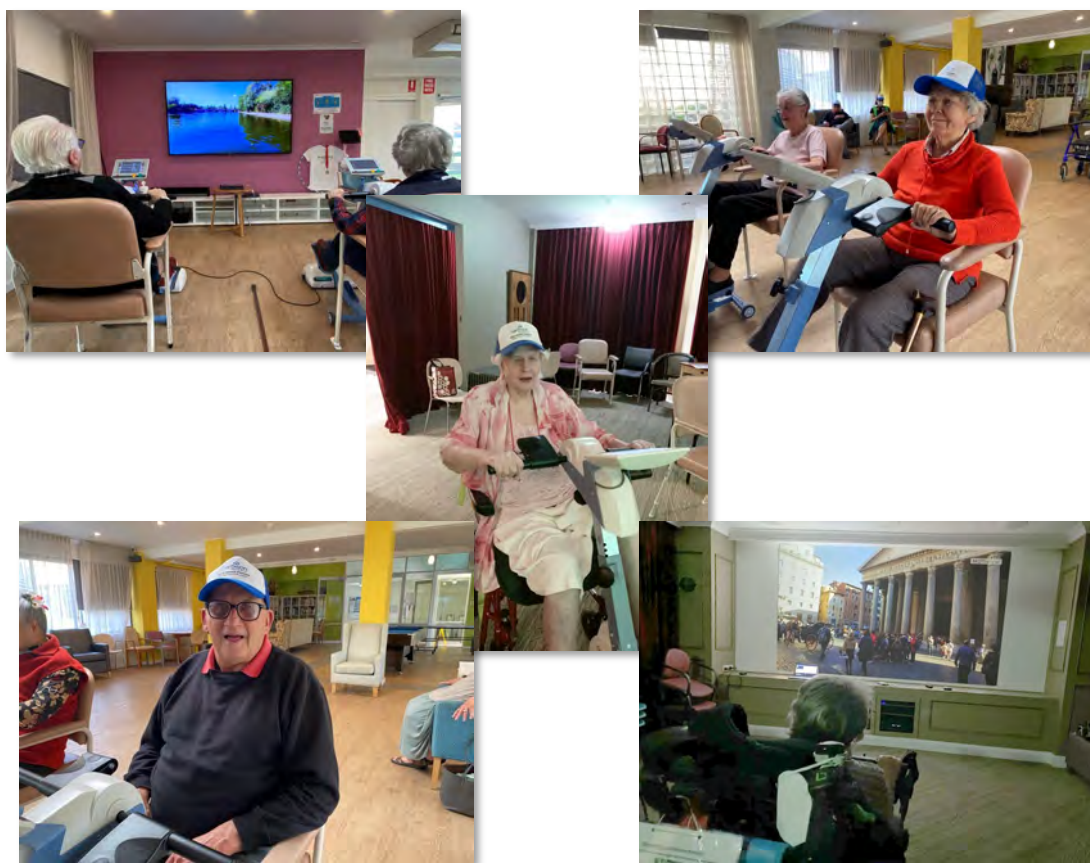


HARBISON 'SLOW SPEED DEMONS' CYCLE AROUND THE WORLD

The Harbison 'Slow Speed Demons' are currently competing as the only Australian representative in the international 2020 Road Worlds for Seniors virtual cycling event. With two days to go, the team has travelled over 830 kms around the world!

Our team comprises of 40 residents, all taking turns cycling through various locations around the world. Favourite locations have been London, Rome, Paris and Central Park in New York.



A WORD FROM OUR CEO

Congratulations to the Slow Speed Demons who are well on their way to eclipse their 750km target in the last week of the annual Road Worlds for Seniors competition. Sincere thanks to everyone on the support team — you have kept the show on the road despite the challenges of COVID-19, and we could not mount such a challenge without you. Congratulations to our competitors, who have recently enjoyed an encouraging message from the Mayor, Duncan Gair, who is also the Patron of Harbison.

