

## HARBISON DEMENTIA LIVING GRAND OPENING

Last month, Harbison had the pleasure of hosting the Governor of New South Wales, Her Excellency The Honourable Margaret Beazley AO QC for the official opening of Harbison Dementia Living.

The event was well attended by partners in our the local community and stakeholders (both internal and external) who have been instrumental in implementing the butterfly model of care as well as the development and establishment of our new 30-bed home.

More photos inside.





## HARBISON DEMENTIA LIVING GRAND OPENING





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## A WORD FROM OUR CEO

It was a busy and somewhat tense start to the year. Our Christmas celebrations were tempered as fires threatened the Highlands from two directions. Our hearts go out to anyone who suffered distress and loss. I'm very proud of the way our residents and staff calmly weathered the emergency. Many of our people live in fire-impacted areas, and some of them juggled their shifts with being on the fire line as RFS volunteers. Despite this, there were few incidents of unplanned leave due to the fires, and several managers interrupted or cancelled their holidays and worked around the clock at the height of the crisis.

Harbison was proudly one of the first local organisations to provide our local RFS units with support in the form of donated supplies including masks, bottled water, sports drinks and soap. Our key suppliers generously matched our donation. We were pleased to be able to assist some residents of Warrigal at Bundanoon who were required to evacuate due to the Morton fire. We were also able to provide emergency respite for several people who lived in areas threatened by the fires.

And then the rains came! While Harbison Dementia Living at Burradoo admitted the first resident on the 30th of December 2019, the home was officially opened by the Governor of New South Wales, Her Excellency The Honourable Margaret Beazley AO QC, on a very soggy 13th of February 2020. Her Excellency and her husband, Mr. Wilson, spent time with our new residents, one of whom was celebrating a birthday that day!

Throughout the Summer the exciting Moss Vale refurbishment project got well underway. The new laundry has opened, and we have built several new nurse stations which are designed to look more home-like and be located closer to residents with the highest needs. The next stage of the project involves construction of a new kitchen and relocation of the staff lounge from the ground floor to the first floor. The new lounge will provide our staff with significantly improved amenities, bring them closer to residents with higher care needs and free up the ground floor space for the new resident's gym.

And now we prepare for the annual 'flu season and the new coronavirus, COVID-19. Harbison has a good track record for infection prevention and control and is prepared to escalate our routine protocols for a sustained period if necessary. Coronavirus is like a very bad 'flu that affects people over 60 years old more than younger people. Coronavirus is very infectious and there is currently no treatment available. The best strategy is based on prevention, early diagnosis and case isolation.

It is very important not to overreact to the sensational media reports about coronavirus. Harbison is prepared and our response will be proportionate to any changing circumstances. We urge everyone to remain calm and focus on preventative measures including good hand hygiene.



## A WORD FROM OUR CEO

Harbison recently graduated our first students from our in-house Certificate III and IV course, which we run in partnership with local RTO The Medcast Institute. We have also engaged our first School Based Apprenticeship & Traineeship (SBAT) trainees from two local high schools. SBAT combines paid work, training and school to provide Year 11 students with a recognised qualification and credit towards their HSC or ATAR. We hope our SBAT program provides local kids with a pathway to careers in care and nursing and helps them stay at school until Year 12.



These initiatives are part of our expanded learning & development project, which aims to improve the skills and qualifications of our workforce and create new opportunities in our community. We are exploring additional options for traineeships and are committed to supporting professionalism in aged care.

Thank you for taking the time to read this column, which is longer than usual. Your feedback is always welcome. It has been a busy start to the new year and despite the fires and threat of coronavirus we are excited about 2020. Please feel free to contact me any time if you have any concerns or questions.

Yours sincerely,

**David Cochran**  
**CEO Harbison**

## A MESSAGE FROM OUR CHAIRMAN

I am very proud of our Harbison community. Harbison stands for the best of care and leads in finding new ways to do so. We now head into uncertain territory.

Our residents must adapt and perhaps let go of things they enjoy. It is for the greater good, and our residents and those who receive home care, are now active participants in keeping Harbison safe. I am sure we can count on them.

Family and friends must be worried, particularly when the daily news cycle is gloomy and they cannot visit their loved ones. They can contribute to keeping our Harbison family safe by accepting the restrictions and in this way supporting the organisation.

Our employees are dedicated, true professionals. I know we can count on them. Their skills may now provide comfort and save lives. They have this inner strength to persist, to get there. I salute them for this and have the greatest admiration for what they will do in the coming weeks, perhaps months. My admiration also extends to volunteers. Remember, they do not have to be there, but they will. That's the best of character.

