

the chatterbox

NEWS FROM CROWLEY CARE

SEPTEMBER 2020



#crowleycares

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Cover photo

Greg and Clay are proud to be a part of the Crowley Maintenance Team! Go team Crowley!



A Moment with our CEO

Hello everyone,

Aged Care Employee Day

Recently the nation paid tribute to aged care workers on a special day - the Aged Care Employee Day. The Federal Health Minister Greg Hunt said: "...This year with the hardships of COVID and the challenges we're facing your (aged care workers) work is extraordinary... As you take care of older Australians who are most vulnerable in the time of coronavirus, I simply want to say thank you."

If I look back at the last six months at Crowley we've had many tributes for the way our extraordinary staff, not just a select few, have supported our residents and clients during this pandemic period. They all deserve an award! So, when people say to me Crowley is wonderful I think what they really mean is that our staff are wonderful. Because it is our staff who represent Crowley in everything they do to make our residents and clients lives' more joyous. Beautiful buildings and nice amenities are part of the picture and where we truly shine is the quality of our amazing staff whom we can all pay tribute to, particularly at this time.

Crowley super heroes

So, it was no surprise when we advertised recently for more care staff to join us that we chose a super hero theme. A series of radio, print and online advertisements saw us calling for more special people to join the already amazing team of care workers at Crowley. And whilst a fun theme for recruitment it has a strong underlying message that Crowley Care workers are super heroes whom we value greatly.

Crowley extends grant to all staff

Valuing our staff equally is who we are at Crowley. That's why our Board recently approved extending the Workforce Retention Bonus Grant to all Crowley staff. This decision was much appreciated by many staff who were surprised to receive the bonus. It was our way of showing gratitude for their personal efforts during the pandemic period.



Steady as she goes

As we publish this Chatterbox our annual financial audit is underway. I can report that Crowley Care remains financially stable even during these uncertain global times. Our Annual Report will be published later in the year and will provide greater detail. We currently employ some 250 staff and are proud to be a leading employer in our region.

Anne Moehead joins Crowley

I'm thrilled let you know about a new appointment at Crowley. Anne Moehead joins us as a Clinical Support Nurse Practitioner. Anne has significant experience supporting those living with Dementia and is highly regarded both within Crowley and nationally for her innovation, commitment and passion for nurse education. Not only is Anne a well credentialed and accomplished clinician, she is a recipient of the Order of Australia, OAM, for her significant contribution to healthcare. I'm sure Anne will be a great asset to our team in our pursuit for excellence in care at Crowley.

Michael Penhey
Chief Executive Officer

Catch up with Kelli

Kelli Potts
Executive Manager Operations and Finance

On Friday 7 August, we celebrated Aged Care Employee Day. Great timing! What an opportunity to thank our staff during a time when the aged care industry is being tested. It was an opportunity for us to take a moment and celebrate each other and let the staff know we all value the work they do.

The expressions of thanks and gratitude from residents, families and visitors has continued to flow in. These are shared with the staff and they have expressed that they are so grateful. We thank you for thinking of us and sending us your thoughts and messages... it means a lot to all of us.

Examples

Our staff are always here to support and protect our residents, families and each other as best as we can - all of the time, and even more so in these uncertain times.

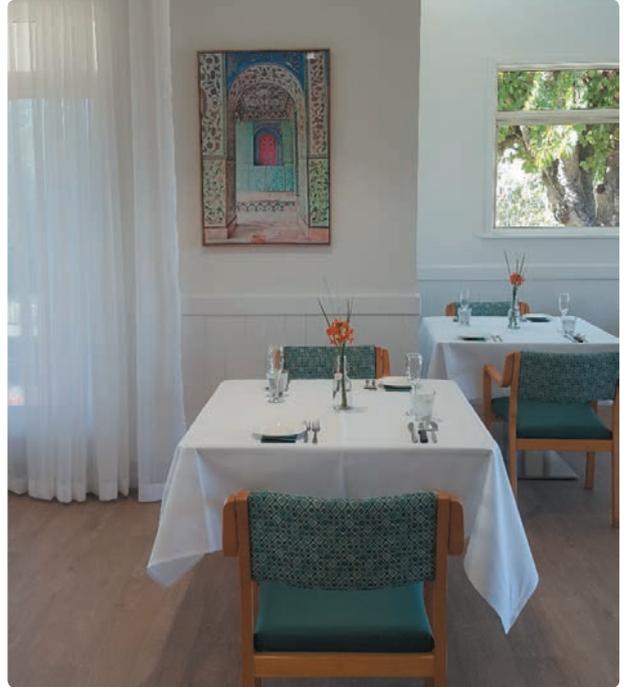
Knowing that we are not out of the COVID-19 woods just yet, we must all remain vigilant and stay the course. No-one knows how long we will need to hold this state of vigilance, so we must continue to support each other, be kind to each other and be mindful of our impact on others. The need for kindness is so important to help counteract the stress and anxiety the uncertainty causes.



