

the chatterbox

NEWS FROM CROWLEY CARE

NOVEMBER 2020



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Cover photo

Lois and Michael enjoying the shade in their beautiful garden on a warm spring day.



A Moment with our CEO

Hello everyone,

Unannounced Visit

We recently had an unannounced visit from the Aged Care Quality and Safety Commission, who were checking on Crowley's preparedness should we have a confirmed case of COVID-19. We have now received the Interim Report from the Commission and it is comforting to know Team Crowley has done well.

Many hours and much work have been undertaken at Crowley to ensure we have the right systems and procedures in place and this should give our readers comfort. And whilst we were confident we were prepared, it is nice to have validation from the regulatory authority. It has been a massive undertaking with our staff taking this on in addition to their normal duties led by our Outbreak Management Team. Thank you to everyone. In addition, and to keep everyone informed, we are providing all our stakeholders with details of our Outbreak Management Plan.

Our Glorious Gardens

Spring has sprung and our gardens are looking their best with much new life in evidence. We have new contractors to look after our gardens and the whole site is looking outstanding in terms of gardening and landscaping. I know many of our Independent Living residents get great pleasure being in nature in their own home.

Rosebank Major Refurbishment

We are steaming ahead with our improvements to the Rosebank wing. When finished it's going to be a more engaging and better living environment for our residents. We hope to kick off the refurbishment in January by starting with the outside spaces, followed by significant internal refurbishment so our dementia residents can lead their best lives. I want to thank everyone who has been providing input representing all stakeholders in the design.



Christmas and Dress-up

We have naturally had enquiries about our end of year Christmas events which everyone loves but of course due to COVID restrictions need to be different this year. Christmas at Crowley is such an important religious and family time where we all connect as a community. We will celebrate in slightly different ways this year and will be able to share this information with you shortly.

It's fantastic news that the Crowley tradition of Dress Ups are back on. They are a great reflection for our love of fun at Crowley. You only have to view the cover of our last Chatterbox featuring Albie with yellow hair to know what I mean. The smiles say it all.



Michael Penhey
Chief Executive Officer

Catch up with Kelli

Kelli Potts **Executive Manager Operations and Finance**

The significant refurbishment of our Rosebank wing has been in the pipeline for a while.

Whilst Rosebank is our secure dementia wing it was not built for this purpose. So there are a few structural constraints we have had to carefully consider in the design of the space to make it a more contemporary dementia care area.

One of our largest constraints is the fire separations originally built in the wing. The design team has been carefully considering how to incorporate this while enabling space for resident activities, quiet time and dementia design features that meet our residents' needs.

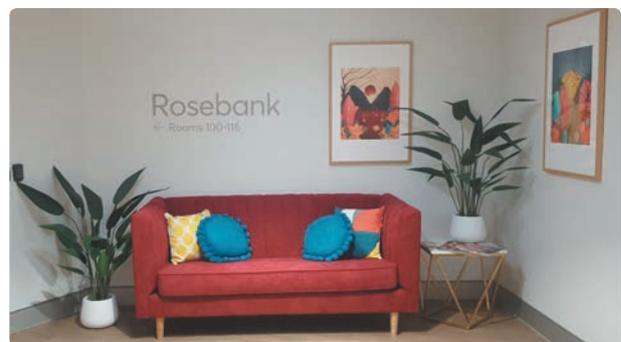
We have held numerous meetings with the architects, engineers, landscape architects and staff, and collected feedback from families, staff and residents over a number of years. It all helps us form a picture to create the best space possible.

COVID-19 has slowed our progress somewhat with for example, furniture orders taking up to 20 weeks for delivery. The border closures stopped our consultant team from travelling to site. But these blips in the road won't stop us!

The good news is we are certain we've created a Rosebank refurbishment plan that will provide a calm, warm and stimulating space for our beautiful residents to live.

It includes introducing several new lounge/activity areas and a large functioning kitchen as a centre hub for our residents, just like in our homes.

Outdoor spaces will be completely transformed into connected green spaces with areas for BBQ's, exploration and quiet contemplation. We are planning to extend the outdoor space by reclaiming some of the roadway to allow more room for gardens and a walking loop.



In the meantime we've been freshening up the wing in acknowledgement of the delayed refurbishment start date. The residents have smart, functional and comfortable new outdoor furniture to enjoy in this warm spring weather and the internal walls will have fresh paint in the next few weeks. We are starting to introduce new internal furniture (as it slowly arrives!) and the meal service has been given a boost with the addition of the Unitray meal trolley and staff member in the mornings.

With everything going to plan we hope that works on the external landscape upgrade can commence early 2021. We will of course, keep you updated. Exciting times ahead.

Kelli ☺



**COMING
SOON**

**NOVEMBER
2020**

the new way to
enjoy your
café



In the plaza

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:



We were very pleased and privileged to be part of Muriel's 105th Birthday. You are a true inspiration.



Bunty whipped up a batch of bikkies for all to enjoy in Missingham. What lucky ducks!!



What a gorgeous reunion between cousins. Jim and Edna had a wonderful morning enjoying each other's company.



Dot enjoyed a special dance with Dean during Friday's Happy Hour performance.



Here's Carol getting into gear for spring. Reminiscing with our spectacular beach theme morning.



Our Riverview art painting session was a wonderful afternoon and a hit with Shirley and all who attended.



Peter celebrated his birthday with wife Val. Congratulations and all the best for another wonderful year.



The residents are really enjoying sharing their Friday's with the lovely Dean Doyle, uniting over a love of music and getting the residents rocking and a bopping.



Speaking of gardens, here's John's springtime colour that may have been acquired from Prospect gardens.



