centre for a small cost.

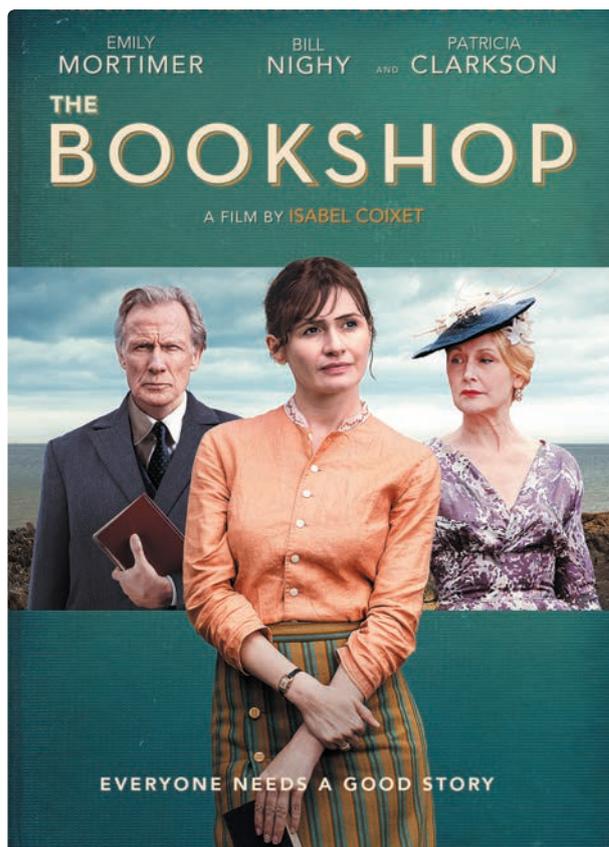
A selection of kiosk goodies including lollies, popcorn and chips are available to be purchased prior to the movie starting. Hand sanitising and social distancing seating will apply. Booking essential at Reception.

The details of this month's screening are as follows:

|                     |  |
|---------------------|--|
| <b>Movie:</b>       | The Bookshop   |
| <b>Genre:</b>       | Drama  |
| <b>Rating:</b>      | PG   |
| <b>Directed By:</b> | Isabel Coixet  |
| <b>Written By:</b>  | Isabel Coixet, Penelope Fitzgerald                             |
| <b>Starring:</b>    | Emily Mortimer, Patricia Clarkson, Bill Nighy, Hunter Tremayne |
| <b>Duration:</b>    | 1 hour 55 minutes  |

Florence Green, a free-spirited widow, puts grief behind her and risks everything to open up a bookshop – the first such shop in the sleepy seaside town of Hardborough, England. But this mini social revolution soon brings her fierce enemies: she invites the hostility of the town's less prosperous shopkeepers and also crossed Mrs Gamart, Hardborough's vengeful, embittered alpha female who is a wannabe doyenne of the local arts scene.

*In 2018, this film won three major Goya Awards for Best Film, Best Director, and Best Adapted Screenplay. In 2017 the film won two Gaudí Awards for Best Artistic Direction and Best Original Score. This film also won four nominations for the 5th edition of the Platino Awards including Best Film, Best Direction, Best Screenplay, and Best Original Music.*



## Crowley Screening

|               |   |
|---------------|---|
| <b>Movie:</b> | The Bookshop                                  |
| <b>When:</b>  | Wednesday 12 May                              |
| <b>Where:</b> | Crowley Education Centre<br>Room 2 (upstairs) |
| <b>Time:</b>  | 1.00pm  |
| <b>Cost:</b>  | \$2.00  |
| <b>RSVP:</b>  | To Crowley Reception by<br>Monday 10 May      |

## Book Club

This month we read “What Was Lost” by Jean Levy. At nearly 500 pages it was no mean feat.

How would you live if you had no memories?  
What if you were also suspected of a terrible crime?

These questions form the basis of the novel which is presented as a psychological thriller, but is more of a slow-burning literary mystery/drama.

Children’s author Sarah Blake is found unconscious, bloodied and frozen with a broken arm on a beach miles from home. However, she has lost her memory and can only recall fragments of her past. The police are also interested into how she ended up there as the death of her sister and ex-husband occurred at the time.

