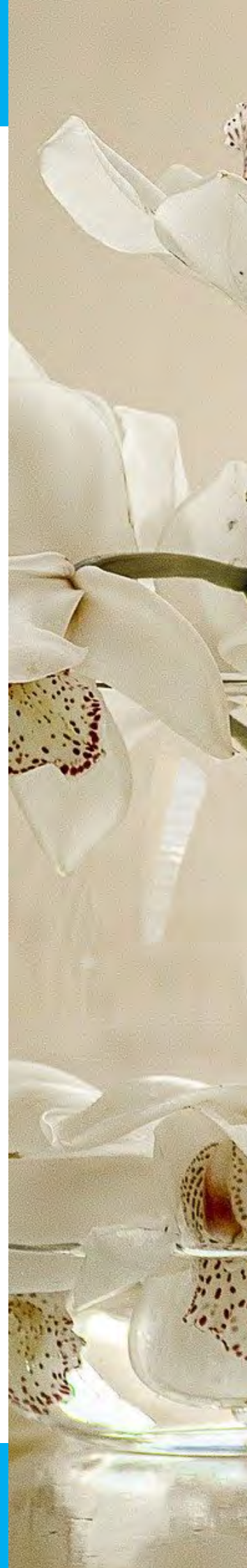


SPECIAL MOTHER'S DAY TRIBUTE EDITION

'How?' I asked her, perplexed.
'How do you love,
So unconditionally, someone
That bled your bones dry,
That ripped your skin open,
Caused pain beyond any other,
Only to demand more and more?'

'Because I am your mother,'
She stated quietly,
'You will understand then,
And never before.'

— ***Dr Salma Farook***



A WORD FROM OUR CEO

My six-year-old is writing a speech about kindness for school. It has led to some lovely conversations, but also a realisation that coronavirus has made her anxious and she feels a need to do something about it.

We have all experienced some form of anxiety this year. It's a very normal response in any situation involving a lack of control, even if it's just a perceived lack of control. We don't feel comfortable when we can't do something we'd normally be free to do, even if the reality is that we wouldn't normally do it anyway. And we don't like feeling helpless to prevent or fix a problem, even if the probability of the problem actually occurring is very low.

If you're struggling with something, that struggle is real even if the cause is illogical or seems trivial compared to other people's problems. It might simply be that we are struggling with a perceived loss of control. But in the case of the pandemic, there is something we can do and by focussing on that we can empower ourselves and reduce the anxiety caused by uncertainty. The scale of COVID-19 seems overwhelming, driven by the 24/7 reporting of stories from around the planet. Many of these stories are emotive or sensational, but they are not news. They are designed to exploit our anxiety to maximise an audience.

We all have a role to play as we settle into the management phase of the pandemic. In the absence of a vaccine or effective treatment the most important thing anyone can do is practice hand hygiene and cough etiquette, maintain social distancing, and keep away from people if we show the slightest signs or symptoms of the virus.

These small things are very powerful when we all do them together, and in Australia at least they are working very well. They are also working well at Harbison, where we have been quietly focused on what we can control to ensure Harbison remains safe for our residents and the workforce who care for them. We constantly monitor the local situation and adjust our plans in response to any changes. We are working hard to normalise life at Harbison. We do not know when the pandemic will end, but we do know that it will.

I have been moved in recent times by the experiences people have shared with me about the impact the pandemic has had on them and their families. We are sorry for the hurt people have suffered. If you are concerned about any aspect of Harbison's response to the pandemic, please come forward. I promise compassion, and we may even be able to help.

In the meantime, please be kind to each other. Hannah says, "Kindness is even more important than love, because you can't have love without kindness".

David Cochran
CEO Harbison

STORIES ABOUT MOTHERS

Cecil Hill

Mum used to go to the dairy and milk the cows everyday.

Then she would come home and make the breakfast. I used to help her.

She was absolutely gorgeous and I loved her.

She passed away too early. I just miss her everyday of my life.



Heather Sharwood

Mum was always there; she would always take care of everything.

I loved writing mum a card on Mother's Day and I loved spending Mother's Day with my kids and my family.

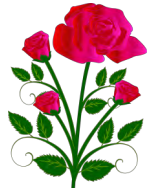


Dawn Luke

My mum was beautiful and I am so proud of her.

She was my biggest inspiration.

I love her very much.



