

# the chatterbox

NEWS FROM CROWLEY CARE SERVICES

AUGUST 2017





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### COVER PHOTO

Dorothy Dostine and Juanita Mohammed enjoying an afternoon of scrapbooking and sunshine.



# A Moment with Our CEO

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Hello everyone,

Some things we achieve at Crowley are more visible than others.

Our new buildings naturally take the limelight because every day we can see progress.

I feel they are more than just stunning buildings because they symbolise our dedication to creating inspired living for our residents.

So too does our new, soon to be launched, website. I've had a peek and I can tell you it's colourful, vibrant and captures our unique Crowley spirit.

Meanwhile behind the scenes, there are other amazing things happening as we continue on our mission to improve our services and culture at Crowley.

Take our revamped Customer Service Team (see article in this edition). Such a passionate, great bunch, who thrive on engaging with residents, families and anyone who comes to Crowley. You could say they are our front-line ambassadors and I'm proud of the spirit they exude in this role.

In fact every day I see that Crowley is truly a vibrant care community. We have a culture of genuine interest in others. We care for each other in authentic ways. And all that really matters as we change and transform in pursuit of our vision.

To achieve this requires building trust with all our stakeholders, many of whom understand what we are doing at Crowley and are very supportive of our efforts and the positive path we are on. For that I'm grateful.



I've said previously it's our personal culture of care at Crowley that makes us different as we simultaneously go about improving our services. In other words, how we treat people, with dignity and respect, and having a laugh along the way, really matters.

I see this happening every day as we continue transitioning in so many ways. Long may it continue.

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

Michael Penhey  
Chief Executive Officer



# Redevelopment Update

Crowley has been abuzz with change, excitement and power tools!

In case you haven't made it in to visit, here's a sneak peek at what has changed at Crowley in the last month!







# Out and About

## **Beautiful Byron Bay**

Off to the northerly point we ventured! Residents at Crowley were impressed with lunch, coffee and cake at Byron Bay Services Club this month. This was a first for some and surely won't be the last! And of course, now with the new highway, it's only a breeze away.

## **Bus Outing to Holy Family School**

From the moment we pulled up at the school gates, the teachers and students at Holy Family made us all feel welcome. The children showcased their guitar skills - not just one, but the whole class could play, which was fantastic to see. Kindergarten students also blessed us with their gorgeous little voices and how proud they were to perform for us. As always, our residents were spoilt with a beautiful morning tea. Thank you for having us, we look forward to our next visit.

## **The "History of" Segment**

Our Residents enjoyed our latest instalment of "History of" discussion sessions, which cover an event, person, place, icon or topic. Our last subject was Taronga Zoo, during which we dove into the zoo's construction, why it was built, the animals residing there, the employees and the work they do, and the new conservation direction. Many residents recalled watching the construction of the zoo, especially when a pair of elephants were brought to the zoo in trucks and how the zoo has grown over the years. Feedback from our last resident's meeting was overwhelmingly popular and as such we have decided to continue this session on a monthly basis. Any suggestions for discussion topics or guest speakers are very welcome.

# Oh The Fun We've Had!

## **Sebastiaan**

When you can't go to Vegas, you bring Vegas to Crowley! We were treated to a "Morning with the Kings of Vegas" with a visit from Dean Martin, Frank Sinatra, Sammy Davis Jnr, Bobby Darin and Johnny Cash (thrown in for good measure). All these wonderful stars were brought to us by the very talented Sebastiaan, who did great impersonations. The "stars" will be making a return visit later in the year. We can't wait! Keep your eyes out for more information in October!

## **U3A Tappers**

Well, what tapping good talent we have! The smiles, the costumes, not to mention the happy vibe, were brought to us by the U3A Tappers last month. It's always a pleasure to have the tappers perform at Crowley, and for this visit we had our amazing deck as the performance backdrop. The dancers made you just want to get up and tap along, which is just what a couple of our residents did.

## **A Visit From St Anne's**

Last month's visit from St Anne's Long Day Care Centre was a big hit with our residents. The feeling in the room with the sound of the children is very heartfelt. Residents had story time and a trip down memory lane singing much loved nursery rhymes with the children. We are looking forward to their next visit.

## **Men's Breakfast**

A great time was had by all at the Men's Breakfast that was recently held here at Crowley. Around 65 from a number of Parishes around us were in attendance to have some quality time together and to hear Bishop Gregory Homeming speak about living as a Christian in an increasingly secular world. The Parish has expressed their gratitude to Crowley for the wonderful hosting of the occasion.