To help us continue to maintain vigilance for the safety and wellbeing of residents, staff and visitors, we are asking you to please re-familiarise yourself with our visitor arrangements:

1. All visits are to be pre-booked through the current booking system via our Communications team
2. Maximum of 2 visitors at one time
3. Visits are to be with the nominated resident/s only and visitors must not engage with other residents during their visit
4. Visits must ONLY be held in the resident's room. The outdoor Plaza area and other designated areas must be pre-booked
5. Visits are for a maximum of 1 hour
6. One visit per day per resident
7. By signing the declaration, all visitors agree to adhere to the organisation's visitor guidelines including social distancing and staying in the designated visitor area. Unfortunately, if visitors do not adhere to the guidelines, they will be addressed and escorted out by staff

Please check in with the Communications Team if you are unsure about the guidelines. The team are there to help you and our residents.



In the meantime, Crowley life continues with activities, refurbishments and new toys.

We've completed the refurbishment of Riverview Dining Room and it looks fabulous, light and airy. We thanked the Riverview residents for their support and patience during refurbishment with a 3-course champagne lunch to celebrate the opening of their new dining room.

We also recently purchased an incredible, innovative piece of equipment called the Tovertafel. The Tovertafel is a playful, interactive light projection box designed to entice people to get moving, create moments of happiness and bring people together to have fun. The interactive games break through apathy by stimulating both physical and cognitive activity and encouraging social interaction. The smiles and playfulness of the residents, and shared moments of enjoyment with staff are priceless!

The Tovertafel will be based in Rosebank wing and frequently relocated to the other areas for short periods of time, to enhance the L&L program.

Stay well, stay positive and smile. Until next time.

Kelli ☺



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:



Beryl enjoyed some time out and about in the sunshine, sipping on a hot cup of coffee.



Vera had the whole deck all to herself and stretched out in the best seat to take in the view.



Ken became a cowboy during our recent dress up day in Rosebank. What fun!



It's a hard act to follow! Rosebank family clowning around with the lovely Cheryl.



We had our very own Queen when Betty dressed up. Hello Your Majesty!



A lovely lady in green! Gwen was a showstopper when she dressed up with the crew from Rosebank.



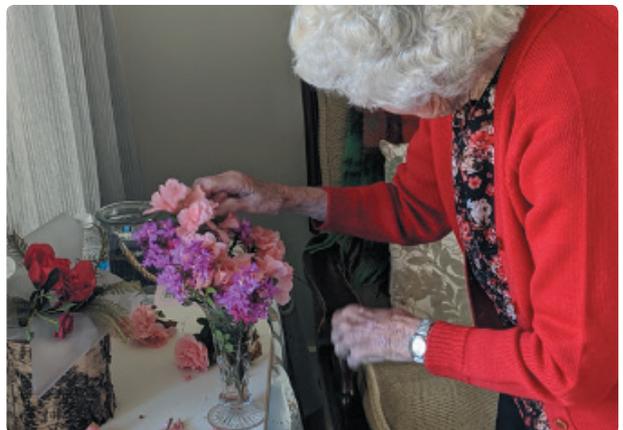
Carole had a blast getting in costume and playing with a cuddly friend.



The grin says it all! Family is a blessing - our residents look forward to receiving your letters and pictures.



Beryl has a flair for flower arranging. For many years Beryl has brought color to all of Crowley's nurses stations and dining rooms filling vases with flowers out of the gardens.



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!





Spring Has Sprung

Christine Lawton
Residential Care Facility Manager

Welcome to Spring 2020. Spring brings longer daylight hours, warmer temperatures and new life. Flowers bloom and the colours of our landscape change. A time to embrace fresh air and when many animals finish their hibernation for another year.

Spring is a time when many people start their annual 'spring clean'. Spring cleaning helps maintain a dust-free environment so decreasing the risk of allergies - watery red eyes, runny noses, itchy throats and sneezing brought on by grass, tree pollens and some flowering plants. In this year of COVID-19 it has common symptoms such as sneezing and itchy throat.

This highlights the need to continue to look after ourselves by eating a well-balanced diet and drinking lots of water. There are many natural therapies available that may be used to beat hayfever and allergies. Have ginger and garlic in your diet, eat honey daily, increase your vitamin C intake and add fish oils into your diet.

And if you have any concerns over symptoms contact your GP or report to staff.

Let's keep looking after each other and enjoy the new season.



Your Amazing Support Team

Kelly Roberts Clinical Manager

This month we are introducing you to our wonderful Residential Care Resource Team. This team, comprised of a range of Clinical Team members, provides vital daily support to the facility nursing and care staff and fulfils many behind the scenes functions that keep care running smoothly and safely.

In the attached photo, we have Jenny Bodley, ACFI Coordinator, whose role is to co-ordinate assessments and funding for residents once they enter permanent care. Alisa Winzar, Clinical Support Team Leader, who manages admissions, medications, contributes to our auditing each month and co-ordinates all visiting Allied Health clinics such as Audiology, Dental visits, Dietician and Speech Pathology services.

The team also involves a Clinical Support RN role. This role supports the Registered Nurses in their day to day responsibilities. Russell is currently working in the role where he also monitors falls in addition to focusing on risk, safety and wound care.

Kathy Apitz and Jonothan Heath, are two vibrant and essential therapy assistants who ensure residents can access heat packs for pain, ensure daily exercise, mobility and rehabilitation for residents, and they manage equipment changes that may be required.

The Resource crew is supported by our Cirrus Allied Health Team who promote physio. The team includes Renata, Kristy, Craig, Marty and occasionally James who works on various days.

Christine Lawton is Crowley's Residential Care Facility Manager. Many of you will regularly speak with Christine as she manages all things related to the running of the facility and care workers, whom many of you see each day.

