

A SURPRISE GIFT FOR ALLAN



Full story on page 2



A SURPRISE GIFT FOR ALLAN

by Elly Alcock



Allan Turner is one of our longest residing residents at Burradoo, making Harbison his home in 2008 and residing in our Hostel facility until he moved to the Nursing Home in 2018.

Born in Crown Street Hospital, Randwick, Allan lived in North Sydney and after leaving school, he went on to make cups of tea and coffee on a construction site where his uncle worked. Allan then went on to work at a hospital in their kitchen for 48 years — an amazing testimony of his loyalty!

At the age of 50, Allan moved to Bowral, taking up residence at Harbison 20 years later. Until the COVID-19 pandemic hit, Allan spent his time out the community on his mobility scooter and going to the movies. If he was not seen driving around the grounds of Burradoo waving to all that went past or ringing his bell to let people know he was around, he was telling the staff, residents and visitors about his love for the Parramatta Eels.

During the recent bushfire crisis, Allan's beloved mobility scooter broke down for the last time. The cost of a new scooter was something Allan could not afford and limited his mobility around the facility.

Recently, Harbison was generously donated a blue mobility scooter, the colour of the Paramatta Eels — it was only fitting that Allan was gifted with this scooter. Staff went above and beyond to ensure this would be special for Allan, calling on the skills of Spartan Creative who generously donated Parramatta Eels stickers to decorated the scooter. We are extremely lucky to have such supportive businesses in the Southern Highlands.



This was all kept a secret and revealed to Allan with staff there to share the special moment with him. We are grateful to be supported by our wider community and proud of our staff for their delivery of care to our residents who call Harbison their home.



A WORD FROM OUR CEO

It might feel longer, but it has been three months since government restrictions were imposed on residential aged care in NSW. Australia is reopening now, more quickly than anyone would have predicted in March when it appeared that COVID-19 would overwhelm our health care system as it had in many other countries. This is a wonderful achievement, but the work to keep everyone safe goes on.

You might have noticed the recent introduction of brightly coloured vests at Harbison. It is not a fancy-dress party, but part of our outbreak management plan. We are reducing the movement of our workforce around the homes as much as possible to further reduce the risk of transmission from one part of Harbison to another.

Each area has been assigned a colour. If you see staff wearing a vest that does not match the colour of that area, then they are probably out of bounds. Green vests will be worn by staff who need to work in more than one area due to the nature of their work.

We will continue to screen staff when they arrive for work and issue a colour coded sticker for their name tag to show they have been screened that day.

These precautions are not perfect, but we are taking every reasonable step to keep everyone at Harbison safe. Government restrictions are being progressively downgraded but social distancing, elevated hand hygiene and cough etiquette will be with us for the foreseeable future and remain the most effective strategies to live safely with the virus.

While visitor restrictions are still in place, we have relaxed the time limits for visits and introduced online booking to make the process more convenient for visitors and guests. The public health orders put in place when the biosecurity emergency was declared in March will expire on 22 June 2020 unless the government decides to extend them. We will review our visitor restrictions again once we have that decision.

We are pleased that we have been able to reopen the café and reception counter at Burradoo, and the hairdressing salons at both homes. Moss Vale will have a new salon built during the renovations but until then the temporary salon will require your patience.

Restrictions are never imposed lightly. We know this has been a very difficult year, but for every moment of frustration or anxiety there have been brighter moments proving that crises bring out the best in people. I have been inspired by the many acts of generosity and kindness witnessed as families, neighbours, volunteers, residents, and staff have come together to solve problems and help each other out.

The signs are positive. Our community is coming through this together. We cannot drop our guard until a treatment or vaccine is found, but we will find new ways to maximise quality of life while living safely with the pandemic. We are resilient. In another three months I trust the need for restrictions will be yesterday's news.

David Cochran
CEO

JOAN CELEBRATES A MILESTONE

In early May, our very own Joan Stokes celebrated her 100th birthday.

She was born in Kogarah in 1920 and spend the early years of her life in England when her British father relocated them for a couple of years. While she has no clear memory of her time in England, she very clearly remembers, upon her return to Australia when she was 5 years old, her grandmother's house on the premises of the post office in Carlton, where her spinster aunt also lived and Joan would visit regularly.