# CROWLEY AUXILIARY FASHION PARADE

JOIN US AND ENJOY A SHOWCASE OF  
FASHIONS BY CORRIES

**Saturday 23 September  
1:30pm**

\$10 entry fee includes afternoon tea

Book and pay at Crowley  
Reception by Monday  
18 September

## COMING SOON: CROWLEY SHOW DAY

Sideshow  
Cake Stall  
Baby Animal Farm

Photo Booth  
Prizes  
Competitions  
Games  
Entertainment  
Raffles

**When:** Thursday 28  
September 2017

**Where:** Crowley  
Entertainment  
Room

**Time:** 10am – 2pm



# A Little Reminder

## Resident Valuables & Possessions

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### **Christine Lawton, Residential Care Services Assistant Manager (DDON)**

When a resident is admitted to permanent residential care at Crowley part of the transition into a communal living environment is that they can only bring a limited amount of possessions and valuables with them. We appreciate this need to separate from loved possessions can be a confronting.

To address this, before coming to Crowley potential residents are given our Resident Handbook, which details how we can assist in this process and reminds residents and families that valuables are brought in at their discretion and risk. Whilst Crowley will do all they can to keep the facility secure we cannot hold responsibility for an individual's valuables. This is for many reasons but most often we find that during their residency a resident may ask family to take home valuables, we are often unaware of these requests.

We have also recently reviewed our process for recording valuables as part of our Admission Process. This includes a Declaration of Valuables Form being completed by the resident and

family. Our Customer Service Team will take photographs of the valuables as a record as at date of admission. We also provide a lockable drawer in each resident's room and we encourage residents to lock these and keep their key secure.

We actively discourage residents from holding large sums of money and we ask that families support us in this. Crowley has a resident sundries system should resident's need access small amounts of cash. Arrangements can also be made in advance with Crowley if a one off large sum is required.

There may be occasions where staff need to remove a resident's valuables or cash from their room. This is usually due to declining health. In these instances Crowley has a procedure that staff follow to remove and record the removal and storage of the items in our safe. The person responsible for the resident will then be contacted to inform them of this action.

If you are unsure if your belongings are classified as valuables please let us know. We will be happy to discuss this with you.





# Keep it Moving

## Wayne Smith, Home Care Manager

I caught up with a couple of happy Home Care clients at the Crowley hydrotherapy pool. While there I spoke to Tamika, our Exercise Physiologist. I had to ask - what's an exercise physiologist?

The answer was inspiring and went beyond my expectations.

Tamika explained. Exercise physiology specialises in the exercise and movement for the prevention and management of chronic diseases and injuries. You can have exercise physiology at home, at the pool, with many now using it as a falls prevention strategy.

Everyone wants to be fit, functional and mobile and stay longer in their home. And the good news is, it's never too late to start.

If the thought of being wet in winter is not appealing, there are many ways to focus on the functional strength you need to stay in your

home longer.

Your home care package may be able to assist! If you've had thoughts in this area give us a call and let us help you discover just what you and a Crowley exercise service can do.

Private consultation is available in your own home.



# A Moment in the Life of..

## Dallas Smith: IL Resident & Home Care Client

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Born in Toowoomba, Queensland, Dallas is a keen historian, is well travelled and is happily married to his wife Carol.

A keen sportsman, he was best at barefoot water skiing, no stranger to golf, squash, tennis, a rugby league player, avid Queensland supporter and a surf life saver at Maroochydore on the Sunshine Coast.

Dallas was schooled in Maroochydore and finished with agricultural studies at Gatton.

With his father a keen lover of cows, which also suited Dallas, they had a crack at dairying which didn't work out.

Needing paid work Brisbane was next to see Dallas starting out as a stock and station agent at Goldsborough Mort.

Wool was the produce of interest here. The moves came quick with this work as did the call up to National Service.

During his time as a cane inspector at the Nambour Sugar Mill, the best chapter began meeting his future wife Carol on a freezing cold night at a dance in Nambour. Dallas and

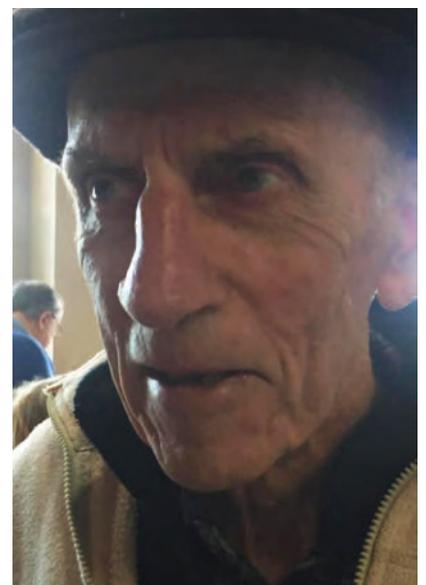
Carol went on to have two boys who both work overseas.