This month we are also pleased to announce a new addition to the team - Anne Moehead, Clinical Support Nurse Practitioner.

Anne has many years specialising in mental health and older people. She has vast knowledge and experience, working with people living with Dementia and has been a support and resource for Crowley staff and residents for many years. Anne has been involved in teaching and mentoring other nurses, including myself, through their career journeys and she will undertake education and training of staff as part of her role.

Anne will work closely with me to co-ordinate our in-house clinics with Dr Lisle, Geriatrician, and Dr Lana Kossoff, Aged Care psychiatrist.

And then there is me, Kelly Roberts, Clinical Manager. I have many years of experience in Palliative Care, Women's Health, Aged Care and Chronic Disease and became qualified as an Endorsed Nurse Practitioner in 2017. This means I work collaboratively with our GP's and can prescribe medications, refer to other practitioners and undertake comprehensive clinical assessments for our residents at Crowley.



Crowley Connections

Nick-kee

My name Nick-kee and I work in the kitchen as an apprentice at Crowley. I first came to Australia in 2012 for a one month holiday in Brisbane. I was excited to go on the Ferris wheel at Southbank, on a boat trip to visit a museum and to watch the sun set over Brisbane at Mount Coot-Tha summit lookout. After my holiday I returned to Thailand.

In 2015 I returned to Australia and lived at East Ballina. I went on a holiday to a farm near Wauchope where my mother and stepfather worked. The property was on 100 acres and they ran Angus cows. It was very cold.

On my return I started school at Southern Cross High School. I couldn't speak English and it was very hard. I started year 8 and finished schooling in year 12.

In year 9 I studied food technology and enjoyed learning to cook. In year 11 I chose to study Hospitality and learned more about cooking. Part of the course requirement was for me to do 70 hours of work placement and I picked Crowley Care.

The first time I did work placement was for a full week. I was happy to learn to cook in the kitchen at Crowley. After one month I chose to return to Crowley for my work placement. During this time my boss, Tony, asked me if I would like to come to work with the Crowley team.

In year 12 I worked one day a week learning more skills in the kitchen at Crowley.

On the 13 January this year I started a full time apprenticeship in the kitchen whilst I attend Wollongbar TAFE one day a week to study cookery.

I am very happy working with all the staff in our beautiful kitchen at Crowley.



Community Connections

Whale Watching in our Region

More than 30,000 whales make their way along the NSW coast from May to November each year. Known as the Humpback Highway, humpback and southern right whales are the most commonly sighted. They head north to the warm coast waters of Queensland and the Coral Sea to mate and give birth from late April to August and return southwards from around September to November.

You can watch their migration from spectacular clifftop lookouts and beaches.

Spot whales from Australia's most easterly point, the Cape Byron Lighthouse and wander along the Cape Byron walking track, which offers great ocean views. There are two lookouts around Ballina and a viewing platform at Iluka Bluff near Evans Head.

NSW National Parks and Wildlife Service recommends these top four whale watching spots along the North Coast:

- Cape Byron Lighthouse, Cape Byron State Conservation Area boasts panoramic views of Byron Bay's beaches and is a renowned spot for sightings of turtles, dolphins and whales
- North Head walking track, Brunswick Heads Nature Reserve – A short walking track through coastal rainforest to Brunswick River, providing scenic views that are ideal for whale-spotting
- Broken Head Nature Reserve – Take the 1.6km return walking track to the Three Sisters lookout to see migrating whales
- Iluka Bluff lookout, Bundjalung National Park – This lookout provides an aerial view of the Bundjalung area, near Yamba, including stunning beaches and the mouth of the Clarence River. Dolphins are often seen near the river inlet and whales are spotted out at sea

Watching whales from vessels can also be fun and exciting. Late morning and early afternoon are reasonably good times of the day to whale watch from most vantage points, as the glare off the water doesn't make sighting the tell-tale 'blow' too difficult. Early morning can also be a good time as the 'blow' is often highlighted by the back light of the morning sun. Vessels leave from Ballina, Brunswick Heads and Byron Bay.

Vessel-based whale watching is popular in NSW. Whales require personal space, and harassment may severely stress them - possibly causing accidents both for humans and whales if the whales feel threatened. This is especially important in the case of the adults with calves, which may be either resting or suckling. Research has shown that whales are highly sensitive to engine noises. You should also be aware that during the mating season, males competing for females may engage in rough physical contact; whales are protected animals.



From the IL Desk

Jenny Kliese
Independent Living (IL) Coordinator

Most days you can see our IL residents out and about walking. However, there are two ladies in particular who stand out for their resilience and dedication through all-weather events. Mary and Kay are neighbours who enjoy and encourage each other to walk regularly and stay positive and active despite the restriction of COVID-19.

Prior to COVID you could see Mary and Kay walking up and down the stairs in the Education Centre doing around 200 plus stairs a day. It was cooler in the Centre, with the air conditioning going.

However, when the restrictions came, it was Autumn and cooler, so the ladies decided to walk twice a day around the Village doing around 4.2kms whilst social distancing of course

It wasn't until mid-April that they had a brainwave to GPS their walking. The statistics are in. These two inspirational women have now walked more than 300kms, the equivalent of going twice to Coolangatta and back to Ballina.

Mary and Kay say it's great mentally as well as physically. They have people waving or stopping (keeping their distance) even the bus driver's wave and stop for a chat.