Her father moved the family around a lot during the early years; originally a painter and paper-hanger, he bought a news agency first at Picton, then at Wentworth Falls. Her uncle also lived at Wentworth Falls and they enjoyed family outings and general enjoyment during their time there. On on memorable birthday, she remembers being called into the news agency her father own and was presented with a beautiful china doll that, along with a cellular doll she had, were her favourite possessions and she had them for a very long time.

They moved to Parramatta so Joan's sister — who is seven years older — could finish high school and her father resumed work as a painter and paper hanger. When her sister finished high school, the Depression hit. Her mother, who worked as a teacher, took up subsidised teaching — educating 2-3 local families in rural areas — and her sister followed suit. For the most part, it was just Joan and her father at home while her mother and sister were away. Joan attended a domestic sciences school (cooking, typewriting, etc.) until the age of 14 when she found a job at the Berlei corset factory. She caught the train from Parramatta to Sydney every day, right up until war years.

Friday and Saturday nights were social nights in Parramatta. Joan remembers Friday nights were shopping nights and boys would line up along the pavement while girls walked up and down, ostensibly window shopping but really eyeing the boys. Many a coupling was made that way but Joan never found anyone special. Dances were held at the Parramatta town hall on Saturday nights, when girls wore beautiful long flowing dance frocks. Joan mother made many of her frocks and Joan's favourite was green shot with gold taffeta. She would stand on top of the dining table while her mother checked the hem was exactly the same length all the way around.

On her way to a dance one Saturday night, Joan called in to see one of her friends who worked at a milk bar. There were two soldiers there having a drink, so she started talking to them. Afterwards, the two soldiers and Joan skipped the dance and walked through Parramatta Park, talking an enjoying each other's company.



JOAN CELEBRATES A MILESTONE



Later, Joan learned one of the soldiers had said to the other, "Nick off, mate. I'm taking this one home", which he did. Wally Stokes and Joan married in 1942.

She wore her sister's wedding dress and, like, her sister, borrowed her godmother's veil so she wore the same outfit as her sister on her wedding day. Later, a girlfriend also wore the same dress. Unbeknownst to Joan, the dress was kept by her niece and was recently worn by her niece's granddaughter on her wedding day!

During the war her husband was stationed in Guinea and came home with various illnesses which he suffered from for most of his life. When he was finally discharged from the army and came home, Wally worked in a poultry farm. It had a very old house and lot of fruit trees in Mittagong, and after Joan was able to get a loan, they bought the property. It was there they reared their four children — Bruce, Graham, Jan and Tony. Later on, using the defense force loan, they were able to build a newer house and stayed there until Jan got married. Wally was also the head of the voluntary rural fire service for many years.



Joan's family was a close one — she and her sister didn't really become friends until after they were both married, after which they became very close. When her children got married they all settled locally, spending holidays together and having Saturday morning teas hosted by Joan that very quickly became a tradition. Anyone who was free would come to the morning tea, including friends and anyone who may have been visiting — "Let's have morning tea at grandma's house". Love and friendship were very important to Joan. "Accept your friends with all your faults or have no friends at all."

But the true secret to her longevity is hugs. Her children always told the grandkids when they were over, "Give grandma a hug," and eventually Joan would say, "Ok, every hug I get I live a day longer," until even their friends were encouraged to hug grandma — so she will live a day longer. Looking back, Joan feels blessed to have lived such a long and happy life. She has been blessed with a beautiful, happy family: 4 children, 10 grandchildren, 20 great-grandchildren and 2 great-great-grandchildren to date!



In her own words, "It's not a bad way to spend 100 years."

MOSS VALE RENOVATION UPDATE

Since November 2019, Moss Vale has been undergoing renovation to improve resident service and communal areas — including a new café, hairdresser and shop — as well as creating updated work spaces for staff. Despite setbacks caused by the recent bushfire crisis and the current COVID-19 pandemic, great headway has been made to give Moss Vale its much-needed face-lift.

Upgrades have been made to nurses stations, a new, smart-designed laundry installed and the kitchen will be completed by mid-July. The next stage will involve upgrading the dining room and the entrance to the facility as well as installing the café and a library.



The new laundry



Upgraded nurses' stations

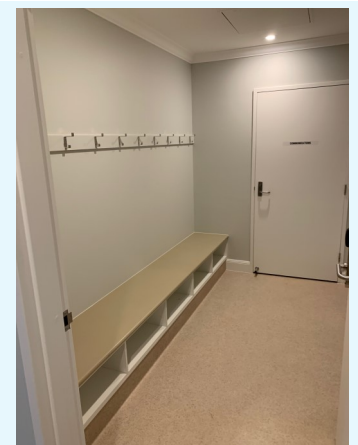
The Mandemar wing has been upgraded with automatic doors, a staff cloak room installed and a new staff room is being built. Each residential wing will have their own unique identification which will make them feel like more like home.