Another birthday celebration was Stanley, who enjoyed a special day with his beautiful wife Elaine.

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!



Remembrance Day

This year Crowley will recognise Remembrance Day through the Australian War Memorial Televised Service.

When: Wednesday 11
November, 10.30am

Where: *For Residential Care:*
Entertainment Room

For Independent Living: Education
Centre

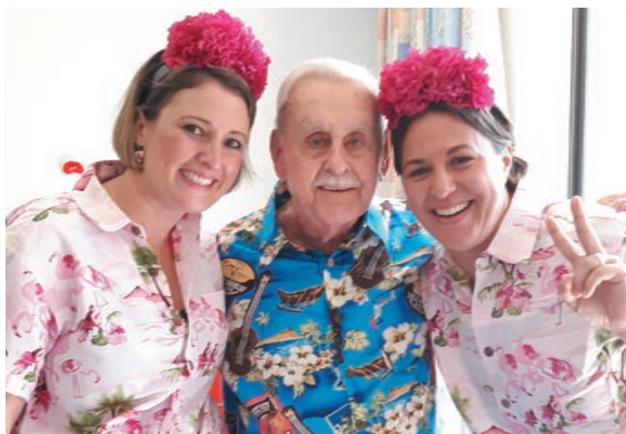
Due to Covid Safe Limitations,
bookings are required at
Customer Service.

Lest We Forget

Spring Fling

Spring Fling dress up day saw our residents and staff don their brightest, spring, floral, and Hawaiian gear to bring in spring

Morning tea with rainbow cupcakes were enjoyed as our brightly dressed staff paraded through each area to share a little bit of joy.





What is Compulsory Reporting?

Christine Lawton
Residential Care Facility Manager

Lots of recommendations and improvements have come out of the Royal Commission into Aged Care. And Compulsory Reporting is an area I saw highlighted.

As per the Aged Care Act 1997, the law has compulsory reporting provisions to help protect aged care residents. This means all approved providers of residential care services are responsible for ensuring that any suspicions or allegations of reportable incidents are reported within 24 hours. This is to both the Police and the Aged Care Quality and Safety Commission.

So, what is a reportable incident and what are our responsibilities here at Crowley?

1. Unreasonable use of force on a resident. This includes physical attacks, unwarranted use of physical force, hitting, punching or kicking from a staff member, another resident or member of the public. This is regardless of whether it causes bruising or injury.
2. Unlawful sexual contact. This means that it is non-consensual. The reporting requirements under the law are designed to protect our vulnerable residents and not to restrict their sexual freedom.
3. If a resident is missing from the facility and we are unaware of any reason that the resident is not on the premises, then it is to be reported to the police. The department is also notified within 24 hours of the police being informed and if the resident has not been located.

This is why we ask all residents are signed out when going out with family or friends. We also ask residents who enjoy going outside for walks to let a staff member know they are off for a walk.

There is an investigative process that we follow within 24 hours of an incident occurring culminating in sending the Compulsory Report to the Aged Care Quality and Safety Commission.

Apart from physical and sexual abuse, abuse also includes:

1. Emotional and psychological abuse
2. Neglect
3. Abandonment
4. Financial or material exploitation
5. Self-neglect

If you have concerns for a family member or someone in your community, you can call the Elder Abuse Helpline on 1300 651 192.



Falls Facts

Kelly Roberts
Clinical Manager

Falls in older people can cause serious injury. Vigilance is required to keep our residents and clients safe from falls.

Key facts about falls:

- 50 - 60% of residents fall at least once per year
- 15% of older people fall within 1 month of discharge from hospital
- Approximately 75% of residents have a mobility disability
- At least 50% have cognitive impairment
- Falls have a high correlation to poor standing balance and cognitive impairment

Residents who are at High Risk are those who:

- Have impaired cognition/confusion
- Are impulsive and wander
- Have poor standing balance
- Have fallen in the previous year
- Are on certain medication

Talk to your doctor or Crowley Care nursing team about:

- Feeling weak and/or unsteady on your feet
- How to improve your walking to stay safe
- How to manage long term health problems
- A review of your medications/tablets
- Any eyesight problems
- Hearing problems
- Any foot pain or problems

Clinical Excellence Commission

A fall can happen to anyone and can also have serious consequences.

Falls are more common as people get older. Stay safe at home – some tips:



- Take medicine/tablets as advised
- Ask your doctor if your medicines have any side effects
- Keep an up to date list of all your medications



- Wear your glasses and hearing aids as prescribed
- Have your eyesight and hearing checked regularly
- See your doctor if you're concerned



- Use hand rails on stairs and in bathrooms and toilets
- At night, keep a night light on or use a sensor light
- Keep your mobile phone handy/ wear a personal alarm



- Remove clutter or things you could trip over at home
- Wipe up spills on the floor straight away
- Remove or secure loose mats
- Use walking aids if advised



- Wear properly fitted shoes with non-skid soles
- See your doctor or podiatrist if you have foot pain or health problems that affect your feet



- Talk to a physiotherapist or health practitioner about exercises to improve muscle strength and balance

From the IL Desk

Jenny Kliese Independent Living (IL) Coordinator

A helping hand at the press of a button

It is 12 months since we changed our Emergency System in Independent Living. From the Smart-call/Nursecall to the INS Lifeguard Smart Home IDP system.

We want our residents to be comfortable with the device. The system is your communication for assistance for medical, after hours maintenance, security, wildlife/ Wires and contact for the IL weekend staff member who is onsite between 8.00am to 12.00pm Saturdays and Sundays.

All you have to do is press your pendant or the Help button on the device or the Call button in your bathroom/toilet.