It's amazing what you see when out and about. Well done Mary and Kay you are an inspiration to yourselves and Community.



Reminder to help us all stay safe

To continue to keep you healthy and safe from COVID-19 remember if you have anyone visit for any reason, social or otherwise please document their details on the Visitor Log we have provided. If you need more Visitor logs please contact IL Team and they will deliver to you. Let's all stay safe together.

Father's Day

Sunday 6 September!

Happy Father's Day to all our Dad's.

"A father is someone you look up to no matter how tall you grow."

— Unknown

Potting Around

David Crosby
Customer Service Manager

While we are being advised to stay at home more these days, some have used this time to get stuck into jobs around the home and in the garden.

Over recent months IL resident and green thumb Faye Duncan has been experimenting with a wide variety of plants to bring our apartment atriums back to life. With the research done and some promising results it was time to regenerate the gardens.

The shopping list included river rocks, lots of pots, a few wheelbarrow loads of soil, a bit of sweat, and a dose of good old fashioned hard yakka.

With a team effort between IL staff, Albie and his gardening crew, together with Faye, we now see these gardens take on a fresh new look for all our residents to enjoy.



Caring for Carers

Sherrie Viney Home Care Manager

For decades Crowley Home Care Services provided in-home care and support for clients and carers in our community, including people living with dementia.

We appreciate the incredible commitment of those amazing family members who selflessly forego their own life needs to care for their loved ones so they can remain at home. Whilst a rewarding experience it can at times be a thankless, isolating and stressful for carers.

Many people underestimate the commitment required and the difficulties carers have to freely maintain their own life interests, connections and health needs.

It takes consideration and good planning just to get out for a coffee, get to health appointments, attend a support group, and go for a walk or exercise.

COVID-19 has amplified the commitment and isolation for some carers and has also highlighted the need for contingency or emergency plans should a carer become incapacitated for whatever reason.



The Government's Carers Gateway has an emergency care plan for carers so you can document information about the person you care for, if someone has to take over in an emergency. The plan includes relevant contacts, care needs, routines, medicines and medical information.

It's a simple process. Go to www.carergateway.gov.au or phone 1800422737.

1. Complete the plan
2. Print and save paper copies and or a copy to your phone/computer
3. Give a copy to your emergency contacts, this can also be your loved ones GP
4. Update the plan if your information changes

Remember we are here to assist, even if it's just for a few hours a week depending on your needs.

Ask for some help with:

- Resources and referrals to support groups or DVA
- Shopping or cleaning
- In home respite, or
- Personal care for your loved one, just by giving us a call on 1300 139 099



Home Care Client Profile

Graham Telfer



Where were you born?

Children's Hospital, Sydney.

Where did you grow up?

Leichardt, Sydney.

Do you have any brothers or sisters?

Yes, one sister who lives in Brisbane now.

What did you do when you left school?

I joined the National Australia Bank, where I worked for 20 years! I started out as a junior clerk and ended up as the City Bank Manager on Pitt Street, Sydney. I then moved to Ballina to leave the rat race around 35 years ago.

Tell us about your family.

I have two beautiful girls and a boy and 13 grandchildren and my beautiful wife Moya.

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

When I decided to leave the city and come to Ballina! Where I met Moya, which is the best decision I ever made.

What is your favourite memory in life so far?

When I was a child, every year the whole Telfer family used to gather at my Nan's place for a family Christmas, I remember the excitement!

What is your favourite food?

Curried prawns and lemon meringue pie!

Return and Earn

Tony Baldwin
Hotel Services Manager

The Return and Earn program was introduced by the State Government in December 2017 to reduce drink container litter. You can earn 10 cents when you return an eligible container to an approved Collection Point.

If you don't want to take them over to the Ballina site you may donate your containers to us here at Crowley and we can add them to what we collect and return them to raise funds.

There are bins at the back of the loading bay where there is a drop off point for bottles.

How do I Return and Earn?

1. Take your eligible empty container to an approved Collection Point
2. Place it in the Reverse Vending Machine (RVM) for a 10-cent refund for each container
3. Containers must not be crushed and must have a legible barcode

Eligible Containers

Most containers purchased in NSW between 150ml and 3l are eligible for a refund. Containers need to be identified by the barcode so it is important that you do not crush your containers.

Eligible containers will be made from these materials

- PET
- HDPE
- Glass
- Aluminium
- Steel
- Liquid Paperboard

Non-eligible Containers

Containers that are NOT included in the scheme and, therefore, do not qualify for a refund are:

- Plain milk (or milk substitute) containers
- Flavoured milk containers of 1 litre or more
- Pure fruit or vegetable juice containers of 1 litre or more
- Glass containers for wine and spirits
- Casks (plastic bladders in boxes) for wine and casks for water of 1 litre or more
- Sachets for wine of 250 millilitres or more
- Containers for cordials, and concentrated fruit/vegetable juices
- Registered health tonics





Spring Lamb and Pea Panzanella

For an Italian-inspired meal, try this dukkah-spiced lamb and pea salad, tossed with grilled haloumi and chunks of crispy bread to soak up all the flavour.