There was still more change to come for Dallas as he was not into inspecting cane so he readily took to accounting and two years after study commenced he was signing cheques for CSR.

The mill this time was in Innisfail, North Queensland and went by the name Goondi. Work continued and Sydney was home for a while. However it was the 28 years at Broadwater Mill that Dallas served his community well and retired in 2000. Carol and Dallas are now Crowley IL residents and have lived here since 2011.

Dallas doesn't experience the joy of sight any more and it's a difficult situation. His Crowley Home Care package removes some of the burden.

Dallas certainly believes in waste not, want not. The wisdom he often recites is reminiscent of a saying not used much nowadays. "Don't spoil the ship for half a penny of tar" - do a good job first time.





# Dangerous Heat Packs

## **Sherrie Viney, Home Care Nursing Coordinator**

As a Crowley client we value your safety above all else. I'd like to share this winter safety concern with you.

Last month I purchased a wheat filled heat pack for my mother because she suffers from arthritis. With winter upon us I thought this would be a great gift; it even had a pretty furry cover!

My Mum won't be receiving this wheat heat pack now because I attended staff fire safety training here at Crowley and the fire safety educator advised us that these wheat heat bags are extremely dangerous.

There have been reported fatalities from house fires due to heat pack use.

People are putting them under their covers to warm up the bed and they are igniting! Wheat heat packs are not designed to heat bedding because the heat gets trapped and cannot escape.

Most people buy heat packs from cottage industries such as the craft stalls, fetes or local markets, but the standard of manufacturing and safety is not guaranteed.

Most heat packs are filled with grains that can catch alight in the microwave when heating them if let too long. Overheating can also burn your skin.

### **Be safe by:**

- only buying wheat bags that adhere to Australian standards and come with clear instructions
- never overheating wheat bags in the microwave - follow manufacturer's instructions
- never using wheat bags in bedding or confined spaces that trap heat
- don't reheat bags until they have cooled down
- smelling a charred or burning smell when heating? – allow the bag to cool down on the kitchen sink and **THROW IT OUT!**

# A Life of Public Service

## Sheldon Maher: DVA Client

Hello. I'm Sheldon Maher OAM.

I was born in Tenterfield NSW where I lived and was educated as a child. Some of my family still live in Tenterfield. I'm now based in Lismore with my family.

I have one sister who still lives in Tenterfield. She is active in ageing and community services.

After leaving school I joined the Australian Public Service where I worked for most of my life - 38 years in various departments in rural and metropolitan areas of NSW.

My interests include looking after Veterans and seeking the best outcomes for men and women who have served their nation in all conflicts. I am assisted by my lovely wife Cathy in my various roles in supporting Veterans.

**Sheldon Maher received the award of OAM on 25 January 1993 for Services to Veterans and the community.**



## Vietnam Veterans Day & The Battle of Long Tan

**Sherrie Viney, Home Care Nursing Coordinator**

18th August 2017

Vietnam Veterans Day was previously known as Long Tan Day and it is acknowledged every year to commemorate the men who fought in the battle of Long Tan in 1966.

This battle resulted in the largest number of casualties in one day - 18 Australians soldiers lost their lives and 24 were wounded.

This day is now recognised as a day to commemorate all Australian men and women who served their country in Vietnam.

**Local Commemoration Services:**

Ballina RSL Memorial Park at 4.45pm Friday 18th August.

Lismore March and Wreath Laying Service at 5pm Corner Magellan and Molesworth St Lismore.



