

BUNDANOON WINTER

A poem by @xiyouji79, July 2019

in the absence of snow
silhouetted, against blue intensity
sharply, crisply, almost overwhelmingly, intense
swaying gently, oscillating, pendulum-like
blown by these cold winter winds;
in the absence of snow
these woollen puffs of colour
bring life to the bare branches
of our winter trees

on a mild winter's night
as our community gathered
celebrating, what once was
celebrated everywhere;
a turning-point in the cycle
of our lives, each year
as the days begin
lengthening again

tossed, by the thundering winds
of winter, fed from the snowy flanks
of our southern slopes, chilling
our bare faces, as a reminder;
dancing balls of colour
echo the dark-green tapestry
splashed with winter pinks —
spring will come again



101 YEARS FOR PATRICIA!

written by Penny Stratton



Young Pat

Born in Redditch England, Pat grew up around Stratford-Upon-Avon in Warwickshire, where Shakespeare influenced her strong love of literature. She is a pedant of the English language and is full of quips and witticisms: *"One never regrets that which you do not say,"* and, *"She walks in beauty as the night."*

Her gift with music from an early age gave everyone much joy and kudos to her throughout her life as did her talent in needlecrafts.

During the Second World War she was a serving officer in the Wrens and worked in Intelligence. She would say, "There are not many women who have crossed the Atlantic three times during the war." She met and married Robert who served in the Fleet Airarm and they were moved by the Company to Australia, post war. She always appreciated the opportunities provided for her four children in their 'new' land, but her roots were definitely planted in the green pastures of England.



Pat and her husband Robert

She lived a full and active life joined by many friends, living independently, driving her car, playing bridge, entertaining, playing tennis, seeking the theatre and very involved in the National Trust, until the age of 95 when she moved to live with her daughter in the Southern Highlands.

To this day she exhibits a strong sense of humour, striving always for perfection, with true dignity and a gentle air she is dearly loved by her extended family and all who know her.

As she celebrates 101 years she would simply say, "Just another stitch in the rich tapestry of life."

A life well worth celebrating.



A WORD FROM OUR CEO

It has been more than four months since the COVID-19 pandemic was declared in Australia.

Rapid action by public health authorities and the National Cabinet, and cooperation from communities, resulted in an encouraging flattening of the curve from the beginning of April. By 6 June Victoria recorded no new cases for the first time since March. Three days later Victorian children returned to school as restrictions were eased across the state.

Meanwhile, everyone involved in residential aged care watched with deep concern as Dorothy Henderson Lodge and Newmarch House battled deadly COVID-19 outbreaks in NSW. On 15 June, NSW Health declared the Newmarch House outbreak over. Ominously, on 17 June Victoria recorded 21 cases, the highest number in a month.

Six weeks later and Victoria is deep in crisis, with many cases linked to residential aged care. In NSW, the community and authorities are on high alert, especially in South Western Sydney and parts of the Eastern Suburbs. The challenge is daunting, but NSW Health are doing a good job managing these clusters with effective case contact tracing.

Small outbreaks are expected where governments follow an effective suppression strategy. They are the price of reopening our economy. Provided the numbers stay low, the spread can be controlled and cases will not overwhelm our hospital system.

Nobody is perfect. In NSW mistakes were made with the Ruby Princess, but the results were controllable. In Melbourne, the security for hotel quarantine was a fiasco and the price for that mistake is very high.

Harbison escalated our protective measures on 15 July in response to directions from NSW Health. Similar steps have been taken by all aged care providers in South Western Sydney—and since last night in parts of Eastern Sydney.

The strategy we are following involves shielding our residents with the highest possible protection so the rest of the community can avoid reintroducing widescale restrictions. This is an economically sensible approach, but places a heavy burden on our residents, their families, and our workforce. I am sorry for the hurt the restrictions cause, but if you have any doubt about why we are doing it simply look at what is happening in Victoria.

Harbison places safety first. The past four months have involved difficult—and sometimes painful—decisions, but they have been based on the latest medical advice, national guidelines, public health orders, and directives from NSW Health.

The news about vaccines and treatments is encouraging, but we have a long way to go before they are a reality. Australia is still in a strong position compared to most other countries. We will come through this together provided we continue to work together for our common good.