Left: automatic door in Mandemar



Right: the new staff cloakroom



MOSS VALE RENOVATION UPDATE

There will be a new loading dock with an entrance for deliveries leading into the new kitchen, and we are trying to reduce our carbon footprint with the installation of solar panels and environmentally-friendly machines.



Thank you to residents, staff and visitors for their cooperation during this exciting but incredibly noisy time. It may be a little inconvenient right now but the renovations will bring vast improvements to the care we are able to provide.



Concept designs



OVER 70 YEARS OF LOVE



Dot and Harry on their wedding day

Harry and Dot met while they were both working at the GPO in the city. Dot was working in the mail centre during the Second World War, and Harry was employed after the war had finished and he was released from the RAAF in October 1945.

They were in the same friendship circle; Dot and her five girlfriends along with Harry and his five friends all socialised together. The girls would watch the men play tennis and they would all go to the Speedway at the showgrounds. It was in this friendship group they got to know each other, and after 12 months of dating they got engaged.

The night that Harry proposed to Dot, they had been to see the Graham Bell Jazz band at Town Hall and took the tram home to Dot's house in Kingsford. It was midnight as they sat on the fence outside talking and Harry said to Dot, "How about getting married?" It took from midnight until 2am for Harry to convince Dot to accept. Harry missed the last bus to Bondi Junction so he walked home all the way from Kingsford to Bondi Beach where he lived.

Harry and Dot were married on 4 June, 1949 at 4.30pm. The service was at Our Lady of the Rosary in Kensington where Dot's parents had married. It rained all day, and they and the 30 guests invited all went back to Dot's family home where they had a reception in the large verandah at the back of the house. They honeymooned in Queensland for two weeks, flying into Eagle Farm and making their way to Southport where they stayed in Room 26 of Hotel Cecil.

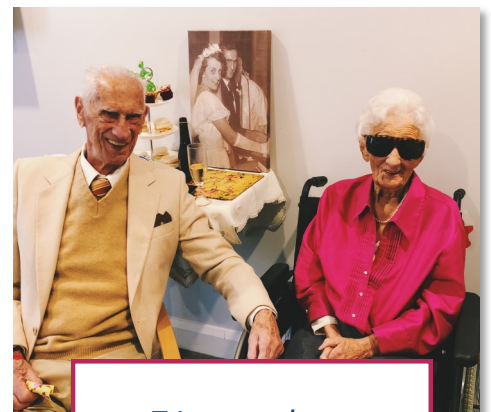
After their honeymoon they were to take a train home to Sydney but the train lines at Maitland had flooded so they were unable to get home that way. They decided to hitch a ride from Southport to Tenterfield and there got on the train and took a very indirect route to Sydney.

The journey took 24 hours. They had not eaten at all so when the train stopped at Mudgee they bought sandwiches which were being sold at the side of the road. They arrived home in Sydney at 2.00am and had to get a taxi to Bondi Beach which cost 10 shillings — it was all they money they had left. They had to pawn Dot's engagement ring for 5 pounds until their next pay day.

Harry and Dot's first home was in Hornsby at Hookham's Corner — a War Service home. From there they both took the train to get to work at the GPO in the city. In 1954 Harry and Dot bought Dot's parents' home when they had moved away — it cost 2,500 pounds. Over the years they resided in Turrumurra, Belrose, Castle Hill, Canberra, Goulburn, Kellyville before finally making Bowral their home.

Harry and Dot have been blessed with three children (Susan, Michael and Debbie), seven grandchildren (Anthony, Scott, Mark, Kelly, Gemma, Patrick and Zoe) and six great-grandchildren who are all boys.

What a wonderful life to have lived together!



71 years later

GETTING TO KNOW YOU ... PETER L.

Where were you born?

Hurstville, Sydney

What is your first memory?

Dropping 2 shilling coins down a crack in our window sill. Mum never found out about it, and they are probably still there to this day. I also remember hiding my father's car keys under the door mat. I was always a prankster.

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

I went to Hurstville Technical High School, and I rode my bike there and back 20 minutes each way every day.

Where did you work?