# An Update From the IL Desk

## **Jenny Kliese, Independent Living Coordinator**

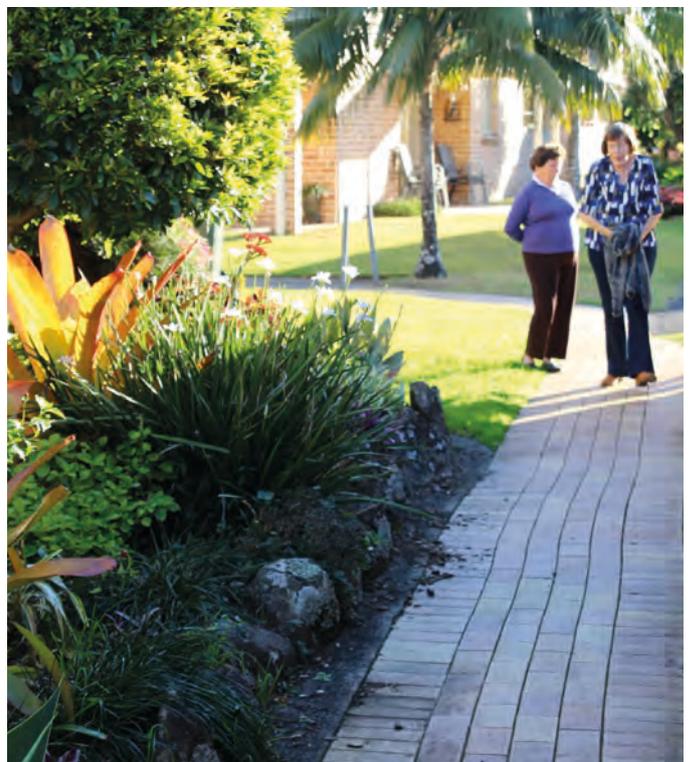
With the beautiful weather we are experiencing, the days have been pure magic. And it's lovely to see and hear residents enjoying our grounds in the sunshine and fresh air.

Moving around the village I often see residents and staff from Residential Care connecting with the Independent Living residents. Typically they sit on benches along the waterfront, or make the time to stop to chat about the beautiful scenery.

I've overheard comments including: "How lucky are we"; "I could sit here all day"; "The Pelicans are back"; "Look there's a dolphin - yes I'm coming back as a dolphin".

Benefits of walking:

- improves overall wellbeing
- strengthens muscles
- lightens mood, releases endorphins
- slows mental decline
- assist with joints and pain
- very therapeutic
- you make new friends!



**Phones to be tested in the month of August**

55-100 St Francis Place

14-28/12 Florence Price Place





## IL Ladies Bus Trip

Thursday 10 August

Departing Crowley Reception at 9am  
\$5 Bus Fare + Morning Tea and Lunch

Join us for a lovely day starting with morning tea at the House of Gabriel in Tumbulgum then on to Tweed Regional Gallery for the afternoon to take in the Margaret Olley Portraits Exhibition and have lunch at the Café at the Gallery.

House of Gabriel has offered a special deal for Crowley Ladies: Devonshire Tea for just \$8.

Tweed Gallery Café Menu available at Reception.

RSVP to Crowley Reception by Monday 3 August.

## IL Men's Bus Trip

Thursday 14 September

Departing Crowley Reception at 8.30am  
\$5 Bus Fare, \$10 Morning Tea and Tour + Lunch and Drinks

We will depart Crowley and head to Zentveld's Coffee Plantation, where we will embark on a tour, followed by morning tea. Once finished at the Coffee Plantation, we will head to Byron Bay Services Club for lunch. You can be assured it will be an interesting and educational day with a friendly group of Crowley men.

RSVP to Crowley Reception by Monday 11 September.

# Book Club

with Judy Riley



Such a happy, laughter filled afternoon at our recent book club meeting.

The theme - a Wee Book - with one book measuring just 6cm! The tiny read was 'Golf, It's Only a Game' and its pages were filled with golfing jokes and quotes.

Always room for a little romance, 'Tara's Destiny' filled the bill with a story of two sisters who lived in Ireland in the 1960s.

'Everything I Need to Know I Learned from a Little Golden Book', a treasure-trove of knowledge with hardly

a real-life experience not covered in this 70-year-old Golden Book - a guide to life through the 60 Stories from the 1940/1950 Series.

Much of their charm is the illustrations - a nostalgic read to all of us who read these over and over to our children.

Do you remember the 'Where's Wally' series that your children loved with hours spent searching the page for that striped character? Well, there's a small book of similar style called 'Finding Jesus'. With so many events and so many people in them it's often difficult to find him.

We all enjoyed the quotes from 'The Cats out of the Bag' and 'Things My Mother used to Say'. Lots of laughs and recollections from these two small books.

Our next theme is a story about an interesting Australian - all welcome to join! The next Book Club meeting will be 24 August, 3pm, in the Crowley Library.

Happy Reading.



# State of Origin

## **Alyse Richardson, Customer Service - Sales Support**

Crowley staff don't mind a bit of competition, or making fun of themselves. The latest State of Origin series proved competition was rife through the corridors of Crowley.

For each game of the series, staff and residents dressed to support their team. From the Customer Service Team and their very well decorated reception desk, to staff and residents scattered throughout the facility barracking for their teams, even the scones were divided!