Residents and home care clients, family and friends, staff, volunteers, we will work together so Harbison can arrive at the other end of this, and can continue to be a proud organisation of excellence in care.

**Henk den Hertog**  
**Chairman**  
**23 March 2020**



# How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



Duration of the handwash (steps 2-7): 15-20 seconds



Duration of the entire procedure: 40-60 seconds

0



Wet hands with water;

1



Apply enough soap to cover all hand surfaces;

2



Rub hands palm to palm;

3



Right palm over left dorsum with interlaced fingers and vice versa;

4



Palm to palm with fingers interlaced;

5



Backs of fingers to opposing palms with fingers interlocked;

6



Rotational rubbing of left thumb clasped in right palm and vice versa;

7



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

8



Rinse hands with water;

9



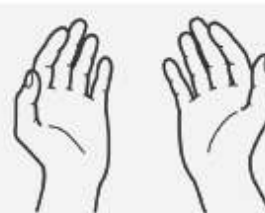
Dry hands thoroughly with a single use towel;

10



Use towel to turn off faucet;

11



Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES  
Clean Your Hands

## TIPS FOR COPING WITH CORONAVIRUS ANXIETY

Source: Australia Psychological Society - *Tips for coping with coronavirus anxiety* (2020). Adapted for Residential Aged Care by Jodie Hill (Clinical Psychologist, MAPS, FCCLP)

As the number of coronavirus cases rise across Australia, the level of anxiety within the community is increasing. Feelings of worry and unease can be expected following a stressful event, such as the recent declaration of a global pandemic, however, it is important that we learn to manage our stress before it turns to more severe anxiety and panic.

Constant media coverage about the coronavirus can keep us in a heightened state of anxiety. Try to limit related media exposure and instead seek out factual information from reliable sources such as the Australian Government's health alert or other trusted organisations such as the World Health Organisation.

### Keep things in perspective

When we are stressed, it is easy to see things as worse than they really are. Rather than imagining the worst-case scenario and worrying about it, ask yourself:

- *Am I getting ahead of myself, assuming something bad will happen when I really don't know the outcome?* Remind yourself that the actual number of confirmed cases of coronavirus in Australia is extremely low.
- *Am I overestimating how bad the consequences will be?* Remember, illness due to coronavirus infection is usually mild and most people recover without needing specialised treatment.
- *Am I underestimating my ability to cope?* Sometimes thinking about how you would cope, even if the worst were to happen, can help you put things into perspective.

### Take reasonable precautions

Being proactive by following basic hygiene principles can keep your anxiety at bay. The World Health Organisation recommends a number of protective measures against the coronavirus, including to:

- wash your hands frequently
- avoid touching your eyes, nose and mouth
- stay at home if you begin to feel unwell until you fully recover
- seek medical care early if you have a fever, cough or experience breathing difficulties



## TIPS FOR COPING WITH CORONAVIRUS ANXIETY

### Practise self-care

To help encourage a positive frame of mind, it is important to look after yourself. Everybody practises self-care differently with some examples including:

- maintaining good social connections and communicating openly with family and friends
- making time for activities and hobbies you enjoy
- keeping up a healthy lifestyle by eating a balanced diet, exercising regularly, getting quality sleep and avoiding the use of alcohol, tobacco and other drugs to cope with stress
- practising relaxation, meditation and mindfulness to give your body a chance to settle and readjust to a calm state

During this period of heightened awareness, Harbison will be communicating information to you as it becomes available. This information will be sourced from the key Government agencies responsible for implementing safety measures.

If you are experiencing heightened anxiety about your health, please speak with the Registered Nurse so that we can offer additional reassurance and/or supportive counselling if required.



### ELDAC Helpline



1800 870 155

9:00AM-5:00PM ACST Mon-Fri

**Supporting you to  
understand and exercise  
your aged care rights**

1800 700 600  
[www.opan.com.au](http://www.opan.com.au)



## A NOTE FROM ANNE

I am pleased to be back at Burradoo hostel though it was equally enjoyable — and interesting — being at Moss Vale after being away for two years, seeing familiar faces and meeting new people too.

During this time I sadly had to deal with the death of my mother — a difficult time being a daughter and a health care worker, but life goes on and I continue to be proud of my two boys (who are now young gentlemen) and their families.

This year has been difficult for many people with drought, fire, floods, kitchen renovations and now COVID-19. We will get through all of this if we continue to work together, have a joke, a smile, a laugh, even a cry if that is what is needed.

Please remember that it is important that Nursing staff know if you have any medical appointments coming up — please keep us informed. During this time we will work with your medical specialist and doctor to ensure your needs are still being met.

I am enjoying being back at Burradoo, seeing familiar faces, meeting new people and encouraging the staff to grow in their knowledge.