However, to complicate matters, she is not made aware of this when she becomes part of a medical experiment to regain her memory.

There are twists and turns and it is clear that people are hiding things from her, including her partner, or is she hiding things from them?

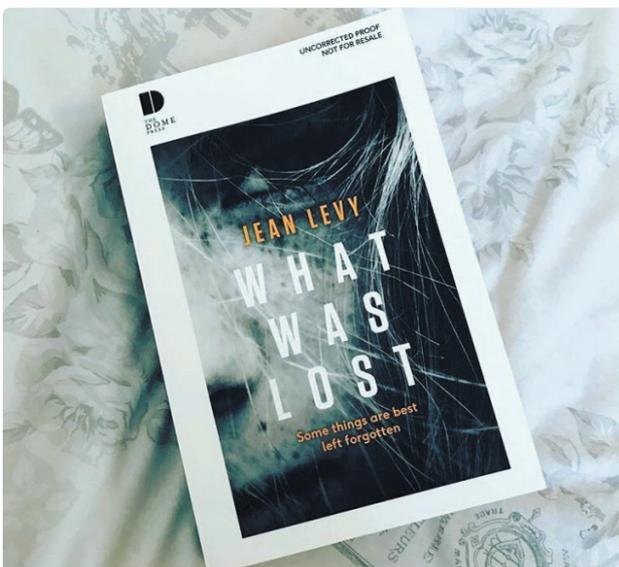
Sarah’s relationships with her mother, sister, ex-husband and current partner are also explored. The insights into the books that she wrote based on the memories of her time with her grandmother add another dimension to the story.

We all passed on the neuroscience terminology but understood the basis of the doctors’ research was a type of retrograde amnesia.

We ploughed through it, at least appreciating it was well-researched and well-written... only to be somewhat frustrated, surprised and aghast at the ending!

Our next meeting is on 20 May when we will discuss “Saving You” by Charlotte Nash. An emotional, compelling page-turner? The jury is out until then.

Happy reading!  
Marion.



A colorful illustration featuring various food items and a fork. On the left, there's a large red pepper, a red chili, and some yellow and orange shapes. In the center, the text 'IL MEN'S BBQ' is written in a bold, orange, hand-drawn font. On the right, there are several sausages, a red tomato, a red chili, and some green and yellow shapes. A large black fork with a wooden handle is positioned at the bottom right.

# IL MEN'S BBQ

**When:** Thursday 27 May

**Time:** 12.00pm

**Where:** Activity Centre BBQ Area

**BYO:** Drinks

**RSVP:** By Monday 24 May to Reception  
*Essential for catering*

## **COVID ETIQUETTE APPLIES**

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

Limited 10 people per table. Bookings essential at Reception.

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

**QR Code Check-in**



# Residential Care Mother's Day High Tea

When: Thursday 6 May  
10.00am

Where: Entertainment Room

RSVP: Tuesday 4 May

Required for Family  
attendance only

*A mother is like a flower,  
each one beautiful and unique*



**crowley  
care**

# International Nurses Day

## Serving our Community

### **Sherrie Viney** **Home Care Manager**

On 12 May Crowley recognises and celebrates the unique role of all nurses in all health settings, across the globe, including our very own nurses.

This year, in particular, we have a deeper appreciation for nurses working during an international pandemic. We also acknowledge the contribution of our residents and clients who were once nurses.

Nursing has many different types of specialties and can be provided in many settings, including in our communities providing in home holistic care.

Once described as “a scientific profession for Gentle women”, nursing is a very rewarding role and Community Nurses have a unified commitment to providing general and specialist quality care at home with the aim to prevent unnecessary hospital admissions.

Community home nursing began in Australia 136 years ago. The majority of home nursing services in Australia commenced as voluntary organisations and continue to form an integral part of our overall health system today.

Victoria was the first state to provide a district nursing service in 1885.

NSW Followed in 1900 with the formation of the District Nurses Association, which was largely due to the Church of England Association.