Some of the comments about the system we hear regularly:

Why is the screen blank?

The screen goes into screen saver mode at certain times. Touch the screen and it will return to normal brightness.

Why does the screen become very bright (especially at night)?

The system has regular updates.

What does it mean when the red help button is flashing?

It usually means there is no power supply to the device. Check the power cord at the back of the device; it needs to be firmly pushed in.

How do I read the notifications when they arrive?

Press on the notification box.
Click onto the unread item to read.

To return to the home screen, simply press the My Home symbol on the right-hand side of the device or the middle circle above the Help button it works the same as the My Home symbol.

Remember don't over think things

- The screen should always be on the Home page.
- Check for any communications from Crowley by the Notification Box.
- Check you have no flashing lights.
- Ring the INS Lifeguard directly on 1800 636 226 or press your help button to speak to the helpful and friendly staff if you have a question.
- Don't forget to test your system monthly.

Please ask if unsure, ask for a refresh demo; we are happy to assist.

Reminder

Melbourne Cup is nearly here! And while it is different this year the Melbourne Cup sweeps will still go ahead. Tickets can be purchased on **Monday 2 November at the Activity Centre BBQ area from 2.00pm till 4.00pm.**

We also have some social program events recommencing when possible to do so.

Moving with COVID

David Crosby
Customer Service Manager

Moving into Crowley's Independent Living Village is not only a big decision, it's a significant change with packing and moving and even more so during a pandemic. That's been the case for 11 new residents who have moved in recent months.

Luckily our village is home to caring and friendly people who know about the chaos of moving as they've done it themselves.

We regularly get the comment from residents: "We should have done this years ago!" We know new residents have moved into Crowley at a very unusual time, and are yet to feel the true Crowley spirit that thrives when our Independent Living program is in full swing.

A tip of the hat to our newbies, and a warm COVID safe welcome.



The Story of Pink Bear

Here is a photo of Isabel Stephan, great granddaughter of resident Eve Stephan. Isabel is now four years old and one of her treasured possessions is this knitted bear, purchased for her by Eve from the Crowley Auxiliary stall over three years ago.

Isabel was living in Washington DC at the time and the pink bear travelled there to join her. Then Isabel moved to Buenos Aires, in Argentina, so of course Pink Bear went to Argentina too.

As you can see, this well-travelled bear is a much-loved cuddly bedtime companion, so Isabel says a big thank you to the wonderful Crowley Auxiliary knitter who created Pink Bear.



An Afternoon at the Movies

Phar Lap

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

Kiosk goodies of ice cream, lollies and chips available to be purchased prior to the movie starting.

Hand sanitising and social distancing seating will apply. Limited to 10 people, booking essential at Reception.

Movie: Phar Lap
Genre: Drama
Directed By: Simon Wincer
Written By: David Williamson
Starring: Tom Burlinson, Martin Vaughan, Judy Morris, Ron Leibman, Richard Morgan

Tommy works as a stable boy for horse trainer Harry Telford. Telford takes a risk in leasing a gaunt horse name Phar Lap from his boss, Dave Davis, entrusting care of the animal to Tommy. Phar Lap begins an unexpected winning spree, Telford must fend off pressure from other racers and disgruntled gamblers.

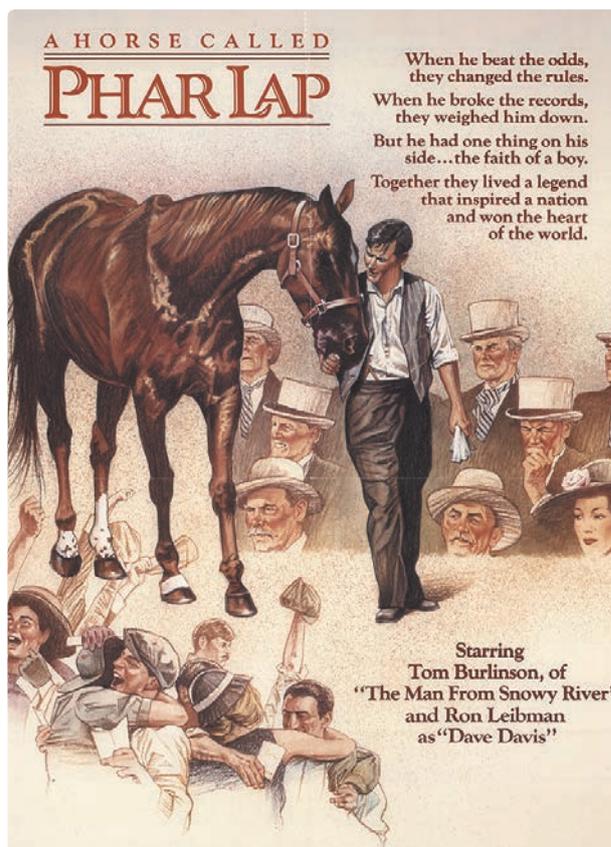
Reviews:

“Director Simon Wincer and writer David Williamson produced a captivating if cynical drama that one critic called ‘Rocky with hoofs’”

– *The Guardian*

“The movie “Phar Lap” is as much of a crowd pleaser as the champion Australian race horse for whom it is named.”

– *New York Times*



Crowley Screening

Movie: Phar Lap
When: Wednesday 11 November
Where: Crowley Education Centre Room 2 (upstairs)
Time: 1.00pm
Cost: \$2.00
RSVP: To Crowley Reception Monday 9 November

IL MEN'S BBQ

When: Thursday 26 November

Time: 12.00pm

Where: Activity Centre BBQ Area

BYO: Drinks

RSVP: By 23 November 2020 to Reception

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.