Jim Noble

My mum was a strong and lovely woman. She was the daughter of two English migrants.

She went to MLC where she was Dux of her year. Then she went to USyd and did her Bachelor of Arts and became a teacher. She taught French and English Literature.

Mum loved to tread the boards. Her name was Joan and everyone says that my wife Glennis is just like her! I adored her.



STORIES ABOUT MOTHERS

Dawn Bopping

Mother's Day was always one of my favourite days of the year. My two children never forgot about Mother's Day and always made it a special day for me. My husband used to always go into town and get me a cake every year. One time he tried cooking a cake himself. It was a disaster, but we still had a good laugh about it.

This is a picture of my eldest child Garry, when he was just a baby. One of my first ever photo as a mother.



And this is an old Mother's Day card that my daughter Narelle wrote for me a long time ago:



Liz Armstrong with Joan Compagnoni

I'm one of seven children. Mum's name is Joan and is here at Harbison with me.

Mum used to give cooking instructions when she was doing the laundry.

She would shout out from the laundry what ingredients to put in the dish that I was cooking.

Mum would often take a picnic lunch along when we were collecting wood for the fire.

She would always get involved in sports activities.



STORIES ABOUT MOTHERS

Ron Mansfield

Mum's name was Ethel. She was a beautiful mum and a great lady!

She loved my father and they were like two love birds. My father died early and she raised 2 boys on her own. She was a dressmaker and never bought a dress from a shop.

She had a wicked stepmother.

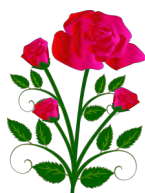
She like to take me and my brother to cowboy movies on a Saturday afternoon. She was always very encouraging.



Minnie McGuinness

I think Mother's Day should be every day; it's not about the presents.

I believe it's just about appreciating your mother for everything she does.



May Smith

from her daughter Heather

Mum has been a resident of Harbison for around 6 years.

She has 4 children, 8 living grandchildren and 13 great grandchildren (so far). Mum also is very much loved by 3 step-great grandchildren and many generations in her extended family. The grandies call her Nana May.

Mum celebrated her birthday on May 5th and Mother's Day falls soon after — it is a special time for her family.

Sending much love and a Happy Mother's Day to Mum and her dear friend Gwen Burton, who is also a resident at Harbison.



STORIES ABOUT MOTHERS

Mary Langler

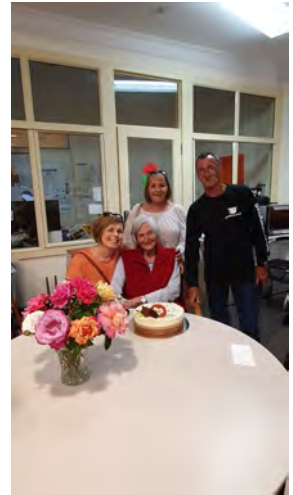
from daughter Felicity



Four Generations Part I: Mum (Mary), Felicity (daughter), Alyce (granddaughter), Abigail (great-daughter, from Mary's other daughter, Fiona)



Four Generations Part II: Mum (Mary), Felicity (daughter), Daniel (grandson) and Everly (great-granddaughter).



Mum (Mary) celebrating her 90th birthdays with her children, Graeme, Felicity and Fiona.

Everything Mum by Joanna Fuchs

How did you find the energy, Mum,
To do all the things you did,
To be teacher, nurse and counsellor
To me, when I was a kid.

How did you do it all, Mum,
Be a chauffeur, cook and friend,
Yet find time to be a playmate,
I just can't comprehend.

I see now it was love, Mum,
That made you come whenever I'd call,
Your inexhaustible love, Mum,
And I thank you for it all.



JUST A MUM?

A woman, renewing her driver's licence was asked by the woman at Registry to state her occupation. She hesitated, uncertain how to classify herself. 'What I mean is,' explained the woman at Registry, do you have a job or are you just a ...?' 'Of course I have a job,' snapped the woman. 'I'm a Mum.' 'We don't list 'Mum' as an occupation, 'housewife' covers it,' said the recorder emphatically.

I forgot all about her story until one day I found myself in the same situation. The Clerk was obviously a career woman, poised, efficient, and possessed of a high-sounding title like, 'Official Interrogator' or 'City Registrar.' 'What is your occupation?' she probed.