In 1906 it was decided that the District Nurses Association should be non-denominational so that all members of all religious bodies could work together.

In 1905 in Western Australia, The Silver Chain Nursing Association was formed originally to care for sick children and the original funding was by children themselves, with each child sending a silver coin to become a ‘link’ in the ‘Silver Chain’.

Early on it was considered that care for the sick and disabled persons at home was part of the social work of the church. In 1956 the Commonwealth Home Subsidy Act was introduced providing greater funding for Home Nursing services across Australia. Consequently Home Nursing services developed rapidly.

Crowley purchased Sherwood Home Nursing Service in 2004 which was situated in Edmond St Lismore and two years later we moved offices into St Vincent’s Hospital. We are now based in Ballina, providing services across the Richmond Valley.

Key aspects of the nurse’s role in the community include assessments at home regarding aids for daily living, clinical assessments, health education on rehabilitation, maintenance and self-care needs and nursing treatments such as wound care, stoma care, medications and injections, catheter care, dementia and palliative care.

Community nurses also enhance the coordination of care between hospital and home services.

In keeping with tradition, Crowley hosts a pizza lunch for our nurses and all Crowley staff in recognition of their commitment to care for others.



## Crowley Care Angels

The Crowley angels every day,  
Care for us in a professional way,

They maintain quality, to our living ,  
With their hearts of gold and kindness  
giving,

The friendliest folk you've ever seen,  
They keep us fed and really clean,

Just like daughters, it is true,  
With the kind things they always do,

Always smiling, always kind,  
A more caring group, you'd never find,

Thank you all for what you've done,  
You are the pride of everyone.

**Prepared by  
George Young**

17 March 2021



# Community Connections

## Brunswick Valley Historical Society Inc Museum and Park

The Brunswick Valley Historical Society collects, conserves and displays material, objects, images and documents that record the social, economic and civic history of the area.

These objects and images are on display at the Museum in Mullumbimby. Mullumbimby is the service centre for the Brunswick Valley and lies in the heart of Byron Bay.

The main museum building was Mullumbimby's first post office, built in timber in 1907, which was relocated to its present site in 1984.

Summers Park in which the museum buildings and external exhibits are located, has a replica slab cottage, a small collection of horse drawn farm implements, and equipment from the local railway, water supply facility and brick works.

The Museum houses a general collection of local history memorabilia, photographs and documents, including newspapers which have been microfilmed for the years 1906 -1942.

A machinery shed contains a variety of machinery and tools from old local trades and industries including timber cutting, coach building, plumbing, printing, dairying and banana growing.

The Historical Society publishes material relevant to the area, and interprets and displays the collection to educate and engage the community in local history and provide research facilities.

The Museum facilitates family and local history research. A photo collection is available for perusal.

The Historical Society was formed in 1982, adopted its current name in 1983 and in 1984 was advised that the old Mullumbimby Post Office was to be made "redundant" as a new one was planned to meet the growing needs of the area. The Mullumbimby Museum was officially opened in 1988 - the bicentennial year.

When the Historical Society was formed, the Municipality of Mullumbimby had been recently amalgamated with the Byron Shire Council (1980). The Society is a member of the Royal Australian Historical Society (RHAS) Sydney.



# March Was the Month of Wildlife

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

## Bees

Firstly, we had a football size bee swarm attach to a seat outside the Activity Centre. Bee swarms move to reproduce and generally move three or four times per year. The size of this swarm may have been reduced to one third or half as workers were scouting to find a preferred location. The bees were removed by a local bee keeper by finding the queen and transferring the queen to a hive. She is then followed by the working bees. The bees were calm and were transferred without difficulty.



## Galahs

The second wildlife call was a galah that impaled itself on an Independent Living Unit television aerial. The aerial spike penetrated the junction between the body and wing. The bird was removed and was given the name Flap. Flap seemed to be in good shape but, unable to fly due to its injury, was taken to a local veterinarian. From all reports Flap is improving and will soon be returning to the skies.



## Frogs

With the recent wet weather some frogs were looking for a dry spot - unfortunately, sometimes inside. Once the frogs skin dries out it is unable to absorb oxygen and this situation becomes fatal.