While there is still evidence of community transmission in parts of Sydney, including South-western Sydney, the current risk assessment for the pandemic is encouraging. We have recently eased our visitor restrictions following the brief reintroduction of visitor exclusions for our area by NSW Health.

It is clear we will be living with the pandemic for a long time yet, even if an effective vaccine becomes available in 2021. Therefore, we are concentrating our efforts on designing the visitor system to be safe, fair, and sustainable. From time to time we expect it will be necessary to increase precautions, but for now our focus is ensuring spouses, partners, and children have regular contact with residents.

To that end we are working with our residents to ensure we understand their priorities and preferences when it comes to visitors, and we are encouraging people to commit to a schedule of visits instead of ad-hoc appointments to reduce uncertainty for residents. Our staff are contacting families as quickly as possible to discuss arrangements that meet the needs of residents as closely as possible. We ask you to be patient with the process because we believe it will provide everyone with a better outcome in the longer term.

Careful screening of our workforce and visitors is ongoing, based on the latest advice from NSW Health. Staff and visitors are always required to wear a surgical mask at Harbison, and residents will be supported to wear a mask if they choose to do so and are capable. In addition to screening and masks, our main lines of defence against an outbreak continue to be testing and isolation at the mildest signs or symptoms, hand and cough hygiene, social distancing, and avoiding areas with known transmission problems.

Our recent survey of residents and our employees was very positive and shows how adaptable and resilient we are. However, the strain and stress of 2020 is real and Harbison takes very seriously the need to provide everyone with as much support as possible in these unusual circumstances. I refer you to the resources outlined in a recent letter dated 17 August 2020 and encourage you to ask for help if you need it. Please do not suffer in silence.

A WORD FROM OUR CEO

Daylight savings is just around the corner. The clocks go forward by an hour from Sunday 4th October 2020. Spring in the Highlands is a special time and Summer beckons. Thanks to everyone for your hard work and dedication so far this year. Harbison is now well prepared to live with the virus. I hope the next few months will be easier for everyone.

David Cochran
CEO Harbison

FATHER'S DAY

Our residents enjoying cupcakes for Father's Day.



GETTING TO KNOW OUR RESIDENT ADVISORY MEMBERS

Name:

Ronald Mansfield

Where were you born?

Sydney

What is your first memory?

Having a good old punch up with Ron Naunton at school. He was my best mate, and I can't remember why I punched him.

What school did you go to?

Stanmore Primary school. I went there by bus, which took about 6 minutes. Sometimes I would walk there with my mum.

Where did you work?

My first job was as a Trainee Draftsman at the Water Board. I was also Police Cadet Number 876, and also worked in a Shearing Shed near Broken Hill sorting the wool. On the side I was also a Ballet dancer at JC Williamson Sydney.

What is your happiest memory?

Getting married and having my baby daughters Krysia and Lisa, as well as my son Simon.

Why did you join the Resident Advisory Committee?

I was asked to join the committee, and I had was happy to accept because it looked like a position of power.

What did you hope to achieve as a member of the Resident Advisory Committee?

I notice things that happen all around the place. I guess it's good to be a part of the meetings and bring up concerns by residents, and hopefully effect some change.



GETTING TO KNOW OUR RESIDENT ADVISORY MEMBERS

Name:

Paul Grainger

Where were you born?

Melbourne, VIC

What is your first memory?

I was 3 years old in 1957, and my parents ordered their first television set—a black and white Admiral. I was so excited when the delivery van arrived, I climbed into the van to see the prized television. Once the men set up the television in its designated spot, we were amazed at seeing moving and talking pictures.

What school did you go to?

My parents were Catholic, so they sent me to the nearest Catholic School, St Benedict's. I had to walk to school on my own, for ¼ mile (which is around 400m) and I often fell and cut my knees. I do not have fond memories of school as I had to struggle with bullies.