What made me say it? I do not know. The words simply popped out. 'I'm a Research Associate in the field of Child Development and Human Relations.' The clerk paused, ball-point pen frozen in mid-air and looked up as though she had not heard right. I repeated the title slowly emphasizing the most significant words.

Then I stared with wonder as my pronouncement was written, in bold, black ink on the official questionnaire. 'Might I ask,' said the clerk with new interest, 'just what you do in your field?'

Coolly, without any trace of fluster in my voice, I heard myself reply, 'I have a continuing program of research, (what mother doesn't) in the laboratory and in the field, (normally I would have said indoors and out). I'm working for my Masters, (first the Lord and then the whole family) and already have four credits (all daughters). Of course, the job is one of the most demanding in the humanities, (any mother care to disagree?) and I often work 14 hours a day (24 is more like it). But the job is more challenging than most run-of-the-mill careers and the rewards are more of a satisfaction rather than just money.'

There was an increasing note of respect in the clerk's voice as she completed the form, stood up and personally ushered me to the door. As I drove into our driveway, buoyed up by my glamorous new career, I was greeted by my lab assistants, ages 13, 7, and 3. Upstairs I could hear our new experimental model, (a 6-month-old baby) in the child development program, testing out a new vocal pattern. I felt I had scored a beat on bureaucracy! And I had gone on the official records as someone more distinguished and indispensable to mankind than 'just another Mum.'

Motherhood! What a glorious career! Especially when there's a title on the door.

Does this make grandmothers 'Senior Research associates in the field of Child Development and Human Relations'? And great grandmothers 'Executive Senior Research Associates'? I think so!

I also think it makes Aunts, 'Associate Research Assistants.'

RAY STOKELD

1944–2020

A beautiful article written by Ray's son for *The Southern Highland News*.

Today is wet, the sort of day that I can sit with my coffee and reflect, particularly on the events of the last week. How quickly the life of my family has changed and for us, our tomorrows will never be the same.



On 23rd April 2020 at 6.35am my father died peacefully with his family by his side. He had battled with the affects of Parkinson's for 22 years and for his last almost ten years he was a resident at Harbison Burradoo. The love and kindness shown by staff to my dad in his final years until his death is difficult to express in words. Over the years we experienced his contentment in living there as he enjoyed the best that his life could offer. Although he became wheelchair-bound, badly speech-affected and finally, inhibited swallowing, he remained in hostel middle care. He considered his room was for rest and respite only and every day he was dressed and readied for the activities that he enthusiastically attended in the Centre.

My father was a true inspiration, so you can understand the hurt and frustration that we have experienced, unable to give him the farewell that he deserves and that we would want to provide.



The tentacles of COVID-19 reach far beyond the virus itself, social distancing and isolation laws. My mum, in particular, had to cease her regular visits to my dad about a month before his death. She insisted on maintaining his personal washing regime, so she remained outside the building for the bi-weekly clothing exchange. The lockdown of Harbison is for sound reason as the care of their residents is paramount and we embraced without question the decision.

In the final days of my father's palliative care, on the provision of a medical certificate we were granted entry to be by his side. We rotated sitting by his bedside, the sound of our voice was of comfort to him and our being there was meaningful to us.

But you could not miss hearing the cries of other residents, particularly during the night, grieving for their loved ones. They all have televisions, they know about COVID-19 and the lockdown laws, but that doesn't stop the grieving. They question why their loved ones can't find a way to visit them, even for a fleeting moment. Their feeling of abandonment is real and the care staff spend many hours sitting with them, talking and providing the kind of comfort that we would all hope for. But they are not their husbands, wives or children.



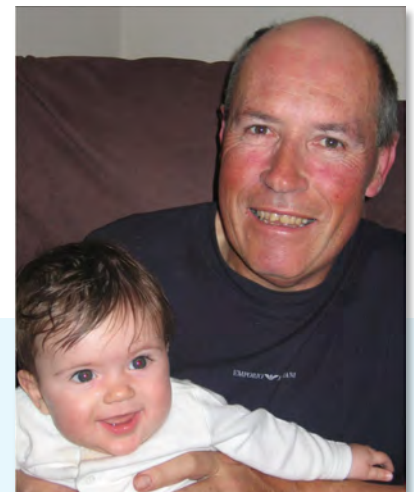
Even though my father's death was expected, we were not emotionally prepared for the aftermath. Harbison's Chaplain was not available and current regulations provide no access for a minister or any religious representative to provide my father a blessing, a prayer or counselling for family. With restricted numbers only allowed for a funeral, immediate family and those who would be prioritised to attend were isolating in Sydney, unable to leave their homes.