Ageing Positively

Sherrie Viney **Home Care Manager**

The first of October was recognised as the International Day of Older Persons.

Some of us find as we age and connect with friends and family the first ten minutes or so is dedicated to relaying our ills and ailments! Despite this there are a lot of positives about getting older.

This month we thought we'd survey and share a few of our Crowley Home Care clients comments about "What's the best thing about being the age you are?"

Doreen of Ballina

"I think what's good about being the age I am is that I have had a long life with my husband and I got to see all of my grandchildren and great-grandchildren grow up... I got to look after all of them."

Narelle of Ballina

"You don't have to do as you're told anymore... You can do what you like."

Richard of Ballina

"I've got time to myself and I don't have to work anymore."

Aileen of Ballina

"With fewer commitments I have more freedom."

Roy of East Ballina

"The best thing is my grandkids as they make my life worthwhile."

Betty of Alstonville

"I have good memories and can spend my day reminiscing. I also have pretty good kids."

Frank of Ballina

"I haven't died, I'm still vertical. I have time to reflect on life and to enjoy the beautiful world around me."

Jean of East Ballina

"The best thing is that I learn something every day and I appreciate the time that I'm here. I've had a marvellous life and have lots of memories. I've grown up in this town and have seen a lot of changes in Ballina as it's grown from a small fishing town with just over a thousand people living here to the bigger town it is today. At 94 I appreciate everyday I'm here, it's good to wake up and know I'm still here. I'm still cooking, eating, cleaning, sewing and reading. I have full days!"

Spring has sprung and normally we would all be preparing for our famous Crowley Show but due to the restrictions on gatherings we will have to wait for next year to come together, when we are all a year older!

Ageing is an extraordinary process where you become the person you always should have been.

- David Bowie

Home Care Client Profile

Len 'Bluey' Buckley



Where were you born?

I was born in Wagga Wagga Base Hospital on 4 January 1942.

Where did you grow up?

I had a wonderful Mum and Dad and we lived on a farm in Tarcutta NSW.

Do you have any brothers or sisters?

I was the only boy and I have five sisters.

What did you do when you left school?

I worked in a saw mill in Humula NSW.

Tell us about your family.

I come from a very large family and we are all very close. Being the only boy in the family I was very loved. My mother was also very loveable.

Tell us about your interests and hobbies

I love cowboy movies and John Wayne movies.

What would you say are your best decisions you have made in life?

Joining the army and moving to Woodburn after marrying Kaye in 1963.

What is your favourite memory in life so far?

The time I served in Vietnam was very special to me. I served in the 7th Battalion from 1965 to 1966, then again in Vietnam from 1970 to 1971 as an advisor.

I feel proud about serving in the army for 25 years.

I also have lovely memories growing up on the farm.

What is your favourite food?

Baked dinners, especially roast lamb.

Community Connections

Local Heritage Walking Trails

Three Sisters Walking Trail Broken Head

Broken Head Nature Reserve – Reserve Road

Enjoy a stroll through the rainforest and discover stunning coastal views. Relax and take in the natural setting of your surrounds.

Distance: 1.6km return

Time suggested: 30 – 45 minutes

Meander through the lush rainforest and you'll emerge at this spectacular setting. Overlooking Kings Beach, you can't find a better spot to sit and contemplate the natural beauty around you. The views are incredible – a wonderful coastal panorama of secluded beaches, rocky coves and dense rainforest.

In winter and spring, it's a fantastic vantage point to spot migrating whales and great for birdwatching too. Watch for the clash of air and sea wildlife as white-bellied sea eagles dive for food. Also, the headland bursts with colour when the wildflowers are out. Take a moment to learn about the Aboriginal story behind Three Sisters, which tells the tale of three sisters who were turned into the rocky outcrops near the headland. Alternatively, stroll along the beach, dip your toes into the glistening blue waters and enjoy the serenity under a shady tree at the rainforest edge.



Wardell Walkabout Heritage Trail Bridge Drive, Wardell

This small village boasts a number of heritage listed timber buildings dating from the closing of the heyday of the timber industry. In the 1850's Wardell was a cedar getters settlement known as 'Blackwall' where two sawmills operated and the river trade flourished. The place name was later changed to Wardell in preference for the Aboriginal name Bingal.

When the availability of red cedar diminished the opportunity arose for the planting of sugar cane. Sugar remains the main industry that supports this area today.

The Wardell Walkabout self-guided trail takes you through the township of Wardell showcasing 20 different locations identifying their significance and history in the township.

Visit the Wardell jetty and the 70m boardwalk overlooking the Richmond River. This is a relaxing stroll and a great spot to wet the fishing line. It's magical at sunset when the sun dips behind the historic lift span bridge.



Norton Street Heritage Trail

This trail takes you along a street lined with majestic Norfolk Island pines and dotted with delightful old cottages steeped in Ballina's Heritage. Highlight of the trail is the free historic tour of Ballina Manor. Take a leisurely stroll from the Richmond River (River Street) to Meldrum Park along the edge of North Creek.

Along this walk you will be taken down one of Ballina's most historic streets, Norton Street. Along here you will find old buildings and cottages along the way and can see how they have transformed over the years.

Stop at the Historic Ballina Manor for a free tour (when available) of what used to be the North Coast Girls School. The tour of the Manor will show you how it has transformed from an all-girls school to a beautiful boutique hotel and restaurant full of heritage items and beautiful antiques. Please respect the rights of property owners along the way.



Alstonville Heritage Trail

Visit this quaint little town and discover the significance of its historical sites on a self-guided heritage trail through its wide streets and beautiful gardens.