Where did you work?

My first job was with a drapery store, M. Ball & Co. It was a family company situated in Richmond. I worked in Manchester as a salesman, from 1970–1986, until the company closed down. I picked up another salesman position in another drapery store for three and a half years.

What is your happiest memory?

My parents lived in the city but had some farmland out in the country, near Jellybrand River, we had to cross the river by bridge to get to the farm. I loved working on the farm it was so relaxing as I helped my dad take care of the animals and do land care, hard work but peaceful. I loved riding our horse Chico, great to wonder over the farm with him. Far better than city life.

Why did you join the Resident Advisory Committee?

Peter Davis, Pastoral Career and Chairman of the Committee, asked me if I would like to represent the residents of Moss Vale Harbison.

What did you hope to achieve as a member of the Resident Advisory Committee?

I am looking forward to learning how I can contribute to the needs of our facility. I'm happy to be a voice for the residents, as opportunities and needs arise in the future, to represent Harbison Moss Vale.



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**

COMMUNICATION UPDATES

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



harbison.org.au



facebook.com/harbisoncare

GETTING TO KNOW OUR NEW HEAD CHEF AT MOSS VALE

Name:

Justin Woodward

When did you first start at Harbison?

13 September 2020, just a few weeks ago.

What is your background?

Born and bred in the Southern Highlands, I have been a chef for over 15 years now. I've cooked in some of the busiest places in the highlands, but also travelled to Thredbo and Port Macquarie for the warm and cold seasons.



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

Owning my own catering business was the most challenging but rewarding experience so far. I really enjoyed catering for weddings, and large events like the Goulburn Race Days including Girls Day Out, which had over 2500 Attendees.

What do you hope to accomplish?

I'd like very much to make a difference. The idea of changing someone's life through food, by igniting a memory through a taste, or a smell, it's exciting. I can't wait to see if I can achieve that with our residents

Any words of advice?

Every once in a while, just sit and listen. That's something my grandad taught me, and I'm looking forward to doing exactly that when I enter the dining room and chat to our lovely residents.

MOSS VALE RENOVATION UPDATE

As you know, Moss Vale is currently undergoing extensive renovations to improve the facilities available to our residents, our visitors and our staff.

Our new staff lounge has now been completed and has officially opened to staff on Thursday, 1 October 2020. The staff lounge will provide a space for our workforce to relax during their meal breaks. Our hope is that this space is multifunctional and is also used as a general workspace for those who want some quiet time.

The town square is currently underway and we are expecting this to be completed by the end of the year. This will provide the following facilities available which we hope that our residents, visitors and staff can enjoy together:

- Fully-operational café
- General Store
- Post Office
- Hairdressing and Beauty Services
- Library
- Dining Room
- Activities Room
- Meeting Room

We are continuing to discuss room movements with our residents and their NOK to prepare for the upcoming renovations to our Joadja Lodge. Once completed, the residents will have access to a new kitchen, lounge area with a fireplace to unwind by and completely refurbished rooms.

We thank you for your cooperation throughout the renovations and we can't wait to share this space with you.

Mark Jeffery
Director of Operations

STOAN JOKES

submitted by Joan Stokes

This bloke is about to go to bed with his wife Joanna's best friend, Gloria. "Hang on," he says to Gloria. "I'd better find out where Joanna is so that we can be sure she won't turn up here and discover us."

"Good idea," says Gloria.

So the bloke rings his wife, Joanna.

There is a brief conversation, then turns to Gloria.

"She says...she's with you!"