Our devastation, hurt, guilt and sorrow can only be imagined, but we had to make a decision given all the circumstances. Remember the saying "...there's always the Salvos". Well we did and they provided us dignity, help and salvation. They prayed for us and for my dad, a prayer that will remain in our hearts forever.

My mother emailed some beautiful words to family and friends to honour her beloved husband of 50 years. Included was an invitation to attend a memorial service whenever possible to celebrate the life of this inspirational man; her husband, our father and grandfather, Raymond Richard Stokeld (b.23.05.1944 – d.23 04.2020).

May He Rest in Peace.

Adam Stokeld Highland FM 107.1



Losing Ray creates a big void in our lives. I choose to believe that he is now on his journey to a higher place to be with his son Wade.

He remained in Harbison's "middle care" despite his inability to walk, talk and the final hurdle, inhibited swallowing. Harbison's kindness through his almost 10 years as a resident greatly assisted his quality of life. Ray fought very hard to remain living and enjoy life right to the end. He challenged every obstacle that Parkinson's delivered over 22 years without ever complaining or giving in to the physical burden of this insidious disease.

The lockdown provides no opportunity to come together to celebrate his life, no opportunity to share the fond memories and Ray stories, or to simply pay our respect to the man known at Harbison as a gentle, gentleman. We can, though, all do what Ray has done for many years; accept it, manage it and keep smiling. Why not raise a glass to Ray and toast him as the man you knew and take a minute to remember the good old days we all shared together?

Jennifer Stokeld (Wife)

DES MCKINNON

1925-2020

It is with great sadness that late last month, we said farewell to a much-loved member of Harbison. Des McKinnon was a member of the Harbison Resident Advisory Committee and was very much involved in the Harbison community.

Desmond Earle McKinnon was born at Waverley, Sydney in February, 1925. His early life was spent at Drummoyne with parents, two sisters and brother. He attended Drummoyne Public School where he was a member of the Marching Team and the School Choir. In 1940, Des attended Fort Street Boys High School where he played water polo, rugby union, athletics team and swimming team, where he was Breaststroke Champion. He was also a prefect in his final year of high school.



In 1943, Des was admitted into the Royal Military College, Duntroon and graduated as a member of the Australian Staff Corps (Army) as a Lieutenant in the A.I.F. & the Australian Armoured Corps (Tanks).

Des served in the Second World War, taking in a "Catalina" (a flying boat) to Balikpapan in Borneo, to join his Unit 2/1 Australia Armoured Reconnaissance Squadron. Post-war, He spent his 21st birthday as Ship's Orderly Officer on the SS Stamford Victory to go to Japan as a member of the Advanced Party.

In Japan, Des also served in the British Commonwealth Occupational Forces (BCOF). His first camp was located near Hiroshima, the city decimated by the first atomic bomb. While in Japan, Des was made an Observer at the first free elections at which women were allowed to vote. His battalion was also posted in Tokyo and he served as the First Australian Guard Commander on the Imperial Palace where the Emperor lived.

In 1947 Des left Japan and applied for release from the Permanent Army. He was discharged from the A.I.F. in May, 1947. He studied as a Chartered Accountant and had a career in the finance sector for over 40 years. In 1992, Des decided on a career change and obtained his license Real Estate Agent.



Des met the love of his life, Daphne in 1942 but it wouldn't be until October 1947 that they were married. They settled in Ermington, New South Wales, then moved to Northbridge. They were blessed with four children; Wendy, Peter, Denise and Geoffrey, and the family often spent Christmas holidays on the beach at Terrigal. Des and Daphne also enjoyed a couple of overseas holidays.

In 1980, the McKinnon family moved to a house they built in Glenorie, situated on 10 acres with an orchard of oranges peaches and plums. A couple of years later Des retired from his position as Company Secretary at Farley & Lewers Ltd to work on their orchards full time.



In 2001, Des & Daphne decided to move to an acre block in Moss Vale, in the beautiful Southern Highlands. They enjoyed being a part of their community for many years, joining a Garden Club, Probus Club and attending the Presbyterian church.