## Snakes

Snakes are still active and gave this bloke a surprise when moving a wheelie bin. "It brushed past my legs and into the scrub. Unfortunately, I was unable to take a photo. Couldn't hold the camera still for some reason!"

# Labelling of Clothes

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

As we think about the cooler months approaching and our summer clothes being packed away, can we please follow the procedure for the marking of clothes as follows.

This helps all staff return the correct items to their rightful owner.

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

## **New residents:**

1. New resident's clothing is dropped at Reception for documenting and preparation for collection. Laundry staff are informed and they collect the clothes and take them to the laundry where they are labelled with the resident's information.
2. The labelled clothing is returned to the resident's room and the clothes are then put away by the care staff.
3. A place on the laundry trolley is allocated for the new resident appropriate to the area they are living including a named hanging space and a laundry basket.

## **Existing residents:**

When additional clothing is brought in for an existing resident, the process is the same. The clothes should be taken directly to Reception where they are documented and sent to the laundry for labelling. If Reception is closed, clothes are to be given to the Team Leader where the resident lives. They will then hand over the clothing to Reception when the office reopens.

## **Regular laundry:**

The regular laundry service is completed daily in each area. The clean laundry is returned to areas on trolleys and the care staff then put the clothing away. If any items of clothing for residents are not labelled, these are returned to the laundry and remain recorded in the Unmarked Clothing Book. We then wait for them to be claimed by the owner.



## **State of the art menu system fully operational**

The final steps in our state of the art menu management system Chefmax is complete.

We are now 'live' and have been using the system since 1 April.

Although we are still learning about the software we have had a great experience implementing this project.

It has involved many staff, some of whom were not used to computers or technology, and has been a great exercise seeing us introduce new technology for our kitchen systems. A great learning curve for us all.

# Pear and Ginger Cobbler

Finish your meal on a sweet and spicy note with this pear and ginger cobbler.

## Ingredients

- 2 x 410g cans pear slices in fruit juice, drained
- 385g can sliced apples
- 1/3 cup dried cranberries
- 1 tsp ground cinnamon
- 1/2 tsp ground ginger
- 1/4 cup brown sugar
- 20g butter, melted
- 1/4 cup flaked almonds
- Custard, to serve

## Topping

- 1 1/4 cups self-raising flour
- 1/4 cup brown sugar
- 1/4 cup glace ginger, finely chopped
- 1/4 cup milk
- 50g butter, melted, cooled
- 1 egg, lightly beaten

## Instructions

Preheat oven to 180C/160C fan-forced. Drain pear and apple on paper towel. Pat dry. Place pear, apple, cranberries, cinnamon, ginger and 2 tablespoons brown sugar in a bowl. Toss gently to combine. Spoon mixture into a 23cm round pie dish.

Make Topping: Combine flour, sugar and ginger in a bowl. Make a well. Add milk, butter and egg. Stir well to combine.

Drop level tablespoons of topping over fruit mixture. Sprinkle topping with remaining sugar. Drizzle with melted butter and sprinkle with almonds.

Bake for 30 minutes or until the topping is golden brown and puffed. Stand for 5 minutes. Serve with custard.





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

## Duck Confit with Creamy Butterbean Puree

### Ingredients

- 1 tbsp olive oil
- 1 tbsp chopped fresh sage, plus 24 whole leaves to garnish
- 840g canned butter beans, drained
- 5 tbsp sour cream
- Grated zest of 1 orange
- 6 duck confit legs
- 4 eschalots, finely chopped
- 1 small wineglass of port
- Juice of 2 oranges
- 1/3 cup demi-glaze or beef consomme
- 3 tbsp orange jelly or 2 tbsp bitter orange marmalade
- Steamed green beans, to serve

### Instructions

Preheat the oven to 200°C.

To fry sage leaves for garnish, place 1 tablespoon oil in a pan over high heat until smoking. Cook sage for 2-3 seconds, set aside to drain on paper towel.

Whiz beans in a food processor with sour cream, chopped sage and zest, then set aside.