Alstonville formally known as Duck Creek Mountain is a small village in the hinterland. It was part of the impenetrable rainforest that extended the Richmond River and the Nightcap Range. In 1873 the name Duck Creek Mountain was formally changed to Alstonville.

Alstonville's heritage trail has seventeen stops along the way visiting many of its historic buildings dating back to the 1890s and early 1900s. Points of interest along the way include Crawford House Museum, the Old Butter Factory, Lumley Park and Elizabeth Brown Park, the Courthouse and Police Station, the Commercial Bank, Paddy Bugden Memorial as well as the churches including Alstonville's oldest building the former Anglican Church which was built in 1897. This heritage trail showcases all of these historical places plus many more that have helped shape Alstonville and its long history.

Ballina Waterfront Trail

Walk along Ballina's waterfront and learn about the significance of local art pieces, stop in at the museums or grab a coffee at one of Ballina's cafes.

Richmond River - Ballina's waterfront trail provides an insight into the Richmond River, a major contributor to the Ballina community offering employment, recreation and rejuvenation.

Laundry Procedures

Tony Baldwin
Hotel Services Manager

Moving in to Residential Care can be an overwhelming event with laundry the last thing considered.

As the seasons change and we rapidly approach the gift giving season it is appropriate to remind residents and their families of the procedure for bringing new items into the facility.

In the case of a new resident:

1. Laundry staff are informed and they will pick up the personals/clothes from Customer Service. These are then taken to the laundry where they are labelled with the resident's name and room number.
2. The labelled clothing is returned to the residents' 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.

Where additional clothing is brought in for a resident, the clothes should be taken directly to Customer Service where they are documented in a logbook and sent to the laundry for labelling. In the event of Reception being closed, the clothes are to be given to the Team Leader in the area where the resident resides who will then hand over the clothing to Reception when the office reopens.

Clean laundry is returned to areas on trolleys and the care staff then put the clothing away. If there are any items of clothing not labelled these will be returned to the laundry and documented in the Unmarked Clothing Book and wait to be claimed by the owner.

In the event that you notice something missing, we ask you to alert one of our nurses who can then ask our laundry staff to check the log for unclaimed clothes.

In an effort to improve our management of resident clothing your assistance is greatly appreciated.





Recipe from taste.com.au

Spring Vegetable and Goat's Cheese Frittata

Packed with fresh spring produce and under 500 calories, this cheesy frittata is perfect for midweek dinners or weekend picnics.

Ingredients

- 500g butternut pumpkin, peeled, deseeded, cut into 1.5cm pieces
- 1 large red capsicum, deseeded, cut into 1.5cm pieces
- 1 large red onion, cut into thin wedges
- 1 bunch asparagus, trimmed, cut into 1cm lengths
- 150g (1 cup) frozen green peas
- 75g soft goat's cheese, crumbled
- 8 eggs
- 2 tbsp milk
- 1/4 cup chopped fresh basil leaves, plus extra baby leaves to serve
- 150g mixed cherry tomatoes, halved
- 1 tbsp sunflower seeds
- 1 tbsp pumpkin seeds
- Salad leaves, to serve

Instructions

Preheat oven to 180°C fan forced. Line a large baking tray with baking paper. Place pumpkin, capsicum and onion on prepared tray. Spray lightly with olive oil. Roast for 25-30 minutes or until golden and tender. Set aside to cool.

Meanwhile, place asparagus and peas in a steamer basket over a saucepan of boiling water. Cover and steam until just tender. Refresh under cold running water. Drain well.

Reserve 1 tbs goat's cheese. Place remaining goat's cheese in a large bowl with eggs, milk and basil. Whisk to combine. Season. Add all the roast vegetables and stir to combine.

Reduce oven to 160°C fan forced. Line base and side of 20cm round cake pan with baking paper. Pour mixture into prepared pan, evenly distributing veg. Top with tomato, cut-side up, and seeds. Bake for 45 minutes or until puffed and firm. Set aside for 10 minutes to cool. Top with extra basil and reserved cheese. Serve with salad.

COVID Health Crisis

Bridget Challis Human Resource Manager

Cases of COVID-19 continue to pop up in NSW. Some are of known origin as in the returned travellers however it is Community Transmission that is the biggest threat.

We remind staff, residents, clients, visitors and other stakeholders to take the steps to protect themselves. This can be assisted by hand washing, physical distancing of 1.5 metres, covering your nose and mouth if you sneeze or cough, and staying home if you are sick.

One question that is frequently asked is why should I get tested if it is only hay fever or a cold? Many of the COVID-19 symptoms are similar to hay fever and the common cold. As a precaution, if you have any symptoms Crowley requires a COVID test and a person must isolate until the result is known. If the result is negative, they cannot return to work until they are symptom free for 48 hours.

If you or anyone you know is feeling worried or anxious about COVID-19 there are a number of services available. Lifeline Australia 13 11 14, the NSW Mental Health Line 1800 011 511 and the Kids Helpline 1800 551 800. Speak to your GP about services funded under Medicare.

Crowley continues to be an active member in local health discussions and planning groups in relation to the management of COVID-19 in our area. These groups include the Public Health Unit NSW Local Health District, hospitals, other aged care providers and health providers.

Get tested for COVID-19 if you have a fever, cough, sore/scratchy throat, shortness of breath, loss of taste or loss of smell.

Self-isolate until you get your test result.



FEELING OVERWHELMED?