Des attended a pottery course at the local TAFE and was a gifted ceramics artist, one of his legacies being a beautiful cross on the alter of Moss Vale Uniting. Many of his creations were also on display at Harbison Moss Vale. Des was also involved with Lodge and would also put his hand up to be treasurer or do the bookkeeping. He loved to help out where he could.

Des was a wonderful Grandfather, entertaining his 12 Grandchildren, 14 Great Grandchildren & 1 Great Great Grandchild by pretending to pull his thumb off or do a Lumberjack's handshake like he was sawing through a log. He would also laugh until he was red in the face and make everyone collapse to the floor with laughter.



Later in life, Daphne spent a few years at Harbison, so when it came time for Des to think about aged care there was no question where he wanted to go — Harbison was like his second home.

Des was a true gentleman and very social. He was extremely friendly and always interested in having a conversation with his fellow mates. He loved classical music and enjoyed organising Music Appreciation groups for everyone to enjoy.

At 95, Des' life was a life well-lived and one to celebrate, even if he will be missed dearly!

WELCOME TO OUR NEW STAFF!

Care

Molly Browne
Hayley Crowe
Christopher Dunn
Samuel Malone
Danielle Hodder
Ricky Neilsen

Hairdresser

Ann Rath

Psychologist

Lucee McMillan

GETTING TO KNOW YOU ... GWENDOLINE M.

Where were you born?

Rockdale, a small suburb in Sydney.

What is your first memory?

Living with my grandmother and parents in Marackville.

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

Bridges High School. I walked there every day.

Where did you work?

David Jones fashion section for one year. I was also serving in the military for years.

What was your favourite pet?

A Fox Terrier named Red

What is your happiest memory?

It's ongoing. I don't have a happiest memory, my life has just been consistently good.



COMMUNICATION UPDATES

Important updates can be found on our website and social media so please check them often.



harbison.org.au



facebook.com/harbisoncare

MEET OUR NEW PSYCHOLOGIST



Name:

Lucee McMillan

When did you first start at Harbison?

7th May 2020

What is your background?

I am a Registered Psychologist. I have a background in the disability sector where I specialised in behaviour support. I have predominately worked with individuals with an intellectual disability or neurodevelopment disorder providing therapy or behaviour support services with supported accommodation settings or community environments.

What has been the best experience you've had so far?

Everyone has been very welcoming and inclusive. I really enjoyed my tour of Burradoo last week and the new Dementia Cottage.

What do you hope to accomplish?

To contribute to the wellbeing and health of residents by providing them with quality behaviour support and clinical services.

STOAN JOKES

by Joan Stokes

On a beautiful summer's day, two American tourists are driving through Wales. At Llanfairpwllgwyngyllgogerychwryndrobwylllantysiliogogoch, the stop for lunch, and one of the tourists asks the waitress, "Before we order, I wonder if you could settle an argument for us? Can you pronounce where we are very, very, very slowly?"

The waitress leans over and says, "Burrr...gurrr...king."

HOURS OF RECEPTION

Burradoo:

Phone no: 02 4868 6200

Monday

9:00am—4:30pm

Tuesday

9:00am—4:30pm

Wednesday

9:00am—4:30pm

Thursday

9:00am—4:30pm

Friday

9:00am—4:30pm

Saturday and Sunday

10:00am—4:00pm

Moss Vale:

Phone no: 02 4868 6300

Monday

8:30am—4:00pm

Tuesday

8:30am—4:00pm

Wednesday

8:30am—4:00pm

Thursday

8:30am—4:00pm

Friday

8:30am—4:00pm

Saturday and Sunday

Closed

LIFESTYLE & WELLBEING

Noodle Games in Alpine



Glass Games and Socially Distanced Bingo at Burradoo Hostel



Craft Knitting Group at Wingello



MOTHER'S DAY CELEBRATION



INTERNATIONAL NURSES DAY

12 May 2020

"What is nursing? Both kinds of nursing are to put us in the best possible conditions for nature to restore or preserve health — to prevent or to cure disease or injury."