Place a large non-stick frypan over medium heat. When hot, add duck skin-side down and cook (in batches if necessary) for 2-3 minutes until starting to crisp. Transfer to a baking tray, place in oven for 10 minutes until heated through.

Pour off all but 1 tablespoon of fat from the frypan. (Excess can be stored in the fridge for up to 3 months and used for frying or roasting potatoes). Add eschalot and cook for 2-3 minutes until softened, then add port and cook until liquid has mostly evaporated. Add orange juice and reduce by half, then stir in demi-glaze or consomme and cook for a further minute.

Add glaze or marmalade, season with salt and pepper, and cook, stirring, for about 3 minutes until well reduced. Remove duck from the oven and rest for 5 minutes.

Heat puree gently for 1-2 minutes, then place some on each plate. Add a duck leg and pour over the sauce. Serve with green beans and garnish with fried sage.

# Crowley Connections

Kaitlin Arthur (Kate), Administration Trainee - Quality

### When did you commence at Crowley?

1 March 2021

### Where did you work prior to commencing at Crowley?

I started my work life in 2015 in the Deli Department at Coles. I left there in 2019 to start at the Thursday Plantation Visitor Centre and Café in Ballina. I enjoyed this job and made some amazing friends along the way. Sadly, due to COVID-19, this workplace shut down forcing me to look for another job. I was lucky enough to get my old job back at Coles during the peak of COVID-19, and whilst I didn't mind this job, it just wasn't for me. Fast forward to March this year and I landed my job here at Crowley and I couldn't be happier.

### Have you completed any study? If so, what qualification do you have?

I left school in 2016 after completing year 12. I am currently studying cert III in Business Administration at TAFE through Crowley.



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

My day before work often consists of me snoozing the alarm a hundred times as I'm definitely not a morning person. I get up at 6am and get myself ready whilst I listen to my favourite podcast. I then start my 35-minute drive to work from Goonellabah whilst I pump my music or continue listening to podcasts.

### How does your average day or week at Crowley look?

So far there hasn't been a dull day or week at Crowley as every day is different and I really enjoy the variety. I love working in the Quality office and love interacting with the residents on a daily basis.

### Tell us a little about your life outside of Crowley

My life outside of Crowley consists of me spending time with my family, seeing friends, getting into my crafts or baking or just relaxing with my partner and watching our latest favourite tv show or movie. We are currently bingeing Grey's Anatomy.





**What is an exciting adventure you have been on lately?**

My most recent adventure was a family holiday I took last September with my Mum, Dad, three younger brothers, my brothers' girlfriend, and my boyfriend. We did an 11-hour road trip to Dubbo. We left at 3am and arrived there just after 2pm, with lots of stops in between. The drive was super long but really fun! We played games, we blasted music and got to see lots of beautiful scenery. We spent four days in Dubbo, where we visited the Taronga Western Plains Zoo and the Old Dubbo Goal (both were fascinating). On one of those days (Father's Day) we took a day trip to Bathurst for my dad. We visited The National Motor Racing Museum and went for a drive around Mount Panorama - it was surreal. When our four days were over we headed back home but first stopping in Coffs Harbour for three days, where we relaxed, did lots of shopping and visited the Big Banana (which was loads of fun). It was definitely one of the best trips I've been on.



**Do you have any hidden talents?**

In my free time I like to make clay earring's and bake cakes, cupcakes and cookies. I'm a creative person and love expressing that creativity through things I can wear, eat and gift to family and friends.

**What is something that people may not know about you?**

Most people don't know that I used to make and sell cakes. I had my own little home business called 'Katie's Kake's'. I did this for about four years (between 2016-2020). I made loads of cakes from baby shower cakes, birthday cakes, cupcakes to wedding cakes. I did a 4-week cake decorating course back in 2016 which helped me build some skills but other than that Pinterest and YouTube videos have been my best friend in helping me improve. I absolutely love making and decorating cakes. I still make them to this day but just for family and friends.