BE COVIDSAFE

IT'S OK TO ASK FOR HELP. 24/7 SUPPORT IS AVAILABLE

Coronavirus Mental Wellbeing Support Service **1800 512 348** | coronavirus.beyondblue.org.au

- headtohealth.gov.au
- headspace **1800 650 890**
- Lifeline **13 11 14**
- Kids Helpline **1800 551 800**
- Suicide Call Back Service **1300 659 467**
- ReachOut au.reachout.com

Risk Management

Rene Lange Risk Manager

We are extremely fortunate to live in such a beautiful country.

However, as so eloquently described by Dorothy MacKellar in her poem *My Country*, beauty can come at a price.

The same sun that brightens our days and warms our bones can soon fry us to a crisp if we're not sun smart.

I'm sure it is no surprise to anyone that in Australia skin cancer is the most common cancer diagnosed.

According to the Cancer Council more than 434,000 people are treated for one or more non-melanoma cancers in Australia each year and more than 11,500 people are treated for melanomas.

Australia has one of the highest rates of skin cancer in the world... the price we pay for the beauty that surrounds us.

However, in addition to these rather scary facts, the Cancer Council provide some very sensible advice for all of us on how we can enjoy our wonderful environment while reducing the risks of developing skin cancer.

Though ultraviolet (UV) radiation is present all year regardless of the temperature we are more likely to be outside in the warmer months so it is timely to remember how to best protect ourselves from the sun.

1. Slip on protective clothing
2. Slop on some broad-spectrum sunscreen
3. Slap on a broad brimmed hat
4. Seek shade
5. Slide on sunglasses

By all means get outside and enjoy some sun when you can but as with all the good things in life – everything in moderation.

Reference sources

www.cancer.org.au
www.dorotheamackellar.com.au

My Country

I love a sunburnt country,
A land of sweeping plains,
Of ragged mountain ranges,
Of droughts and flooding rains.
I love her far horizons,
I love her jewel-sea,
Her beauty and her terror
The wide brown land for me!

Dorothy Mackellar

Don't forget to be
SunSmart by using five
forms of sun protection
this summer.



Slip, Slop, Slap, Seek and Slide.

Refurbishments in Independent Living

Albie Viel Maintenance Manager

Villas and apartments sold at Crowley are refurbished to ensure we provide a product we are proud of and that promotes “ageing in place”.

It often includes grab rails in the bathroom, auto opener for garage door, kitchen cupboards built for easy access for dishwasher installation. Residents can request approval for additional items through an Additional Work Request form.

It ensures quality control throughout the Village, fairness, and documentation with maintenance with responsibilities clearly identified.

For example, there is a standard layout for screen rooms and external blinds to ensure standard colours are maintained instead of variety of colours or materials that do not blend in with existing colour schemes.

The Apartments are even more unique in that they are architecturally designed. Keeping the aesthetics of the building is important. Our efforts are focused on maintaining the existing design and street appeal.

Typical additional works requests include grab rails, hand rails, ramps, treatment of bathroom floor tiles, extra power and television points, external blinds and courtyard improvements.

Contractors must not commence work until they have spoken to Crowley’s Maintenance staff regarding the expectations of works and location.

Contractors need to comply with our WHS, orientation and compliance regulations. We are protecting both resident’s and Crowley’s interests by ensuring contractors are doing the right thing. Payment should not be completed until improvements have been inspected by Crowley.

All additional works are to be maintained by the resident and completed at the residents’ cost.



Marketing and Events

Sarah McMahon
Marketing and Events Coordinator

What a Blessing!

During October we were extremely pleased to be able to welcome our Residential Care residents back to the Chapel for Catholic Mass. With appropriate social distancing in place, the Chapel was a place of joy as our residents gathered again as Fr Peter offered Mass.



Lest we Forget

On 11 November 2020, the Australian War Memorial will hold a nationally televised Remembrance Day commemorative ceremony. The service will be broadcast live across Australia by the ABC. The televised service will include the laying of wreaths and a minute's silence on the eleventh hour.

Crowley Residential Care residents are welcome to view the service in our Entertainment Room where we will invite our veterans to lay a wreath.

We encourage our Independent Living residents and Home Care clients to pause in their homes to observe the minute's silence to remember not only those lost, but all who came home and those who follow in their footsteps.



Crowley Connections

Aurora Davidson

Name

Aurora Davidson.

Role at Crowley

Rosters for Home Care.

When did you commence at Crowley?

6 October 2010.

Where did you work prior to Crowley?

In hospitality management but really wanted a change.

Have you completed any study?

A Bachelor of Arts majoring in printmaking and Diploma of Education.

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

My day starts with getting myself and my two girls ready for the day with breakfast and lunch made. If there is time I like to take a quick walk with my dog Charli to the park.

How does your average day or week at Crowley look?

So far, my role has been looking into future rosters and taking in as much as I can about clients and staff needs.

Tell us a little about your life outside of Crowley

I live in Bangalow and have a beautiful family. My husband, Toby, and two daughters, Leuca and Kya. I love the beach, picnics, bush walking, camping and getting outdoors.



What is an exciting adventure you have been on lately?

Going to Woolgoolah over the long weekend with my girlfriend and her family.

What is something that people may not know about you?

I love art and events, super long baths and singing in the car.

Welcome to Team Crowley



Annette
Residential Care



Nick
Residential Care



Aurora
Customer Service



Areeya
Hotel Services

Focus on Quality

Michelle Golding Quality Manager

Hi, my name is Michelle and I am the Quality Manager at Crowley.

I started at Crowley in 2007 and over the years have had numerous positions, titles and office changes but there has always been a constant in all my roles and that is a focus on Quality.

I love Quality and am passionate about what I do every day. My role is behind the scenes and I often get asked "What is Quality?"