Congratulations QLD on winning the series!  
Bring on 2018!



# An Afternoon at the Movies

## Hidden Figures

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

**Movie:** Hidden Figures  
**Genre:** Drama  
**Directed By:** Ted Melfi  
**Written By:** Allison Schroeder, Ted Melfi  
**Starring:** Taraji P. Henson, Octavia Spencer, Janelle Monáe, Jim Parsons, Kevin Costner

Three brilliant African-American women at NASA serve as the brains behind one of the greatest operations in history: the launch of astronaut John Glenn into orbit, a stunning achievement that restored the nation's confidence, turned around the Space Race and galvanized the world. The visionary trio crossed all gender and race lines to inspire generations to dream big.

### Reviews:

"There is something to be said for a well-told tale with a clear moral and a satisfying emotional payoff" - NY Times.

"Far from a dry scientific tutorial or historical treatise, "Hidden Figures" is a warm, lively, often funny depiction of women whose brains and work ethic were indefatigable" - Washington Post.



## Crowley Screening

**Movie:** Hidden Figures  
**When:** Wednesday 16 August  
**Where:** Crowley Education Centre  
Training Room 1 (Upstairs)  
**Time:** 1.00pm to 3.30pm  
**Cost:** Gold Coin donation  
**RSVP:** To Crowley Reception  
Tuesday 15 August



# Our Best Kept Secret

## **Tony Baldwin, Hotel Services Manager**

If there's one thing I'm sure to hear each day, it's a compliment about our fresh and fluffy scones.

I don't think anyone can pass through Crowley without picking up a scone from Banjo's Café, served with strawberry jam and a dollop of cream. The recipe is secretly simple and one that 'our Judy' will not part with.

Judy has been making these famous scones for the 31 years here at Crowley. She was first called into action when she had to make a batch for a morning tea event and she didn't know how. Without skipping a beat, Judy got straight on the phone to her mum, Pat, who gave her the recipe and directions.

Grateful for her mums' advice, Judy just had one question: 'How do I know when it's mixed in properly?' Her mum replied, 'You'll know'.

And she did. Ever since that day her scones have been beautiful.

Although the recipe is locked up tight, Judy has trained Ellie on the process and they have produced excellent results too. I'm not too proud to say the scones I make have never come out the same as Judy's!

Normally Judy bakes plain scones each Monday and date scones on Thursday. They are for sale at Banjo's Café for \$6.00 per half a dozen.

Be sure to add a jam and cream topped scone to your next coffee order!

# Recipe from the Chef

## Tempting Tiramisu

Combine instant coffee and boiling water in a shallow bowl. Stir in marsala and Kahlua.

Beat the egg yolks and sugar in a medium bowl with an electric mixer until light and fluffy (for about 4-5 minutes).

Fold in the mascarpone and add the extra marsala into the egg yolk mixture until just combined.

Beat egg whites and extra sugar in a clean, small bowl with an electric mixer until soft peaks form. Gently fold egg white mixture into mascarpone mixture and then fold in the thickened cream.

Dip half the biscuits, one at a time, for 1-2 seconds only, into coffee mixture and arrange biscuits in a single layer in a 2-litre (8-cup capacity) square or rectangular dish.

Spread half the mascarpone mixture over the biscuits. Repeat with remaining biscuits and mascarpone mixture. Cover, refrigerate overnight.

Just before serving Tiramisu, dust the top with sifted cocoa.

**2 tbsp instant coffee**

**3/4 cup boiling water**

**1/2 cup marsala**

**1/4 cup Kahlua  
(coffee liqueur)**

**3 eggs, separated**

**1/2 cup caster sugar**

**500g mascarpone**

**2 tbsp marsala, extra**

**1/4 cup caster sugar, extra**

**1/3 cup thickened cream**

**375g small sponge-finger  
biscuits**

**1 tbsp cocoa powder,  
approximately**





THE MENS  
BBQ

Join us for a BBQ and drinks in the  
**Crowley Activity Centre**  
**Thursday 10 August**

12.00pm

\$5 per person

BYO Drinks

RSVP: To Crowley  
Reception by  
Monday 7 August



SUPPORT THE  
**CROWLEY  
AUXILIARY**

**BUNNINGS  
BALLINA BBQ**  
SATURDAY 9  
SEPTEMBER

# Power and Water Failure

## Albie Viel, Maintenance Manager

If your power or water fails, do you know what to do?

Water valves - it is a good idea to know where the water valve is located. Water valves are sometimes below the surface, and can be tricky to find. Even if you can't access the valve yourself, being able to tell someone can prevent further damage if an event arises.