If you are anxious, you are not alone. Please do not suffer in silence. We are here to help. We have a remarkable, experienced, committed, multi-disciplinary team and we take your mental health and wellbeing very seriously, whether you live or work here, or are concerned about someone who does.

David Cochran
CEO Harbison, 30 July 2020

WELCOME TO OUR NEW STAFF!

Care

Hiral Patel
Nirjala Pjhuyal
Holly Bennett
Lablina Adhikari
Shraddha Upretty

COMMUNICATION UPDATES

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



harbison.org.au



[facebook.com/
harbisoncare](https://facebook.com/harbisoncare)

GETTING TO KNOW YOU ... CHRISTINE R

Where were you born?

Morningside Edinburgh,
Scotland in 1920.

What is your first memory?

My mum telling me, "Don't talk to strangers," every time I went out to buy lollies at the shop.

What school did you go to?

I went to George Watson's Ladies College in Edinburgh. I travelled mostly by tram, sometimes by bike or walking (it took me 20 minutes to walk).

Where did you work?

After leaving school I went to the College of Domestic Science to become a Cookery Teacher. When I qualified I got married and gave up work. So I never got to teach cooking at all!

In my later years I was a welfare officer at Legacy. I really enjoyed my 11 years there.

What was your favourite pet?

I had a Heinz 57 dog as a child called Bob. In my senior years I had a Boxer called Brandy.

What is your happiest memory?

I have soooo many happy memories, but by far my best memories are: Getting Married!

To my first husband Michael, who was a commander in the British Navy. 11 years after getting married, Michael passed away.

I re-married for the second time to David who was a commander in the Australian Navy. David was appointed as private secretary to the governor of Queensland and we attended many functions together, dining with Charles and Diana, the Australian Prime Minister, and many other celebrities.

I have had a happy life and regard myself as being very fortunate.



GETTING TO KNOW YOU ... MARGARET C.

Where were you born?

Sydney Crown St. Women's Hospital. I was the eldest of three girls.

What is your first memory?

Going to the Royal Sydney Show. We would go for three days.

What school did you go to ?

Bowral High. We lived in Burrawang and had to catch the bus. It was very cold in the winter.

Where did you work?

RS Smith & Co in Bowral then went to Sydney Carson's Fashions.

What was your favourite pet?

We had no pets but I liked dogs and cats. I looked at them as working animals.

What is your happiest memory?

Going to the Royal Sydney Show.



HOURS OF RECEPTION

Due to current events the reception desks at Burradoo and Moss Vale are closed.

Phones are manned during the times listed below. Please call
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—2:00pm

STOAN JOKES

submitted by Joan Stokes

A woman bursts out of an examining room screaming blue murder, and in her highly-agitated state she nearly knocks over the director of the clinic, who stops her and asks what on earth her problem is. After she tells him what has just happened, the man sits her down in a private room to relax while he marches down the hall way to confront the woman's young physician. "What is wrong with you?" he expostulated "Mrs Miller is 60-years-old, has six grown children and nine grandchildren, and you tell her she is *pregnant*?" The young physician continues to write his notes and, without looking up at his superior, says nonchalantly: "Yes, I did tell her that. And now *you* tell me...does she still have chronic hiccups?"

WANT TO SUBMIT AN ARTICLE?

If you would like to submit an article please hand them in at reception or email
marketing
@harbisoncare.org.au

MOSS VALE RENOVATION UPDATE

With the kitchen finished, we are preparing for the next stage of the Moss Vale renovations. This will include:

- a new front entry portico
- an updated dining room
- a new coffee shop
- new hairdressing premises
- a new library
- a new treatment room



Concept designs



While construction takes place a temporary entrance will be at Joadja where all staff and visitors will undergo the screening process. There will also be an entrance to Alpine which can be used after being screened. Signs will be put up at the new entrances.

As the dining room will be unavailable, residents will be dining in their lodges. Work will also progress at Mandemar with the construction of a new lift and continuing works to the new staff room. The entrance to Avoca will also be upgraded.

Emergency service access will be retained with ambulances utilising the new loading dock, and we will also maintain access to the fire indicator panel in cases of emergency.