Ingredients

- 1/4 loaf Stone Baked White Sourdough Vienna
- 1/4 cup olive oil
- 2 tsp cumin seeds
- 200g Lamb Backstraps or Lamb Leg Steaks
- Olive oil spray
- 125g haloumi, cut into 1cm-thick slices
- 1 cup frozen peas
- 200g sugar snap peas, halved lengthways
- 1 lebanese cucumber, thinly sliced diagonally
- 1/4 cup pimento-stuffed olives, thinly sliced
- 1/2 cup small basil leaves
- 2 tablespoons white balsamic vinegar
- 1 tablespoon pistachio dukkah

Instructions

Preheat oven to 200C. Line a baking tray with baking paper. Coarsely tear the bread into 3cm pieces. Drizzle with 1 tablespoon oil. Sprinkle with half the cumin and season. Toss to combine. Bake for 10-15 mins or until crisp.

Meanwhile, heat a barbecue grill or chargrill on medium-high. Spray lamb with oil. Sprinkle with remaining cumin. Season. Cook for 2 1/2 mins each side for medium or until cooked to your liking. Transfer to a plate. Cover with foil. Set aside for 5 mins to rest. Thickly slice.

Cook the haloumi on grill for 1 min each side or until lightly charred.

Cook the peas and sugar snap peas in a large saucepan of boiling water for 2 mins or until tender crisp. Refresh under cold water. Drain well.

Place the peas, sugar snap peas, haloumi, cucumber, olives and basil in a bowl. Drizzle with vinegar and remaining oil. Gently toss to combine. Add the bread and divide among serving plates. Top with lamb and sprinkle with dukkah. Serve immediately.

Maintenance News

Albie Viel **Maintenance Manager**

In July and August I received a number of requests to repair kitchen and bathroom items. Here are a few tips on how we can protect and maintain these in good working order.

Dishwashers

Dishwasher filters require regular cleaning by removing the filter and with a soft brush remove the build-up of material. Use a dishwasher cleaner regularly to clean inside the dishwasher and flush the drain. Scrape dishes clean before placing items in the dishwasher and avoid seeds from entering as they have the potential to stop the pump from draining water.

Range hoods

Remove and wash the filters in warm soapy water. The fan blades can be cleaned once the power to the range hood is turned off.

Cook tops

Avoid using abrasive chemicals that would scratch the surface of the cook top and remove the control knob decals. A light chemical can be used to clean the surface or good old fashioned vinegar works a treat.

Ovens

Regularly clean the oven. Uncleaned ovens can lead to lack of efficiency and potential food poisoning.

Bathroom exhaust fans

These require regular cleaning due to build-up of lint on the cover. Cleaning can be arranged through Crowley's Customer Service Team.

Door locks

Avoid using oil-based lubricants in door locks as these attract dust and eventually makes the door lock shaky and hard to operate.

Garage door

When replacing the garage door remote batteries use fresh batteries. Batteries have a limited shelf life. Storing a large quantity of batteries can be wasteful as they do expire.

Any electrical items such as lamps deteriorate over time from the heat. Once fittings crack and casing changes colour, it is time to replace. Safety first!

Six- monthly skip

The six-monthly skip will be on site from 1 September for ILU residents to dispose of unwanted items. Remember no fridges, tyres, paint, gas bottles and cardboard please. These cannot be accepted or recycled. Television and computer monitors can be left to the side of the skip as they require a different form of disposal.

For those who need assistance to place items in the skip please call Reception.



Safety First and a Clear Plan of Action

Rene Lange Risk Manager

If you've been reading or watching the news recently you will have seen commentary on the perceived failures of the Australian Government's planning relating to COVID-19 outbreaks in aged care. Some aged care facilities, particularly in Victoria and a lesser extent NSW have fallen short with their planning and their ability to contain outbreaks.

So what is Crowley's plan should a case of COVID-19 be confirmed?

Rest assured Crowley does have a plan. It is a requirement for all aged care providers to have what is called an Outbreak Management Plan.

This plan details how we will respond in the event of an outbreak of COVID-19 or any infectious disease or respiratory illness within our aged care home.

The purpose of this plan is to set out our approach to containing an outbreak and stop it from spreading further. It also details all the things we are already doing to limit an outbreak occurring in the first place.

Since the start of the year when COVID-19 first reached Australia, Crowley has been proactive and continuously working to review to increase our preparedness. These steps include:

- Ensuring all our staff have undertaken annual Infection Control training
- Increasing the availability of hand sanitiser throughout the facility
- Increasing stocks of Personal Protective Equipment (PPE)
- Screening all staff and visitors daily prior to entry
- Risk assessing all resident excursions
- Ensuring that anyone entering the facility has been vaccinated for Influenza
- Having an immediate and detailed plan of action should a case of COVID-19 be confirmed at our facility

Most importantly we continue to collaborate with the Local Health District, Public Health Unit, and various other Aged Care and Home Care providers across our region. By working collaboratively, we can share knowledge and experience and continually renew our plans and response in light of the ever changing situation.



Super Heroes Wanted

We all know that deep down Crowley Care workers are super heroes - special people who use their "super caring powers" to provide inspired living for our residents and clients.

You may have seen Crowley's recruitment campaign for more super hero Care Workers on radio, in newspapers and across social media.

We are on the hunt for the best care workers possible to join our highly dedicated Team Crowley.

What a vibrant, fun and eye catching advertisement! And the good news. We've already had applications to our super hero outreach.

If you are reading this and know of anyone wishing to become a Care Worker, please direct them to www.crowley.org.au or give HR a call on 1300 139 099.