WOW! I had several interesting jobs. My profession was Field Service Engineer (FSE). I started off at Lucas Heights Atomic Energy Reactor servicing System 10 ICL computer system. My next role was at Qantas Base where I serviced the Link Trainer system used for training 747 pilots. Moving on to Linton Industries as a FSE working on Monroe Electro Mechanical calculators for Adams Class destroyers.

I also gave real estate a go for a short while in Bowral.

What was your favourite pet?

I bred an Australian Stock Horse from foal. Always enjoyed having horses around.

I had a Jack Russell dog named Turbo. I called him after one of the sheep dogs at the Sheep Dog Trials, where I used judge. Turbo lived to 17 years old.

What is your happiest memory?

Getting married to my beautiful wife Judy, and the birth of my son Ben.



WELCOME TO OUR NEW STAFF!

Financial Controller

Greg Forrester

Facility Manager (Moss Vale)

Mark Jeffery

Procurement Officer

Alex Roe

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 PEOPLE & CULTURE COORDINATOR

Name?

Ashley Stoyles

When did you first start at Harbison?

14 April 2020

What is your background?

Originally from the South Coast, our young family moved to the Southern Highlands in the early 90's.

I have mainly held administrative positions and worked in a variety of fields including Local Government, Attorney General's Department, Australian Civil Celebrants, Department of Education and the Private Health Industry.

I also really enjoy volunteering with community and sporting groups.

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

I have commenced at Harbison at a really unique time in our history — the globe has literally been put on pause.

I am so grateful to everyone who has reached out to me to offer support and make me feel welcome. Starting a new position can be challenging and combined with working remotely, it's provided opportunities to think outside the square. Access to technology has kept me connected, but my manager is wonderfully supportive, and along with kindness and concern from 'new' and 'old' colleagues reaching out, I haven't felt isolated for a moment which has made my start a really positive experience.

My most reassuring experience is feeling 'safe' and protected as a new employee with the lengths Harbison is taking to protect its residents, visitors and staff during COVID-19.

I'm really excited about the future, and I think the best is yet to come — I just feel very fortunate to have been given a start at Harbison, particularly as a member of the People & Culture team.



What do you hope to accomplish?

I would like to make Harbison a better place — to work, reside and visit.

I am hoping to accomplish that by actively participating, contributing, learning, investing, absorbing and growing — personally and professionally.

I'm hoping to build lasting and supportive relationships with my colleagues. Earn the trust of my managers and peers, and bond with the residents.

Any words of advice?

It's early days for me, but for anyone starting a new position — I would say 'just go for it!' Make the most of every opportunity. Go where angels fear to tread. Be the change you want to see.

STOAN JOKES

by Joan Stokes

Nearing the end of lockdown, a Roseville couple have been struggling to cope with each other 24/7, and are giving each other the silent treatment. Both know the first one to speak will be the loser.

This has been going on for a week until the man realises that, as the following morning he must catch a 7am flight for his first business trip in weeks, he needs her to wake him up, as ever, on such occasions. (She is an early riser, while he can sleep through a Jimmy Barnes concert).

Not wanting to be the first to break the silence — and lose — he writes down on a piece of paper "Beryl, I need you to wake me at 5am" and puts it on her pillow for when she comes to bed. The next morning, the man wakes up, only to discover it is already 7:30am and he has missed his flight. Furious, he is about to go and see why his wife hasn't woken him when he notices a piece of paper by the bed.

The paper has a message from her on it. It says, "It is 5am. Wake up."

HOURS OF RECEPTION

Burradoo:

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:

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

JUNE BIRTHDAYS



Joan Parr



May Mulvahill



Liz Wells



Paul Grainger



Rita Rayner



Charlie Scicluna



Birthday party at The Cottage

ART GROUP

The Art Group at Burradoo have been busy creating beautiful works of art



Kathleen O'Meley



Sandy Brown



Jo Watson



Lindsay Penfold

READERS GROUP

The residents of Burradoo recently read a play together — *The Hysterical History of The Trojan War*. Each resident took on a couple of character parts and had a fun time bringing the play to life.



JOLLY JUMPER DAY

Earlier this month staff participated in a Winter Dress-fest: Jolly Jumper Day. It was wonderful to see people getting involved and making each other smile.