# Welcome to Team Crowley



**Mel**  
Residential Care



**Laura**  
Residential Care



**Lee**  
Maintenance



**Anna**  
Admin



**Steven**  
Home Care



**Kim**  
Hotel Services

# Feedback at Crowley

**Michelle Golding**  
Quality Manager

Crowley Care promotes a culture that encourages, educates and enables consumers, families, friends, carers and others to give feedback. We recognise the value of this feedback for continual quality improvement.

Our feedback process is easy and accessible to consumers and stakeholders. It aims to provide information about our care, services and their rights. Crowley supports all stakeholders who wish to remain anonymous.

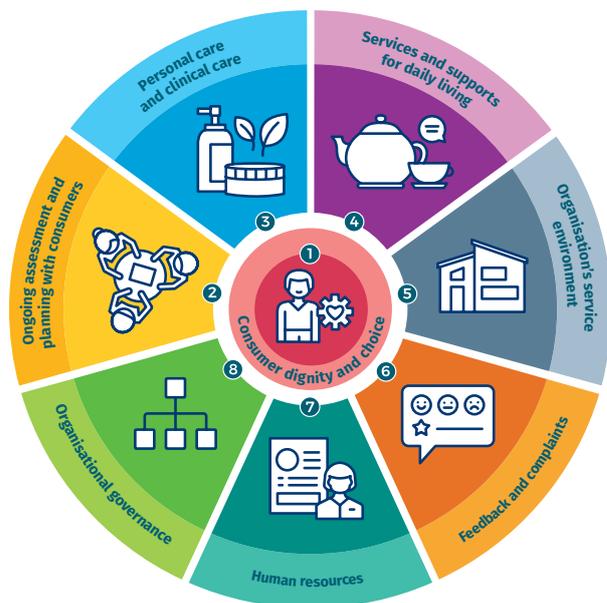
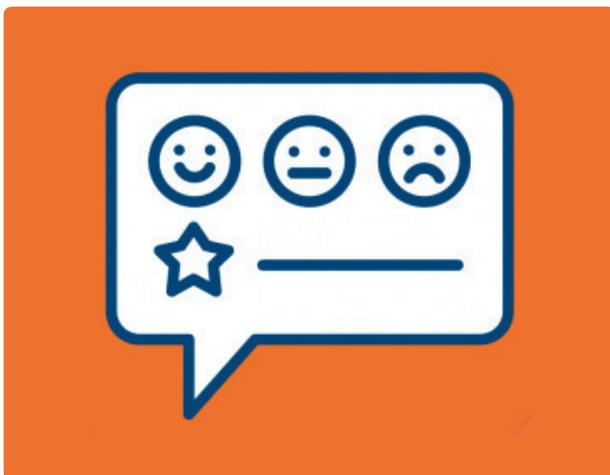
Feedback is collected in various methods; in person, printed forms, by telephone, by email and annual surveys. Feedback cards are provided to all stakeholders and you can return these via the feedback box, a staff member or directly back to Crowley Care.

Complaints are acknowledged and responded to fairly, professionally and in a timely manner. An open disclosure process is followed when things do not always go to plan whilst ensuring privacy is maintained.

Crowley Care endeavours to ensure all feedback and complaints are handled satisfactorily and in a prompt manner with professionalism, fairness and equity in accordance with the Principles of the Aged Care Act, Charter of Aged Care Rights, the Australian Government’s Aged Care Quality Standards, Best Practice to Complaint Handling and our Policies and Procedures.

At Crowley Care we understand that it may not be easy for you to express your feedback and can support you if you require Advocacy Services or if you need an interpreter or translation. Crowley Care also has brochures available in different languages. A translation and interpreting telephone service are available on 131 450.

We would love to hear from you about what we are doing well and what we could do better!