Are you a care worker with super powers?

If you are or you'd like to become a care worker then fly over to crowley.org.au or use your super fingers to call 1300 139 099.



Great people, great culture, great future.

Independent Living Residential Care Home Care Veterans' Care Meal Service

www.crowley.org.au



Winner Aged and Community Services Australia (ACSA) 2019 NSW Regional, Rural, Remote Provider of the Year



Winner Ballina Chamber of Commerce 2019 Ballina Coast & Hinterland Business Excellence Awards Health, Care & Wellness Industries



Winner Master Builders Association of NSW 2019 Excellence in Building Awards, Age Care & Independent Living Buildings, Bennett Constructions

CRO7060720

Welcome to Team Crowley



Cassie
Residential Care



Kay
Residential Care



Saskia
Residential Care



Nita
Residential Care



Amrita
Residential Care



Becky
Hotel Services



Anne
Residential Care

Evolving Facebook

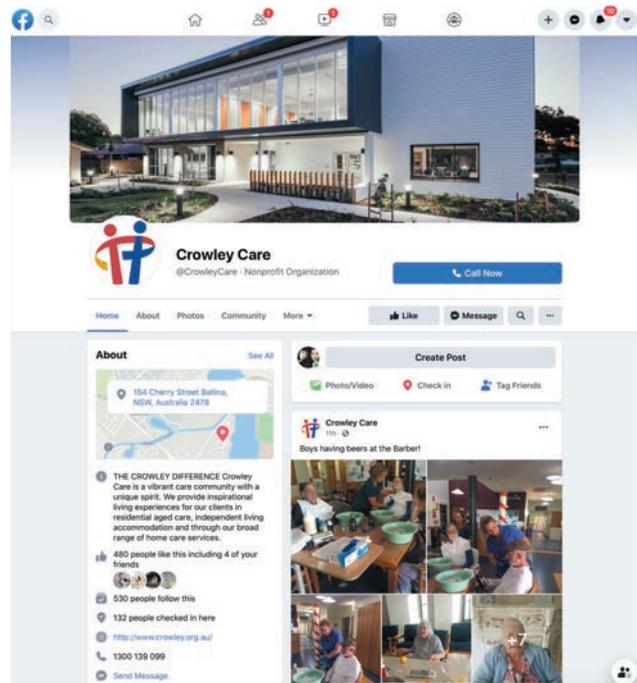
Sarah McMahon
Marketing and Events Coordinator

Crowley’s Facebook page has been up and running for two and a half years and last month reached more than 3,300 people. Facebook is a great way for us to connect and share all things Crowley with our community.

Our Facebook posts started by sharing a couple of images with a little story of an activity or event. We soon realised that doesn’t showcase the fabulous things our residents do each and every day. So now we post lots of regular photos of the everyday happenings around Crowley. During this difficult period of visitor restrictions our photo posts have proven ever more popular – a great way for us all to stay connected.

Our latest addition to Facebook has been our “Get to know Team Crowley” posts. It allows our residents and families to get to know our Crowley staff a little better.

If you haven’t already followed or shared our page with other members of your family, we’d love you to join us. Go to www.facebook.com/CrowleyCare



Additions to the Crowley Family

We love babies, especially when those babies are a part of the Crowley Family.

We recently welcomed two beautiful bundles of joy into the world and into the Crowley Family.

First, Kelli welcomed her grandson, Ruben. Then Donna welcomed her granddaughter, Lexie.

We can't wait to meet them. But until then, we can all enjoy these lovely photos!



News From the Men's Shed

Since reopening the Shed after our mandatory shutdown, we are now open on Tuesday and Thursday mornings as before. Social distancing, hand hygiene, and attendance records are in place to comply with the safety requirements required by the authorities. We are again quite busy and have performed a number of fix-it jobs for IL residents as well as refurbishing some smaller furniture items that had become rather tired or damaged.

The planer-thicknesser machine provided by Crowley to replace a former unserviceable unit has been allocated a permanent stand in the machinery area and connected to the dust extraction pipelines there.

A number of construction tasks have been completed or are in progress. These include models

of classic Fann tractors, chopping boards, raised garden beds, jewel boxes, lucky black cats, and carved primitive small birds. Many other small projects of saleable items /potential presents are planned for the next few months.

We realise that this year there will be reduced opportunities to display and sell our output. To this end we will begin in spring, weather permitting, to display our saleable items on tables outside the shed in proximity to Franks herb racks on Tuesdays and Thursdays. A FOR SALE sign will be in place. Franks Healthy Herbs continue to be very popular with residents and visitors, as usual, and will continue to be there into the summer months.

As always, we invite suggestions and ideas for our continuing and future projects along with fix-it jobs that we can assist with.

Focus on Quality

Michelle Golding Quality Manager

The Charter of Aged Care Rights protects the rights of people receiving aged care. It applies to all aged care services that are funded by the Australian Government. The Charter is made in law. A single charter came into effect from 1 July 2019.