- St Francis Place water valves are in the garden below the kitchen window
- St Marks Close water valves are at the side of the unit
- St John's Close and Florence Price Villas water valves are at the rear of the building
- The Apartments water valves are in the laundry

Light and power circuits - the light and power circuit breakers are divided to narrow the effect of a fault.

Electrical faults occur due to faulty appliances or circuit breaker failure.

When the circuit breaker trips, you may attempt to turn the breaker back on. If the breaker is unable to be reset, turn off and unplug appliances that may be the cause of the trip (hint: jugs and toasters commonly cause faults).

Once appliances are removed reset the circuit breaker. By turning one appliance at a time back on, you can pinpoint the fault.

## News from the Men's Shed

### Ian Gregor, Independent Living Resident

We seem to be busier than ever right now and are mindful the annual Crowley Show Day is scheduled for late September.

This has created added incentive to construct a variety of items, both large and small, so that we can again organise a table display of saleable things on the day.

At present, we have one rustic two-seater rocker for sale and

some small and large oiled timber planter boxes with black heavy duty black bin inserts, ideal for either under cover or open gardens. These can be viewed at the shed.

A range of children's toys and novelty items are being made along with garden mobiles, an innovative horseshoe wine rack, plus a largish model fire station containing a garaged fire truck.

Frank's herbs continue to be popular and his winter crop is

now available.

The shed gardeners John and Frank have been active planting raised veggie gardens with the seedlings now beginning to thrive.

We have taken delivery of a lockable steel cupboard (thanks Albie) so we can store our paints, spray cans, glues and solvents to comply with a recent safety audit. Watch this space for further updates of our activities.

# From the Quality Corner

## Fire Safety Management at Crowley

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### Michelle Golding, Quality Manager

Crowley is committed to the health and safety of our workers, residents, clients and stakeholders. Crowley promotes an organisational culture where risk evaluation and continual improvement in providing safe systems and places of work are adhered to at all times.

Crowley will strive to acquire and sustain a level of safety which it considers the best practice for the organisation and to ensure compliance with state fire safety requirements and legislation.

This includes maintaining robust systems and staff education. Last month 13 staff members participated in Fire Warden Training provided by Safety and Fire Education (SAFE) this education equipped our staff with the necessary skills required to act as Fire Wardens during an emergency. This is in accordance with the requirements of Standard AS3745 – planning for emergencies in facilities.

Crowley also ensures our legislative obligations are met by:

- Routine maintenance, repair and testing of all fire safety measures installed in our buildings
- Completion of Annual Fire Safety Statements
- Fire Safety education requirements for Fire Safety Officers and Fire Safety Managers are met
- Providing Annual Fire Safety Education for all employees and includes evacuation exercises; use of firefighting equipment; maintaining a safe working environment

### Did You Know?

- The leading cause of home fires in NSW is leaving cooking unattended
- When you are asleep you won't smell the smoke from a fire
- Electrical appliances and faults cause almost 40% of house fires
- Fire and Rescue respond to approximately 4500 residential fires per year. Half of these fires start in the kitchen, mostly due to unattended cooking
- You are twice as likely to die in a home fire if you don't have a working smoke alarm
- The use of heaters, cigarettes and candles are common causes of fire



# Facts About: Fire Prevention

With Winter upon us... Are you safe from fire at home? The key is to be prepared. Fire and Rescue NSW have provided some useful tips for preventing fires:

## **Prevent electrical fires**

- Don't overload powerpoints / powerboards
- Regularly check electrical leads for damage and faults - never use faulty electrical leads or appliances
- Store your electric blanket safely - roll don't fold
- Before going to bed, turn off all electrical appliances at the powerpoint
- Turn off electric blankets and heaters when you are not home and before getting into bed

## **Prevent fires from heaters and open fires**

- Keep everything one metre away from your heater
- Install and use heaters as per manufacturer's instructions
- If you suspect a fault, have the heater serviced or replaced
- Ensure flues and chimneys are regularly cleaned
- Never use wheat bags in bed

## **Prevent fires from cigarettes and candles**

- Keep candles away from curtains and put them out when you leave the home
- Keep matches and lighters out of reach of children
- An adult should be present at all times when a candle is being used
- Extinguish cigarettes properly before disposal
- Only use child proof lighters and deep ashtrays

**In an emergency call triple 000**





# Making Feedback Flow

## **Residential Care Family Member**

Thank you very much for your kind wishes related to my father's passing. The care and loving support you have given both Mum and Dad in the twilight of their life was remarkable. Thank you very much for creating such a professional and loving environment for them to live in.