VOLUNTEER NEWS

**BE PART OF
VOLUNTEERING AT
HARBISON AND HELP
WITH ALL SORTS OF THINGS**

Transport to & from
appointments

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

Be part of a group ...
Playing a board game,
knitting or sewing, playing
cards, helping the Art
Group create

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
for company

Work in the gardens with
residents

Take a pet for a walk

Work with the Well-Being
Teams sharing activities

Help in the Library

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



CONNECTING COMMUNITIES, CHANGING LIVES

June 2020

A HUGE thank you to volunteer Glennis Noble who has worked tirelessly each day to keep our residents in touch with their families during COVID-19 & generally keep spirits up at Burradoo. And also to Rhonda Calcott who is helping with the POD visits on a Saturday afternoon at Burradoo.

A HUGE thank you also to Catherine Webster and Kay Friedewald over at Moss Vale for doing the same things. Thank you all for your wonderful help & support.

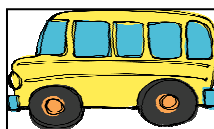
WELCOME BACK to Tony Hall who is re-opening the Kiosk at Burradoo along with local resident Terry Lock & **WELCOME TO NEW VOLUNTEERS**

Julie Querin, Jennifer Grech & Sue McShane

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

We mentioned school or stay-at-home Mums on 2ST during the month If anyone in your family fits the bill & has some time morning or afternoon, please ask them to get in touch, their help will be very welcome.

And if there are any men out there who would be able to help with bus driving for our residents it would be wonderful to hear from them too as the number of our scenic bus tours will be increasing soon.

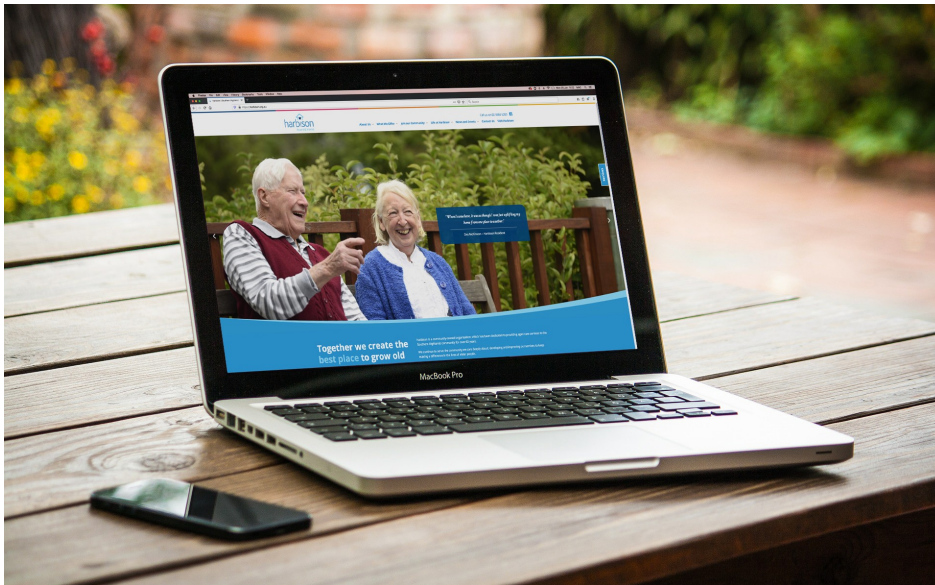


Volunteer application forms are available by contacting Jill at the above email address. Looking forward to hearing from you!



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

HARBISON WEBSITE



Harbison.org.au

The Harbison website is a great source of information about services we currently offer. Here are some of the things you'll find online.

Book Visits Online

Harbison is currently closed to the public and restricting access to our premises in order to protect residents from COVID-19. While we have a range of options for family and friends to keep in touch with their loved ones, **booking are essential**. You can choose from the following options:

- A **Virtual Visit** via phone call or social apps such as FaceTime and Teams for a duration of 1 hour.
- A face-to-face **Resident Visit** in their room. Duration up to 2 hours with a maximum two visitors allowed at any time.
- A visit in our **Visitor Pod**, located at Burradoo. Duration up to 1 hour with a maximum of 2 visitors and 1 resident allowed in the Pod.

Go to ***<https://harbison.org.au/visit-harbison/>***

Fee Calculator

Understanding the costs of aged care can be difficult so we have provided an easy-to-use online fee calculator to help you work out our room prices. Go to ***<https://harbison.org.au/understanding-the-cost/>***

Online Feedback

We are constantly looking for way to improve our services and value your feedback. We now have a an online form for you to provide feedback. Go to ***<https://harbison.org.au/complaints/>***

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