# Making Feedback Flow

## Michelle Golding Quality Manager

We surveyed our Independent Living residents and asked: **“In the last 12 months what have we done really well at Crowley?”** Here are some of our residents’ answers:

- Protected the Crowley residents from the COVID-19 virus. I am impressed by the staff in formulating the rules and then enforcing them (on their person and the community).
- The COVID updates and information on what we needed to do regarding visitors and family visits.
- Kept us all safe by imposing strict adherence to COVID pandemic rules.
- Cared for all of us. I was very impressed the way you cared for one of our residents with food each day and many others.
- Organising ‘small street Christmas parties’ enabling lots of residents to meet and enjoy company.
- Extra work by staff and management made our Christmas ‘street parties’ a special day. Thank you all.
- Managing the COVID-19 and keeping us all safe.
- You have done a very, very great job keeping us all safe from COVID-19.
- Kept us informed on lockdown and COVID.
- Keeping in contact with us (IL).
- Trimming of trees and bushes into skilled shapes.
- Most things! Good communications. Caring for all areas.
- Managing the ongoing COVID pandemic very well in what has been very trying and constantly changing circumstances.
- COVID safety for residents, staff etc.
- Kept Crowley residents safe. Barney’s in the plaza. Special thanks to Dave, Tony and Jen for indoor bowls, Melbourne Cup, snack and screen. Thank you.
- Setting up the plaza, enabling us to have a cuppa with friends and looking after our health.
- A lot of improvement in the gardens.
- Organised get together for us to mingle with others.
- All of what you do is done well.
- Coped with pressures and restrictions placed on villages like Crowley. Very well done at Crowley.
- I believe Crowley has done an excellent job during COVID in order to keep everyone safe and well. Thank you for catering for us as café etc. were no-goes for us i.e. home delivered meals and pop up café.
- I commend Crowley Care on their handling of the COVID pandemic.
- Quick response to maintenance calls.
- Gardenia room now very nice.
- Protected the village from COVID. Provide great frozen meals.
- The take-out meals are fantastic.
- Handled the COVID pandemic marvellously. Really appreciated the brochure updates.
- Coped well with COVID and delivery of meals.

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



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

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

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



# The Month of May

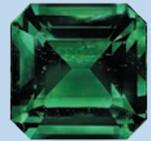
May is the third and last month of Autumn and has 31 days. May is the fifth month of the year in the Julian and Gregorian calendars and the third of seven months to have a length of 31 days.

The month of May was named for the Greek goddess Maia. She was the goddess of fertility. The Romans called the month Maius but the name changed over the years. It was first called May in the 1400s near the end of the Middle Ages.

May was once considered a bad luck month to get married. There is a poem that said "Marry in May and you'll rue the day." In Old English May is called the "month of three milkings" referring to a time when the cows could be milked three times a day.

May is also the month we celebrate Mother's Day for all of those special and wonderful mum's, grandmothers, aunts and sisters. National Sorry Day takes place on 26 May each year. The last week of May is Library and Information week.

- May's birthstone is the emerald. The emerald symbolises rebirth and is believed to grant the owner foresight, good fortune, and youth.
- The birth flowers of May are the lily of the valley and the hawthorn. The lily of the valley holds meanings of positivity and dignity while the hawthorn represents purity.
- The zodiac signs for the month of May are Taurus (20 April – 20 May) and Gemini (starting May 21).



## What a Laugh!



An elderly man had owned his large farm in Louisiana for many years.

Right at the back of the farm was a large pond that was ideal for swimming. The old farmer had fixed it up real nice with picnic tables, horseshoe courts and some apple and peach trees.

One evening the farmer decided to go down to the pond, to look it over, as he hadn't been down there for a while.

Before setting off, he grabbed a five-gallon bucket as he had decided he'd bring back some fruit.

As he neared the pond, he heard voices shouting and laughing with glee. Clearly someone was having a good time.

As the farmer got closer, he saw a bunch of young women who were clearly skinny-dipping in his pond.

He made the women aware of his presence and immediately they all swim over to the far end.

One of the women then shouted, "We're not coming out until you leave mister!"

The farmer replied, "Ladies, I didn't come down here to watch you swim naked or make you get out of the pond. You carry on."

The wily old timer then held up his bucket and said, "I just came down here to feed the alligators!"

# Word Search

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

Celebrate the month of May with a Mother's Day themed word search puzzle!

Mum

Love

Son

Daughter

Care

Sweet

Special

Flowers

Hug

Parent

Children

Gift

Memories

Values

Happy

Family

Breakfast

Forever

Heart

# Round the Traps

## Celebrating Our Nurses



## 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.