The nursing staff and aged care professionals have been outstanding in their friendly disposition, character and quality of service.

The kitchen and support staff were engaged, friendly and created a homely environment as they served and talked with my parents.

The activities staff have been persistent in getting both parents involved, often with little effect because of their resistance.

The admin staff have also been a great support during the time we have been with Crowley.

THANK YOU to all... And I am sorry if I have not acknowledged you in this letter. Everyone at Crowley has been outstanding. I highly recommend Crowley as a quality place to live.

## **Staff Member**

Just wanted to let you know that Shelly who works in Banjos does such a wonderful job. She is very friendly, hardworking and makes the most awesome coffee ever! Such a delight to see her happy face each day!

## **Residential Care Resident**

David Reeve is a fantastic entertainer providing modern entertainment for Crowley!

## **Residential Care Resident**

Dear Girls on night duty, I want all of you to know how much I appreciate all you have done for me over the past weeks. The medication at around 5.30am is wonderful. What you all did for me helped get me going, especially Chris giving me the get up at first. Love to you all.

# Your Customer Service Team

## David Crosby, Independent Living and Sales Manager

“Welcome to Crowley Care, David speaking”.

We’ve made some exciting changes to Reception with some new faces and names.

I’m pleased to introduce you to your Crowley Customer Service Team of Lyn, Alyse and Radania, who we arranged to get together for a quick photo.

**Lyn** delivers reliability and accuracy to the customer service team with her healthcare and banking backgrounds. She understands why customer service is paramount.

**Alyse** has a great depth of Crowley insight, having worked in Residential Care, Home Care, and Independent Living at Crowley. She is always happy to share this bank of knowledge with you.

**Radania** has a youthful edge and is full of enthusiasm and fun, coupled with professional detail from her previous roles in real estate and administration with council.

We look forward to seeing or speaking with you soon.



**SILLY SOCK DAY**

We all **LOVE** dress up days at Crowley! We want to see your creativity & personal style on show! Participation in this day requires just a pair of socks!

**Wednesday  
9 August**

# LEO HOROSCOPE

## July 23 - August 22



**Element: Fire**

Inspirational, confident, enthusiastic, fun

**Ruling Planet: Sun**

Creativity, expression, vitality, life, ego

**Compatibility:** Aquarius, Gemini

**Leo Strengths:** creative, passionate, generous, warm-hearted, cheerful, humorous

**Leo Likes:** taking holidays, being admired, expensive things, bright colors, fun with friends

**Leo Dislikes:** being ignored, facing difficult reality, not being treated like a king or queen

**Lucky Numbers:** 1, 3, 10, 19

**Colours:** Gold, Yellow, Orange

**August Birth Flower:** Poppy and Gladiolus

**August Birthstone:** Peridot and Sardonyx

People born under the sign of Leo are natural born leaders. They are dramatic, creative, self-confident, dominant and extremely difficult to resist, able to achieve anything they want to in any area of life they commit to. There is a specific strength to a Leo and their “king of the jungle” status. Leo often has many friends for they are generous and loyal. Self-confident and attractive, this is a Sun sign capable of uniting different groups of people and leading them as one towards a shared cause, and their healthy sense of humor makes collaboration with other people even easier.

Leo - the lion in the cave. The story of the lion always speaks of bravery. This is an animal fearless and impossible to challenge, hurt or destroy, their only weaknesses being fear and aggression towards those they confront.

**daffodil day**  
 **Cancer Council**



**Friday 25 August**

**Gold Coin Donation Dress Up Day**

To the Cancer Council, the daffodil represents hope for a cancer-free future. You too, can help in the fight against cancer by participating in the celebrations or donating to the organisation.