The Charter of Aged Care Rights sets out the 14 rights that protect our residents and clients receiving care and services:

1. Be safe and high quality care and services
2. Be treated with dignity and respect
3. Have my identity, culture, and diversity valued and supported
4. Live without abuse and neglect
5. Be informed about my care and services in a way I understand
6. Access all information about myself, including information about my rights, care and services
7. Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
8. Have control over, and to make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. My independence
10. Be listened to and understood
11. Have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. Complain free from reprisal, and to have my complaints dealt with fairly and promptly
13. Personal privacy and to have my personal information protected
14. Exercise my rights without it adversely affecting the way I am treated

My responsibilities

Respect

Treat others with respect

All people involved in aged care, including consumers, their family, carers and visitors are expected to be respectful and considerate. They should make sure that their behaviour does not adversely affect others.

Any kind of violence, harassment or abuse towards staff or others is not acceptable.

Safe environment

Respect the rights of staff to work in a safe environment

You are expected to maintain a safe environment for staff members and others. For example, if Crowley is delivering services to your home, keep pets away from staff members and do not smoke near staff.



Information

Assist Crowley by giving relevant information

It is important you share information about yourself that will help us deliver you safe and quality care.

This may include:

- Up-to-date information, and
- Any problems you have with the provider's care or services

Fees

Pay agreed fees on time

You are expected to pay any agreed fees on time. If you are unable to pay your fees speak to your provider to find a solution.

These responsibilities describe expectations of you as an aged care consumer.

Copies of the Charter of Rights are available from Reception, online at www.agedcarequality.gov.au or you can email me at mgolding.org.au to receive a copy.



Making Feedback Flow

Michelle Golding
Quality Manager

Residential Care Family Member

To the wonderful men and women at Crowley, our family would like to express our sincere appreciation to all the dedicated, hard-working men and women at Crowley who provided loving care to Dad over the fourteen months that he lived there. His failing health meant that he could not easily leave his room and travel too far; nevertheless, Dad often told me that he cherished the bonds that he forged during his time at Crowley, which would only mean that he was referring to you. Dad lived for his family and friends and brought so much joy into our lives - he will be sadly missed but I think we would all agree that our loss also means that he will no longer have to suffer.

Residential Care Family Member

Thank you for all the care and consideration given to our father while he was living in Serpentine. You have been greatly appreciated.

Independent Living Resident

I would like to say thank you to Crowley, Albie and Jenny for the great path that was put in at my villa. It has made things a lot easier for me. I would also like to thank Crowley staff for the way the lock down has been managed. Well done.

Residential Care Family Member

We recently lost our friend of 47 years. Your care for her was fantastic. She often used to say, "They look after me so well." High praise from a hard marker. During our visits your staff was so welcoming and showed true care and concern not contrived in any way. Thank you for being outstanding people. All our love. Sue and Trevor.

Residential Care Family Member

To all the wonderful staff at Crowley Nursing Home. My heartfelt thanks for the tender, loving care you gave to my Mum-in-law. While she was with you. She always loved where she lived with you all and had no complaints. God bless you each and every one! Your work and dedication to the elderly is such a blessing in this age. With warm gratitude.

Residential Care Family Member

Dear Brenda all of our family cannot express in these few words our thanks to you. When we learned that you would accompany Mum to the surgery we felt a huge relief. Although it may not always seem to be the case. Mum loves you and trusts you very much. We knew that during her surgery yesterday she was in the most caring hands possible. Please accept this little gift as small expression of our kindest thanks.

Residential Care Family Member

Thanks for this information. We totally support all decision made by the Crowley Care management and thank you for your vigilance in caring for the resident's safety. Our mum is very content and happy with the restrictions. As a family we appreciate the dedicated team and the wonderful support given to my Mum and all the other residents.

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



Virgo Horoscope

23 August - 22 September



Virgos are always paying attention to the smallest details and their deep sense of humanity makes them one of the most careful signs of the zodiac. Their methodical approach to life ensures that nothing is left to chance, and although they are often tender, their heart might sometimes be closed for the outer world. This is a sign often misunderstood because they won't accept their feelings as valid, true, or even relevant when opposed to reason. The symbolism behind the name speaks well of their nature, born with a feeling they are experiencing everything for the first time.

Element: Earth

Dependable, grounded, reliable, loyal, practical

Ruling planet: Mercury

Intellect, logic, thinking, communication

Compatibility: Pisces, Cancer

Virgo strengths: loyal, analytical, kind, hardworking, practical

Virgo weaknesses: shyness, worry, critical

Virgo likes: animals, healthy food, books, nature, cleanliness

Virgo dislikes: rudeness, asking for help, taking center stage

Lucky numbers: 5, 14, 15, 23, 32

Colour: grey, beige, pale-yellow

September birth flower: aster, morning glory

September birthstone: sapphire

What a Laugh!



Sitting on the side of the highway, a Police Officer sees a car puttering along at 22mph.

He thought to himself, "This driver is just as dangerous as a speeder!" So he turned on his lights and pulled the driver over.

Approaching the car, he notices that there are five old ladies - two in the front and three in the back - wide-eyed and white as ghosts.

The driver, obviously confused, said to him, "Officer, I was doing the speed limit! What seems to be the problem?"

"Ma'am," the officer replied, "you weren't speeding, but you should know that driving slower than the speed limit can also be a danger to other drivers."

"Slower than the speed limit? No sir, I was doing the speed limit exactly - 22mph!" The old woman said a bit proudly.