If you have suggestions or comments please make a time to see me. Take care.

**Anne Harris**  
**Deputy Director of Nursing**

## Burradoo Hostel Kitchen Renovations

We apologise for the delay in completion of the kitchen remodelling. This has been caused due to the additional defects discovered after the old floor was excavated.

We are pleased to announce that the new kitchen will be operational from **Tuesday, 7th April**.

The opening will be celebrated with a special meal to be announced closer to the date.

Thank you for your ongoing understanding and patience. The new kitchen will be worth the wait!

**Peter Davis**  
**Wellbeing and Pastoral Care Facilitator**



## OLD LOBES ... AND OTHER THINGS

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Oh Blast, my face is falling down  
My hair's migrating from my crown.  
My arms are wrapped in crinkly crepe  
My trunk is lacking form and shape

Oh Blast, my feet are extra flat  
No charming arches — that is that!  
No pretty toes but BUNIONS — YES!  
No sexy calves — just varicose mess.

Oh Blast, my lobes have reached my chin  
I cannot hold my tummy in  
I cannot skip or jump or run — BUT  
I cannot moan, my life's still FUN!



### WANT TO SUBMIT AN ARTICLE?

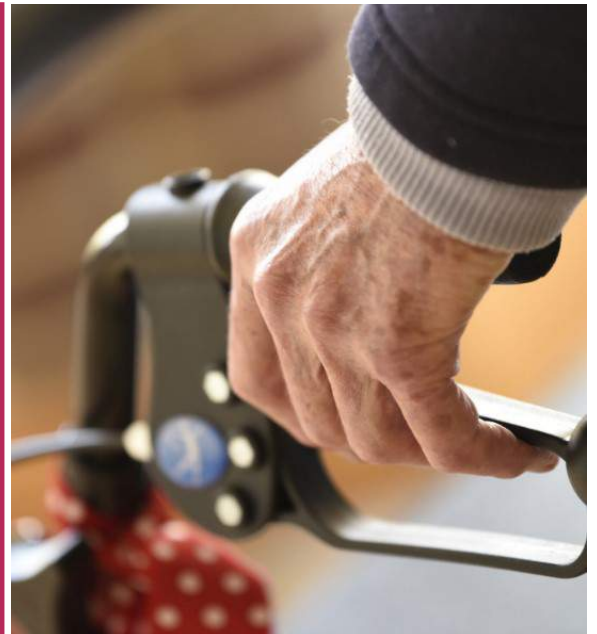
Our newsletters are distributed monthly and we are always looking for interesting articles to include.

If you would like to submit an article please hand them in at reception.

### NATIONAL ELDER ABUSE HOTLINE

For more information or advice on elder abuse please call:

**1800 353 374**



Older persons have the right to live in a safe, secure and homelike environment, and move freely both within and outside the residential care service without undue restriction.

TAKEN FROM THE UNITED NATIONS PRINCIPLES FOR OLDER PERSONS & THE AUSTRALIAN AGED CARE ACT



**Seniors Rights Service**

#### Contacts

Phone:	(02) 9281 3600 1800 424 079
The Interpreter Service:	131 450
National Relay Service:	133 677
Email:	info@seniorsrightsservice.org.au
Website:	www.seniorsrightsservice.org.au
Office Hours:	Monday to Friday 9.00am - 4.30pm
Postal Address:	Level 4, 418A Elizabeth St Surry Hills NSW 2010



Please follow us on  
**facebook.com/harbisoncare**

## WELCOME TO OUR NEW STAFF!

### Reception

Sally Patience

### Volunteer Coordinator

Jill Wall

### Registered Nurses

Jeralyn Hipolito

Reema Patel

Chelsia Raju

### Enrolled Nurses

Peta Lucock

### Lifestyle

Batsheva Katzen

### Catering

Dipak Devkota

### Care

Keeden Ellis

Lisa McCabe

Hannah Marsden

Leah Power

Emma-Jade Sibraa

Emily Hoysted

Caitlin Watson

Amit Dhungel

Alexandra Sweegers

Lola Fay

Laura Stockman

Urmila Dhakal

Chloe Wilson

Andrew Holm

Karen Aguinaldo

Libimol Babu

Clair Ingleton

Asha Stringer

Georgia Wadley

## GETTING TO KNOW YOU ... BERTIL T.

### Where were you born?

Färila, North Sweden

### What is your first memory?

Trout fishing with my parents at very picturesque landscapes (mountains and lakes). My father passed away when I was 12.

### What school did you go to and how did you get there?

I went to Stenhamreskolan in Ljusdal (pronounced *you-sdal*). It was a 30-minute bus trip to and from school. I never did any homework at home, I always did it on the bus.