HOURS OF RECEPTION

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

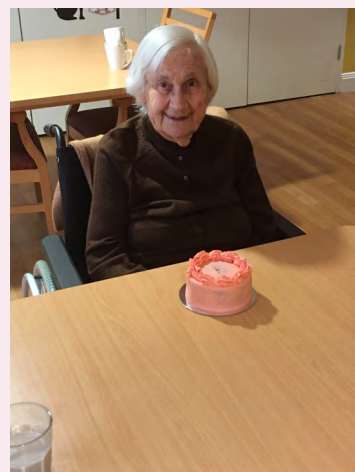
SEPTEMBER BIRTHDAYS



Beryl Hunt



Marjorie Burnham



Margaret Ralph



Graeme Light

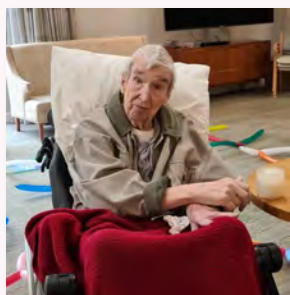


Blanka Kassowitz



Noeline Smith

*Birthday
Afternoon Tea
Party in
Burradoo
Nursing Home*



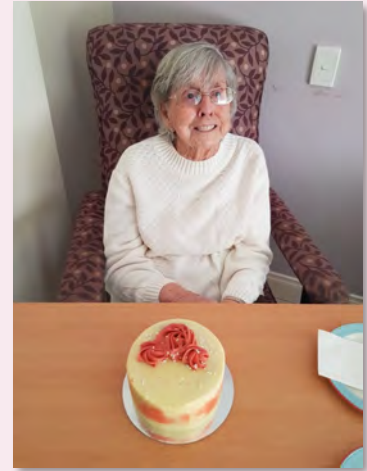
SEPTEMBER BIRTHDAYS



Greg Gilpin



Pamela Austin



Patrica Blakeney



Ingeburg Ladewig



James Doughty



Lynette Stutchbury

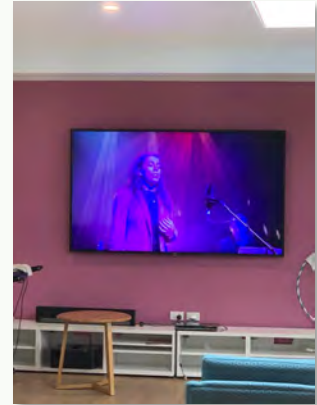


Peter Obran



Alison Lyons

LIFESTYLE NEWS



*Burradoo Residents
enjoying the United in
Care Concert by The
Vocal Muster and Rotary*



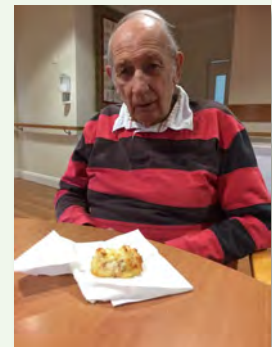
Angus playing darts in Moss Vale

*Gorgeous ladies
after a pamper
session at the
hairdresser.*



*Pat enjoys the
sunshine and
fresh air*

LIFESTYLE NEWS



*Moss Vale Residents
enjoying ham and
cheese scones during
a cooking session
with Wendy*



*Head chef, Justin, and Shova preparing fresh salmon for lunch as
Phillip gets a tour of the kitchen*



*Dorothy
getting used to
her new
prosthetic leg
and managing
a 500m walk!*



*Susan and Margaret
modelling cat ears
borrowed from staff
member, Sally*

LIFESTYLE NEWS



Shelia showing off beautiful flowers from her family



Maria with staff member, Warrick

ROAD WORLDS 2020

The Harbison Slow Speed Demons celebrated Canada Day, starting from the home of fellow competitor CAMA Woodlands in Burlington, Onatrio and exploring the gorgeous Canadian countryside. After their workout they treated themselves to poutine (chips and gravy with cheese curds) and butter tarts!



CREATIVE WRITING COMPETITION

EXTENDED



Dear Residents

Please take part by submitting

A Poem or Short Story

Max of 500 Words.



With the coming of spring there could be 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 extended the theme to include
the joys, sorrows, observations and thoughts
on life effected by
Bushfires, Covid-19, Social Distancing, Etc.**

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

There will be Prizes for Best Entries at each location.

