



IN FLANDERS FIELDS

by John McCrae

In Flanders fields the poppies blow
Between the crosses, row on row,
That mark our place; and in the sky
The larks, still bravely singing, fly
Scarce heard amid the guns below.

We are the Dead. Short days ago
We lived, felt dawn, saw sunset glow,
Loved and were loved, and now we lie,
In Flanders fields.

Take up our quarrel with the foe:
To you from failing hands we throw
The torch; be yours to hold it high.
If ye break faith with us who die
We shall not sleep, though poppies grow
In Flanders fields.



A WORD FROM THE CEO



Summer is almost here which marks the beginning of the end of a troubling year. This time last year some staff started arriving at work with packed cars in case the bushfires prevented them from returning home. A huge effort was mounted by Harbison to manage the heat and smoke and ensure that we were ready to respond if our homes came under direct attack from fire. We and a group of our key suppliers supported the local RFS by donating essential supplies like drinking water and soap. We hosted refugees from another aged care provider, who were forced to evacuate from their home when the

Morton fire threatened. And throughout it all our staff and residents remained calm and carried on with grace and good humour.

And then the rains came. Staff who had spent some of their Summer holidays in bushfire evacuation centres now found themselves washed away. They still turned up for work. In the middle of the soaking Her Excellency the Honourable Margaret Beazley AC QC Governor of New South Wales visited Harbison at Burradoo to inspect and officially open Harbison DementiaLiving, which will eventually be home to 30 people living with dementia. The home has been a great success, designed on a human scale to support independence, safety, and comfort and surrounded by expansive country gardens.

Our attention turned to the significant refurbishment of Moss Vale, which commenced with the construction of a new state-of-the-art laundry to allow the construction of a new commercial

A WORD FROM THE CEO

kitchen and the reorganisation of the ground floor into a 'main street' featuring a new dining room, café, salon, treatment room, general store, drawing room, and library.

The next stage is due to open in two weeks and will provide residents, staff, and visitors at Moss Vale with a completely new aged care experience.

Of course, soon after the work at Moss Vale began the news from China became ominous, and by March we were amid an unprecedented global pandemic, right on the heels of the unprecedented bushfire season. Harbison responded to the new threat quickly and decisively to scale up our existing infection prevention and control capabilities in proportion to the danger of the virus. We know it has been a long road for everyone, but there is light on the horizon. The public health system in Australia has performed very well by world standards, which means we are enjoying the prospect of a much happier Christmas than

many other countries. A huge scientific effort is yielding promising results, and the Government has indicated that aged care workers might have an effective vaccine available as early as next March.

Many of us have suffered or know someone who has suffered this year, but we are lucky to live in a community that cares about people. Harbison is proud to be part of a network of community not-for-profits that provide support to people when they need it. Our staff have demonstrated Harbison values — respect, optimism, authenticity, and dedication — loudly and proudly this year. I am grateful for the opportunity to lead this organisation, and proud of the way everyone has handled the challenges of 2020.

Enjoy Summer!

"...we are lucky to live in a community that cares about people."

"The month of November makes me feel that life is passing more quickly. In an effort to slow it down, I try to fill the hours more meaningfully."

— Henry Rollins

GETTING TO KNOW... KEN MILNE



Where did you work?

I worked for the council, driving heavy machinery all around the Mittagong/Bowral area.

What was your favourite pet?

Dogs—half cattle dog and half sheepdog. I don't like other dogs!

What is your happiest memory?

My sister getting married.

Where were you born?

Trundle, in the Central West near Parks

What is your first memory?

I was 9–10 years old when I was riding my pushbike and I got stuck. The bike was too big and I had to call my parents to help.

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

Trundle Public School, then Manildra, near Orange. I also went to Bowral High and I took the bus there.

GETTING TO KNOW...

NOELINE SMITH

Where were you born?

Junee, NSW

What is your first memory?

Playing with ducks as a child. Also, being with my grandmother.

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

I was a boarder at Presbyterian Ladies College in Goulburn. I went in at 7am on Monday and went home at 4pm on Friday. My uncle used to pick me up with his horse and cart, or with his car.

Where did you work?

I worked at Coles in Goulburn.

What was your favourite pet?

My rabbit, Buddy. I also love birds, especially cockatiels and ducks.



What is your happiest memory?

When I met my husband. It was the long weekend in June and he asked me to dance. Our wedding and the birth of our children were also my happiest memories. We have been married for 57 years!

HOURS OF RECEPTION

Monday
9:00 AM - 4:30 PM

Tuesday
9:00 AM - 4:30 PM

Wednesday
9:00 AM - 4:30 PM

Thursday
9:00 AM - 4:30 PM

Friday
9:00 AM - 4:30 PM

Saturday & Sunday
10:00 am - 2:00 PM

MEET OUR DIRECTOR OF OPERATIONS

What is your name?

Mark Jeffrey

When did you first start at Harbison?

My first day was 6 July 2020 (but who's counting?)

What is your background?

Essentially, my background has been in HR working for both large multinationals and leading not-for-profits. I have spent 7 years working

for another leading aged care organisation both in HR and as Residential Care Manager.