### Where did you work?

When I was 18 I had compulsory military training where I completed the sergeant's course. I became a sergeant and later graduated as a lieutenant. I found army life wasn't for me so I resigned. After migrating to Australia in 1960, I worked for a chemical company as a foreman and eventually became production manager for 10 years.

### What was your favourite pet?

A German shepherd called Sable.

### What is your happiest memory?

Moving to the Southern Highlands. It's a beautiful area and reminds me of my homeland.





## MEET OUR NEW VOLUNTEER COORDINATOR



We are pleased to announce that Jill Wall has been appointed to the position of Volunteer Co-Ordinator, working with the volunteers at both Burradoo and Moss Vale.

The position of Volunteer Coordinator plays a crucial role as we rejuvenate our volunteer program in 2020.

Jill will be the point of contact for our wonderful volunteers who provide many essential services to our residents such as:

- one-on-one visits
- assisting residents at meal times and with in-house appointments (Wellness Centre, hairdresser, etc)
- working with the Lifestyle team to provide varied activities for residents to participate in

While Harbison has a dedicated band of volunteers, we are looking for committed people who willing to share their own interests and engage with our residents.

If you are interested in becoming a volunteer please contact Jill at [vounteers@harbisoncare.org.au](mailto:vounteers@harbisoncare.org.au)

## HOURS OF RECEPTION

**Burradoo**  
**02 4868 6200**

**Moss Vale**  
**02 4868 6300**

Our receptionists will be available remotely between  
**8:00am–6:00pm**

This is subject to change. Please be patient as we work out the logistics.

We thank you for your patience.

## JOAN'S CORNER

*Submitted by Joan Stokes*

There is this slug, y'see, creeping along in a rather dark, wet spot at the bottom of the garden, which he had just discovered. Too late, he realises that he has wandered into a bad part of town where all the snails are known to be hard-shell hooligans. In an instant, the snails are all over him, have mugged him, taken his wallet and left him bruised and battered at the bottom of a rose bush. The police round up some suspect snails and arrange an identity parade. The slug looks at all the snails in turn and shakes his head ruefully. "It's no use," he wails. "I can't recognise any of them — it all happened so fast!"



# Charter of Aged Care Rights

**All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.**

## **I have the right to:**

1. 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 choices involve personal risk;
8. have control over, and 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.

## **If you have concerns about the aged care you are receiving, you can:**

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.



## LIFESTYLE NEWS



Trip to Bunnings



Art Club at Moss Vale



Creative Hour at Moss Vale



Garden Club at Burradoo



On Sunday, 23 February, we had a lovely bus trip this afternoon to see the Southern Highlands Concert Band in Bowral. Residents who attended thoroughly enjoyed it and a couple were moved to tears. What a great way to spend a Sunday

## LET US KNOW WHAT YOU THINK!

Harbison is dedicated to the continuous improvement of the services we provide. We need the help of residents, their relatives, staff and volunteers to achieve this.

If you have any compliments or complaints please fill in our **Harbison Feedback Forms** and place it in the letterbox located nearby. They can also be left at reception and emailed to our Director of Nursing.

The feedback forms can be found at:

- the sign-in desk at Burradoo reception entrance
- the entrance to the hostel dining room at Burradoo
- outside the nurse's station in the nursing home at Burradoo
- the main entrance at Moss Vale
- the entrance to Mandemar wing in Moss Vale

Alternatively, you can contact our **Complaints Officer** via email on **[comments@harbisoncare.org.au](mailto:comments@harbisoncare.org.au)** or you can provide feedback online at **<https://harbison.org.au/complaints/>**

We take your feedback seriously and will acknowledge all complaints quickly, keeping you informed of progress and the outcome. Please note that all feedback will be treated confidentially.

We hope that if you have a serious complaint or concern, you will raise it first with the Director of Nursing or the CEO. We believe that most issues are best resolved by open communication and early attention to the problem.

Should the situation arise where a serious matter remains unsolved, contact may be made with the following external agencies at State or Commonwealth level:

### **Aged Care Quality and Safety Commission**

**W:** [agedcarequality.gov.au](http://agedcarequality.gov.au)

**T:** 1800 950 822

### **Seniors Rights Service**

**W:** [www.seniorsrightsservice.org.au](http://www.seniorsrightsservice.org.au)

**E:** [info@seniorsrightsservice.org.au](mailto:info@seniorsrightsservice.org.au)

**T:** 1800 424 079 (NSW)

### **Older Persons Advocacy Network (OPAN)**

**W:** [www.opan.com.au](http://www.opan.com.au)

**E:** [enquiries@opan.com.au](mailto:enquiries@opan.com.au)

**T:** 1800 700 600