This next stage will unfortunately be the most disruptive of the construction work and will be expected to be completed before Christmas. We apologise for any inconvenience caused and thank you for your understanding and cooperation.

NEW-LOOK MOSS VALE KITCHEN

The kitchen at Moss Vale is now finished. We're excited to start using it to create a fabulous dining experience for our residents!



HARBISON SHOP AT BURRADOO

Residents will be able to pick up essentials at the updated kiosk in Burradoo. It looks spectacular with a fresh coat of paint, brand-new sign and gorgeous postbox!



MOSS VALE RENOVATION UPDATE — IMPORTANT WORKS

As a part of the next staging of the Moss Vale renovations, we are upgrading our main substation on **Wednesday, 5 August, 2020**. This will be business as usual for the staff and have limited impact for the residents.

We are anticipating this to take 10 business hours to complete and expect a smooth transition between power sources. We will be running on our generators until the power has been reconnected to the site.

Some of the identified impacts are:

- The kitchen will be running a limited menu for this day.
- Heating will be affected in Mandamar, Avoca and Wingello. Additional portable heating to be used in the affected areas. We will also have additional blankets for the resident's rooms.
- No parking in the car park opposite the pump shed. This will be taped off the night prior.

We again thank everyone for their ongoing patience.

GENEROUS DONATIONS

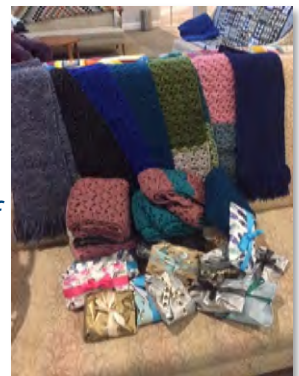
This month we have received beautiful donations from generous member of the community.



Beverly Byron and Susan Webb of the Knee Rug Ladies group donated knitted and crocheted blankets for our residents.



A wonderful lady by the name of Elva dropped this beautiful collection of knitted scarves and wrapped gifts for our staff



JULY BIRTHDAYS



Barry Mulvihill celebrated his 90th birthday with his wife May



*Christine Farrow
celebrated her 80th
birthday!*



Susan Greenwood



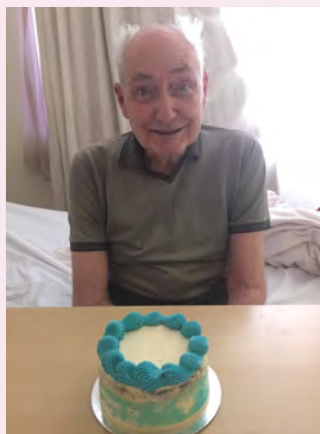
Lesley Avis



Sylvia Oldroyd



Bill Estreich



*Daniel
Shannon-Hopper*



Shelia Beames

LIFESTYLE NEWS



Residents at Moss Vale participated in Cards Bingo

Paul planted his veggie garden in late April. Take a look at it now!



Residents of our Dementia Living home had an impromptu dance party



Staff member Peter celebrated his birthday with the residents of our Dementia Living home



ALPHABET STORIES

Burradoo residents got their creative juices flowing with Alphabet Stories—26 words, one word for each letter sequentially. They had a great time coming up with the following stories!

◆.....◆
A bird crashed down easily from great heights. It jumped, knocking leaves. Meanwhile nearby, other pets quickly ran stealthily through undergrowth variegated with Xmas yuletide zebras.

◆.....◆
Albert bicycled closely down every frosty gravelled hill. I just kept laughing madly, nearly overpowering people quietly resting so that Uncle Vince was x-rayed yearly, zealously!

◆.....◆
As book clubs differ every fortnight, groups held information, just keeping laughter minimal. Nowadays, others plan quietly, risking sudden termination. Under virtual warfare, xenophobics yearly zoom.

◆.....◆
As beautiful cats danced elegantly, four giant hawks instinctively jumped, killing little mice nearby. Only promising quick revenge, strong tabbies unleashed very wayward xylophones zealously.

◆.....◆
Animals became cautious during evolving forest growth. However, isolation justified killing lemmings. Many numbats overcame predatory queer rodents, stealthily trailing under very wet x-ray yielding zoos.