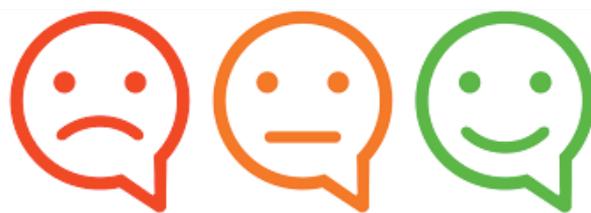
In a nutshell if we look at our vision - To provide an inspirational living experience through rewarding relationships with a focus on the individual - for that vision to come to life we need systems and documentation that sit behind the scenes. That is Quality.

Some of these systems include Human Resources, Information Management, Work Health & Safety, Emergency Planning, Clinical Governance, Food Safety and Quality Management.

For these to work the critical elements include Processes, People & Teamwork and Communication. Quality contributes to all these.

An element of this work is the process of self-assessment. Self-assessment is an important part of the continuous improvement cycle. It provides an opportunity to evaluate performance against the Aged Care Quality Standards, to review the results for residents, to assess the effectiveness of any improvements and to support processes for ongoing quality improvement and risk management.

Completing a self-assessment provides evidence that improvement has taken place and assists in communicating our success. It is also a legislated requirement for Crowley and the Aged Care Quality and Safety Commission may request this at any time.



At Crowley the self-assessment process is an ongoing tool reviewed on a quarterly basis so it continues developing over time. It provides an excellent opportunity to increase the organisation's understanding of how it delivers care and services to improve outcomes for consumers. Most importantly, self-assessment supports innovation and a culture of continuous improvement in day to day practices, encouraging staff to be alert in their work and actively looking for ways to improve services and enhance each consumer's experience of care.

The information collected during the self-assessment will help to identify areas for improvement and clarify reasons to make changes. Self-assessment is a reflective process, looking at what is already in place and what improvements need to be made.

Everyone can be involved in this process - residents, families and staff. So from time to time you may be asked for feedback on a particular topic. Please help us by providing this feedback so we can continue to improve our care and services.

Wilson the Buggy

Helen Cooney
Auxiliary President

It is with great pleasure the Crowley Auxiliary contributed to the purchase of the buggy for use around the village. It will be used to transport residents in both Independent living and Residential Care.

The Crowley Auxiliary has worked tirelessly for 38 years raising money through activities and raffles to support the purchase of medical equipment, the coffee machine in Barneys café, books for the community library and many other essential goods for the delivery of fabulous conditions for all who are part of the Crowley family.

The Auxiliary were very pleased to be asked to name the new buggy. The ladies in the Auxiliary give their time and energy with great generosity to contribute to the mission of the church in its provision for the aged community in our town.

The Executive of the Auxiliary held a discussion with the management of Crowley and it was decided that we would call the buggy “WILSON” in honour of Pat Wilson who was president for 25 years. Pat worked with her committee and the members of the Auxiliary to raise much needed funds to support Crowley Care along with the five other presidents over 38 years of service.

Pat has been and still is an active member of the organisation. Her dedication and engaging personality along with her awesome energy have made the task of fund raising a pleasure.

This year, during the pandemic, it has been difficult to hold our usual fundraising activities and meetings because of the need to keep socially distant and safe. We look forward to the end of the COVID pandemic when we can once again meet and contribute to this wonderful community called Crowley Care.



Making Feedback Flow

Michelle Golding
Quality Manager

Home Care Client

I would like to report the excellent care and service I have from Sue – she is a worker from Transitional Care / Crowley. Thank you for employing such a capable staff member.

Home Care Client

Really appreciated Veronica and her work. Would like to have her once a week for D/A. Robyn my case manager is very good and helpful. Robyn has made it easier for me by referring me to Crowley providers including recent tradesmen. This makes things much easier to trust the recommendations.

Home Care Client

Your staff member did a wonderful job for my domestic assistance service.

Residential Care Family Member

We wish to give your dedicated Rosebank staff our heartfelt gratitude for the compassionate care they gave our mother and grandmother over the past eight years. Thank you.

Residential Care Family Member

Heartfelt thanks for your care and kindness to Mum and myself during the past six years.

Residential Care Family Member

To all the wonderful staff of Rosebank past and present who have cared for Mum during the last six years, you have my and our family's heartfelt thanks.

Residential Care Resident

Thank you so very much for the lovely card and best wishes you sent me on my 85th birthday. It was lovely to receive and very much appreciated.

Meal Service Client

Crowley have the nicest ladies who delivery my meals I have Jenny 4 days a week, she is wonderful and nothing is a bother to her and she is laid back. So friendly and helpful, after just a couple months I looked forward to seeing her to say hello as I am alone and I get a lovely hot meal each day.

Meal Service Client

I cannot find fault with your meal service delivery and quality and quantity. The meals over the 4 week period are a great variety and very tasty (just a little more of the sweet and sour sauce which is perfect otherwise). Jenny and Sandra who deliver the meals are both lovely ladies. We see more of Jenny who always greets us with a cheery smile and inquires how we are keeping. That has the effect of clearing away the blues if I have sometimes from back pain. Crowley Care provide a great community service.

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



Scorpio Horoscope

23 October - 21 November



Scorpio-born are passionate and assertive people. They are determined and decisive, and will research until they find out the truth. Scorpio is a great leader, always aware of the situation and also features prominently in resourcefulness.

Scorpio is a water sign and lives to experience and express emotions but manifest them differently than other water signs. Scorpions are known by their calm and cool behavior, and by their mysterious appearance. You can be sure that the Scorpio will keep your secrets, whatever they may be.