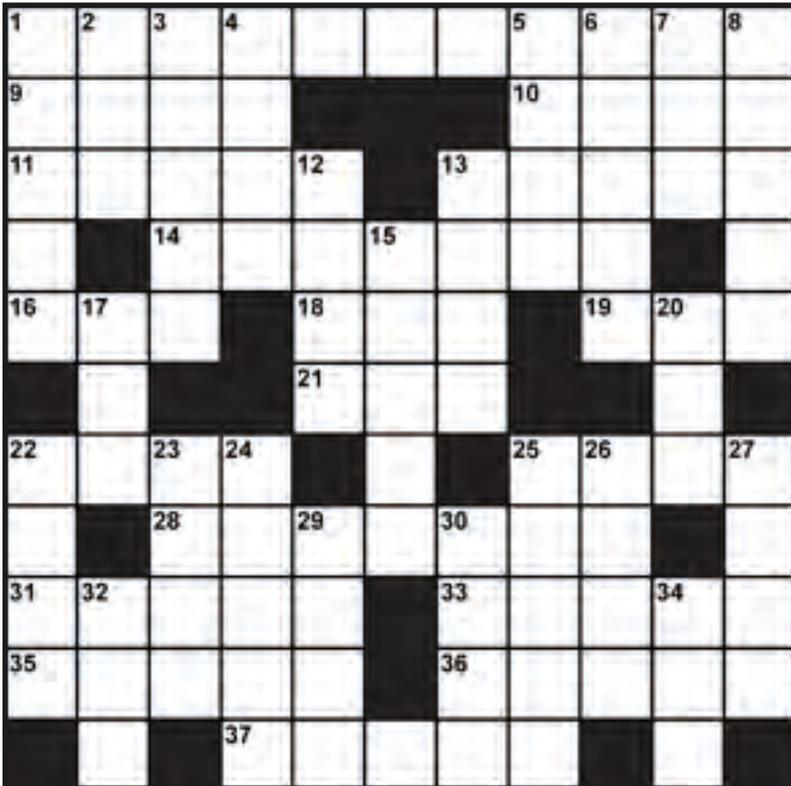
**Please join Crowley in celebrating this Daffodil Day by dressing up in YELLOW!**

All monies raised on the day will be donated directly to the Cancer Council.

Everyone is invited to get involved, dress up, and have some fun!

# GAMES CORNER

# CROSSWORD CLUES



## Across

- 1 Entrepreneur
- 9 A dwelling
- 10 Metallic string
- 11 Valued
- 13 Skeleton pieces
- 14 Ape
- 16 Weight
- 18 Wooden peg
- 19 God of the underworld
- 21 Fuel
- 22 Muddle
- 25 Cut of meat
- 28 Patterned fabric
- 31 Pedestal
- 33 Greek letter
- 35 Undue speed
- 36 Sound of sheep
- 37 Accumulate

## Down

- 1 Charred
- 2 United Nations Assoc (init)
- 3 A Protest (3-2)
- 4 Piece of news
- 5 Study
- 6 Excavated
- 7 100th of a hectare
- 8 Bird homes
- 12 Minor accident
- 13 Suitcases
- 15 Amphibians
- 17 Musical poem
- 20 Auxiliary international language
- 22 Pulp
- 23 Mineral springs
- 24 Father Christmas
- 25 Units of living matter
- 26 Publicity
- 27 Combustible material
- 29 The same (Lat)
- 30 Science rooms
- 32 Betting shop
- 34 Smoked meat

	6				4	1			
		8		2			6	4	
	4	2	9	1		8		3	
5		1			9				
4		7				6		9	
			8			4		5	
6		3		7	2	9	4		
2	7			9		5			
		9	3					7	



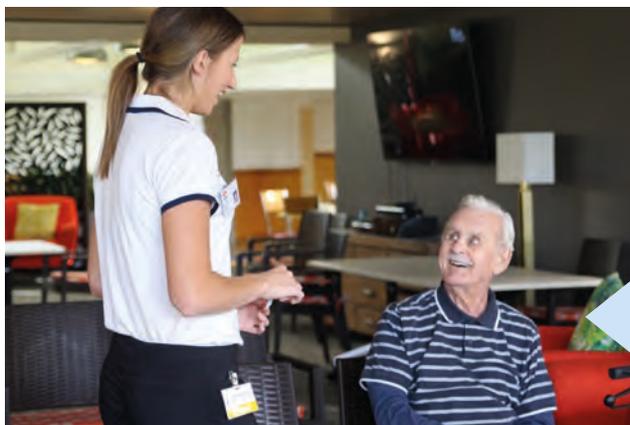
It's not often that we get to celebrate a 21st Birthday here at Crowley! One of our wonderful Residential Care staff members celebrated her 21st in July by coming to work! Happy Birthday Tamarra!



Dot Howe from Crowley Independent Living provided a pair of very helpful hands to Leisure and Lifestyle during the preparations for their Mexican Day - Thanks Dot! More on Mexican Day in the next edition of Chatterbox!



Have you spotted the happy sun-flower family in the IL village gardens? Keep your eyes out for their smiling faces on your next walk!



Residential Care residents were treated to a chair exercise class run by the visiting Physiotherapy students from The University of Sydney. This class was so popular, the students ran it an extra 3 times!

## 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 Administration.