◆.....◆
A beautiful clear day emerged from grey heavy ice. Just keeping little monsters nearby outside proved quite risky. Suddenly the underground vampires waved x-boxes, yelling zealously.



Dear Residents,

You are invited to take part an exciting creative writing event by submitting a short story — max. 500 words.

With the coming of spring there is often delicious anticipation in the air or poignant memories of times gone by.

Thoughts of warmth, growth, regeneration, hope, optimism and opportunity.

Sunny days, happy outings, friendly gatherings, special occasions.

We have a theme:



This friendly competition is open to all Harbison Residents across both sites at Burradoo and Moss Vale.

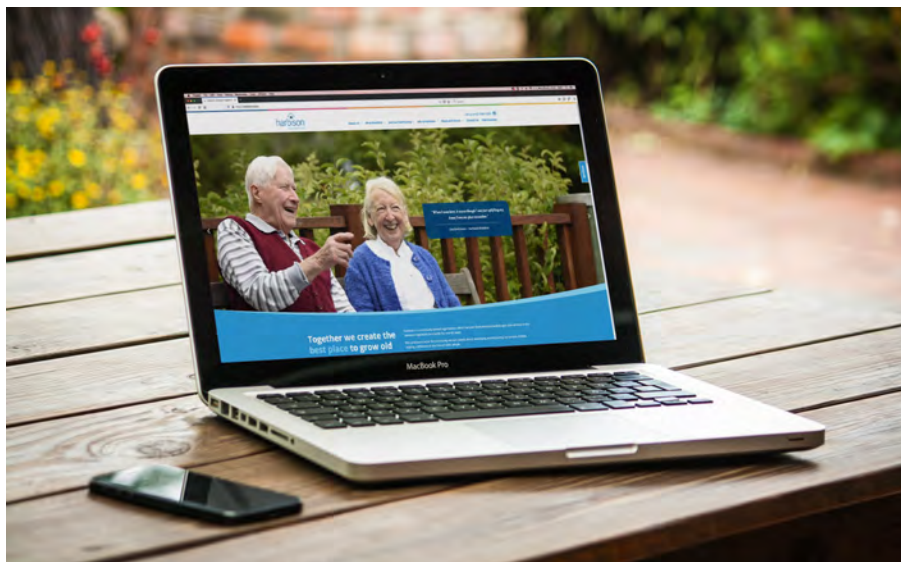
There will be prizes for Best Stories from both Hostel and High Care areas at each location.

Winning entries will be published on our website and in our newsletter

Closing date: Monday, 31 August 2020

**Winners will be announced
Monday, 14 September 2020**





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

News

Keep up-to-date with the goings-on at Harbison, including important COVID-19 updates from our CEO. Go to [***https://harbison.org.au/news/***](https://harbison.org.au/news/)

Book Virtual Visits Online

Harbison is currently closed to the public and restricting access to our premises in order to protect residents from COVID-19. We encourage families to book a Virtual Visit with their loved ones, via phone call or social apps such as FaceTime and Teams for a duration of 1 hour. Go to [***https://harbison.org.au/visit-harbison/***](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/***](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/***](https://harbison.org.au/complaints/)

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

July 2020

**During the month of July we have been fortunate to
have new volunteer applications from some
wonderful people, thank you.**

**But let me first apologise to LADY bus drivers!
Of course I should have included women -
I can't imagine what I was thinking of not too!**

**We have started a wonderful initiative at Burradoo,
Café Connect. It's on the last Thursday of each
month at 2pm in Café Charlotte. It's an opportunity for
Volunteers, family members & friends to get
together & have some time out & just have a chat
about all sorts of things.**

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

NEW LIBRARY SERVICE FOR RESIDENTS

**Our Library Volunteer Sue, has been busy re-organising
the libraries at Burradoo so it will be easier for everyone
to see what books we have - and we have a lot!**

**Sue will be offering a library trolley service to all
Residents, initially at Burradoo, and when the new
library area is ready at Moss Vale a service will also be
available there too. Sue will connect with each resident
asking what they like to read & then once a fortnight the
library service will offer books to all residents.**

**Sue will be around to everyone starting
Tuesday July 7, so keep an eye out for her.**

**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
& very popular!**

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