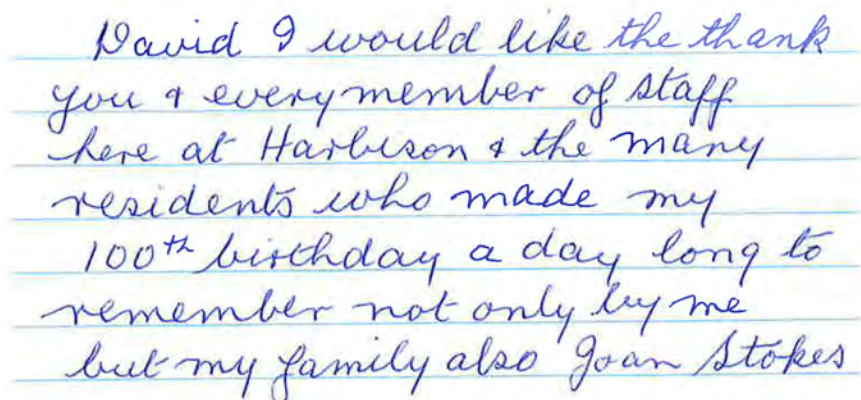
— **Florence Nightingale**

This year's theme for International Nurses Day is Nursing the World to Health, a fitting tribute for this crucial time. It is celebrated on 12 May every year, the anniversary of Florence Nightingale's birth.

Special thanks to the wonderful nurses at Harbison, who enjoyed yummy treats made by Steph Haines.



RESIDENT FEEDBACK

A photograph of a handwritten note on lined paper. The text is written in blue ink and reads: "David I would like the thank you & every member of staff here at Harbison & the many residents who made my 100th birthday a day long to remember not only by me but my family also Joan Stokes". The note is placed on a surface with a blue border.

David I would like the thank you & every member of staff here at Harbison & the many residents who made my 100th birthday a day long to remember not only by me but my family also Joan Stokes

David, I would like to thank you and every member of staff here at Harbison and the many residents who made my 100th birthday a day long to remember, not only by me but my family also.

Joan Stokes

COMMUNITY FEEDBACK

Dear David

I thought I'd let you know that when I FaceTimed my mother, Dorothy, the other day it was such a positive experience.

I live in Newcastle so I have not seen Mum for a few months now, but I used to come down when I could and have lunch with her in Wingello where the care staff always made me feel very welcome.

Mum has been used to having one of her children who live close by visit her everyday and we were concerned that she would find the lockdown very hard to contend with, without that daily love and attention, especially as she turns 99 on Monday!

She was able to have a conversation with me on FaceTime with Darleen's help, and Mum looked so well and cared for thanks to the care given by Gaylene, Warwick and Darleen.

So a big thank you to all the staff caring for Mum, especially those three giving her lots of care and attention to get her through this time.

Many thanks
Ann Foggo

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 or email marketing@harbisoncare.org.au



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.

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** 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

T: 1800 951 822

Seniors Rights Service

W: www.seniorsrightsservice.org.au

E: info@seniorsrightsservice.org.au

T: 1800 424 079 (NSW)

Older Persons Advocacy Network (OPAN)

W: www.opan.com.au

E: enquiries@opan.com.au

T: 1800 700 600



VOLUNTEER NEWS

BE PART OF
VOLUNTEERING AT
HARBISON and spread the
word that volunteers
really do

CONNECTING COMMUNITIES, CHANGING LIVES

Help with transport to & from
appointments

Walk in the gardens or just sit
in the sun and chat with
residents

Be part of an activity ...
Playing a board game,
knitting or sewing,
playing cards

One to one visits - just for a
chat & a tea or coffee, or to
help with correspondence or
reading material

Join the choir (every voice
counts!)

Be there at mealtimes

Work in the gardens with
residents

Take a pet for a walk

Work with the
Well-Being Teams

Help in the Libraries

These are just a few of the
things volunteers are
able to help residents with



NATIONAL VOLUNTEER WEEK May 18-24, 2020 Connecting Communities, Changing Lives

In these uncertain times it's more important
than ever to recognise & acknowledge our
wonderful Harbison volunteers .

When times are more "normal" we look
forward to welcoming **ALL** our volunteers to a
big "Thank you" Morning Tea...
stayed tuned for the date ...

Jill Volunteer Co-Ordinator
volunteers@harbisoncare.org.au



Volunteer application forms are
available by contacting Jill at the
above email address. Looking
forward to hearing from you!



DISCOVER MOTIVIEW
Fitness technology for
older people
A great way to stay fit
& enjoy the view too!