Staff will be happy to assist anyone who may need support with handwriting.



Closing date is 30th September 2020

Winners Announced October 2020



VOLUNTEER NEWS

BE PART OF VOLUNTEERING AT HARBISON & HELP WITH ALL SORTS OF THINGS

Play a board game,
knit or sew, play cards,
help the art group create
or be part of a Trivia game
& test your knowledge

Have a one to one visit -
just for a chat & a tea or
coffee, or to help someone
with correspondence
or reading material

Be there at meal times
for company

Walk in the gardens with
residents when
Spring arrives
or just sit outside in the sun

Work with the Well-Being
Teams sharing activities

Help with our library
project. Weekly book
runs to all our residents
who enjoy reading ...

And work with the residents
on Motiview the exercise
program

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

Every day



CONNECTING COMMUNITIES, CHANGING LIVES

Sept. 2020

Welcome to the September edition of the
Harbison Volunteer News

Although we've had a lot of restrictions in place this
year with COVID-19 we've still managed to keep
volunteering! In September we have been fortunate to
welcome new volunteers

EIRENE BRADLEY
RHONDA CALCOTT
ROBBIE ALLEN
SHAN O'BRIEN
& SALLY HUDSON

Thank you each and every one of you for all you are
doing - we love having you!

Jill Volunteer Co-Ordinator
volunteers@harbisoncare.org.au Ph: 0408 421 199

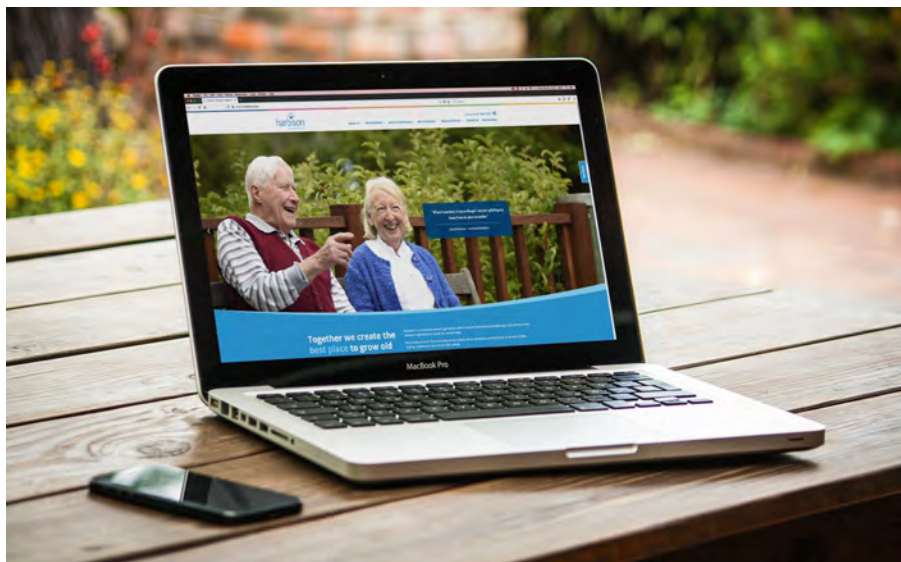
**THE ROAD WORLDS FOR SENIORS
COMPETITION IS GOING GANGBUSTERS!**
(to quote one of our volunteers who is
part of the team)

The Cochran family have pledged \$1 per km
and our teams are powering along
racking up the kilometres.

Harbison Burradoo is peddling furiously to
raise money so we can buy a Motiview cycle
for our friends over at Harbison Moss Vale.

Our new volunteers are all working hard as part
of the teams as well - thank you everyone!

Volunteer application forms are available by contacting
Jill at the above email address. Or call Harbison on
4868 6200 Looking forward to hearing from you



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/)

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. 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/>

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

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 Complaints Officer. 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