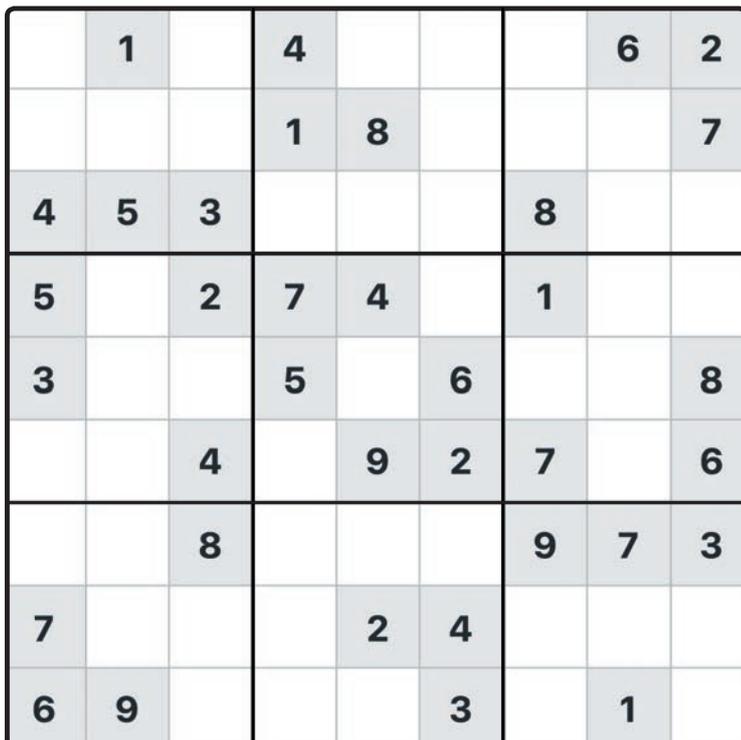
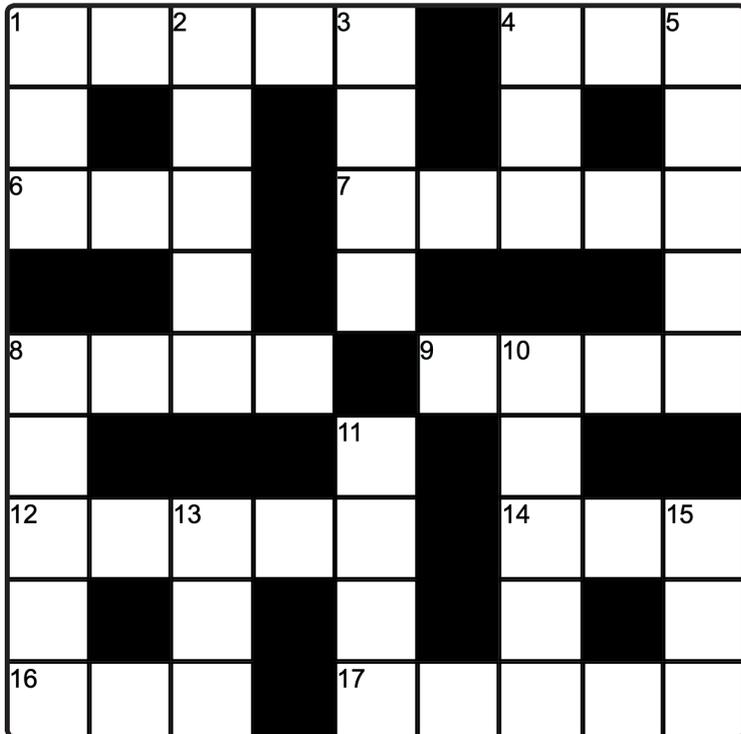
The Police Officer, trying to contain a chuckle explained to her that "22" was the route number, not the speed limit.

A bit embarrassed, the woman grinned and thanked the officer.

"Before I let you go, Ma'am, I have to ask... Is everyone in this car OK? These women seem awfully shaken and they haven't muttered a single peep this whole time," the officer asked.

"Oh, they'll be all right in a minute officer. We just got off Route 119."

Games Corner



Crossword Clues

Across

1. Ox-like animal
4. What you do in a chair
6. Sheep sound
7. Not just once
8. Kid around
9. Hollow space in a hill
12. Clothing tag
14. Shade tree
16. Craving
17. H2O

Down

1. Baby food catcher
2. Fire starter
3. Shipshape
4. Ocean
5. Nervous
8. Part of PB&J
10. Representative
11. Moved quickly
13. Prohibit
15. Cause imperfection

Riddle Me This...

You can see through me,
yet I am not transparent,
you can pick holes in me,
yet I occupy no space.
What am I?

Answer: A lie.

Round the Traps

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

We celebrated Aged Care Employee Day the Crowley way - with smiles, laughs, photos and props! This giant photo frame was passed around the facility as staff posed for photos together. Featured are some of our favourite photos from the day starring Angel, Rina and Niki, Gail, Jarrod and Nathan, and Robyn. Go team Crowley!



Local Contacts

Crowley Administration
1300 139 099

Crowley Business Fax
6686 6082

Crowley Independent Living
1300 139 099

Crowley Residential Care
1300 139 099

Crowley Home Care
1300 139 099

Crowley Meal Service
1300 139 099

Crowley Hair Salon
1300 139 099

St Francis Xavier Parish
6681 1048

Emergency
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Ballina Fire Brigade
6686 2038

Ballina Police
6681 8699

Ballina District Hospital
6686 2111

Commonwealth Carelink Centre (Free Call)
1800 052 022

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

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

Enquiries should be directed to the Crowley Care Administration.