Element: Water

Refreshing, charming, mysterious, sensitive

Ruling planet: Pluto, Mars

Power, transformation, healing, drive, instincts

Compatibility: Taurus, Cancer

Scorpio strengths: resourceful, brave, passionate, stubborn, a true friend

Scorpio weaknesses: distrusting, jealous, secretive

Scorpio likes: truth, facts, being right, longtime friends, teasing, a grand passion

Scorpio dislikes: dishonesty, revealing secrets, passive people

Lucky numbers: 8, 11, 18, 22

Colour: scarlet, red, rust

November birth flower: chrysanthemum

November birthstone: citrine, topaz

What a Laugh!



The little old lady seated herself right behind the bus driver. Every ten minutes or so she'd pipe up, "Have we reached Oriskany Falls yet, sonny?"

"No, lady, not yet. I'll let you know," he replied, time after time.

The hours passed, the old woman kept asking for Oriskany Falls, and finally the little town came into view.

Sighing with relief, the driver slammed on the brakes, pulled over and called out, "This is where you get out, lady."

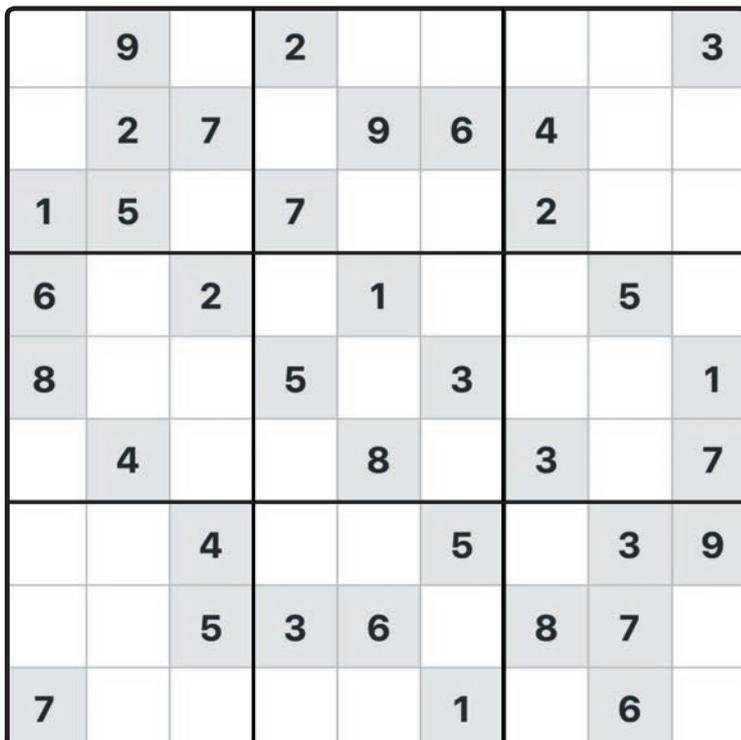
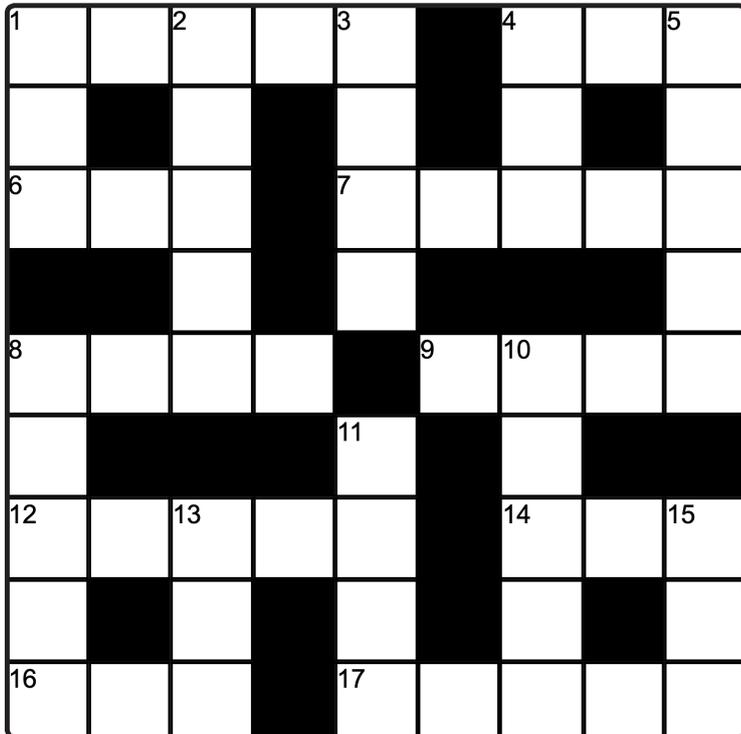
"Is this Oriskany Falls?"

"YES!" he bellowed. "Get out!"

"Oh, I'm going all the way to Albany, sonny," she explained sweetly.

"It's just that my daughter told me that when we got this far, I should take my blood pressure pill."

Games Corner



Crossword Clues

Across

- 1. Adhesive
- 4. Wee drink
- 6. Significant time period
- 7. Sugary
- 8. Belt out a tune
- 9. Thing that's worshipped
- 12. Buyer's concern
- 14. Unit of corn
- 16. Regret
- 17. Sheepish

Down

- 1. Round baked dessert
- 2. Blemish
- 3. Effortless
- 4. Observe
- 5. Flower feature
- 8. Outstanding
- 10. Nightmare, e.g.
- 11. Pay for use
- 13. Drink cooler
- 15. Purge

Riddle Me This...

What burdens without weight and guides without a destination?

Answer: A conscience.

Round the Traps

Spring has most certainly sprung at Crowley with colourful blooms popping up throughout the grounds. Our residents take great pride in caring for their gardens to make sure each plant performs their best during flowering season.



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.