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

It would be remiss of me not to mention the birth of my children and being a dad. I'll always be a father first — everything else is a distant second.

What do you hope to accomplish?

In all I do, I seek to add value.

Any words of advice?

Never argue with a woman when she is emotional, hungry, or breathing.



MEET OUR PERSONAL CARE MANAGER (BURRADOO)

What is your name?

Rabin Joshi

When did you first start at Harbison?

July 2015

What is your background?

I was born in Western part of Nepal known as "HIMALAYAN KINGDOM" and moved to Australia in 2011 for my higher studies. I completed my Masters in Business Administration/Masters in Finance from Australian Catholic University. During my study period I started working as a carer in Sydney Based Residential Aged Care Facility since 2011. I moved to the Southern Highland in 2015 and have been at Harbison ever since.

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

Although my career path is different to what I studied, I had always gained self-satisfaction as a carer, which I probably would not have in another job. I always loved working with our residents who always showered me with lots of love and blessings, and with my colleagues who were always

there to teach me, correct me and make me feel as a team. The best experience I would say is that "EVERYDAY, I GET TO LEARN A NEW EXPERIENCE".

What do you hope to accomplish?

My goal is to deliver the best possible care to our resident and bring meaningful life for them in Harbison. For my care team, my aim would be providing safe and best working environment.

Any words of advice?

Always be positive and spread that positiveness around you. Always aim towards the excellence and don't be afraid of failure.



HARBISON ART GROUP GREETING CARDS

Blank inside for you to write your own special message

Individual cards \$2.50

Mixed pack of 5 \$10.00

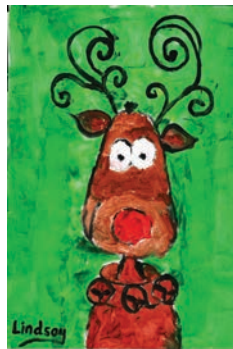


Christmas range with printed message:

Wishing you a Very Merry Christmas and a Happy New Year

Individual cards \$2.50

Mixed pack of 5 \$10.00



On sale now at the Harbison Shop in Burradoo



STOAN JOKES

submitted by Joan Stokes

Sally is driving home in northern Arizona when she sees and elderly Navajo woman walking on the side of the road. She stops the car and asks if the woman would like a ride. With a silent nod of thanks, the woman gets in the car.

Sally tries in vain to make to make a bit of small talk with the woman. But she just sits silently, until she notices a brown bag on the seat. "What in bag?" the woman asks. "It's a bottle of wine," Sally says. "I got it for my husband." The woman is silent for moment. Then, speaking with the quiet wisdom of an elder, sha says, "Good trade."

NOVEMBER BIRTHDAYS



Ernst Wachs



Sheila Topham



Lillian Melrose



Isabella Austin



Sue Minter



Lee Dunn



Jenny Jones



David Hellier



Christine Robertson

NOVEMBER BIRTHDAYS



Anne Ford with the amazing balloon headdress Ricky created for her



Residents enjoying a Birthday Afternoon Tea

PAMPER SESSION

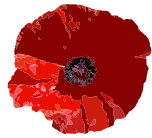
These lovely ladies had a pamper session at the hairdresser this month. How gorgeous do they look?



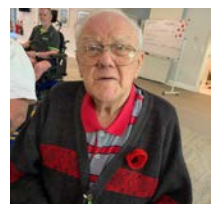
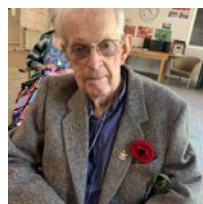
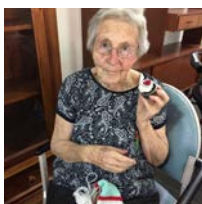
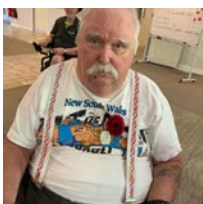
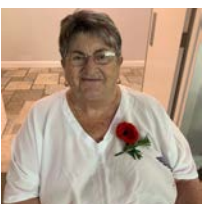
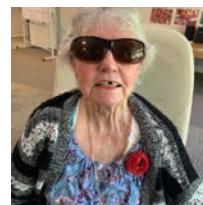
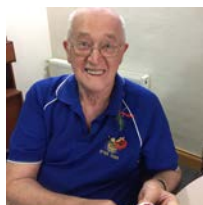
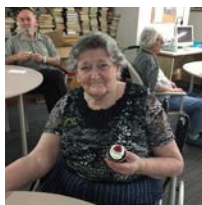
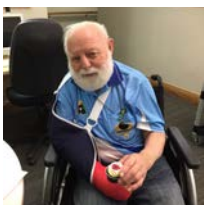
Pat shows off her festive Christmas nails, done by our wonderful staff member, Dani.



REMEMBRANCE DAY



Remembrance Day 2020 was a low-key affair nationwide. Our residents still had the chance to commemorate the 102nd anniversary of the Armistice — which ended World War I in 1918 — by watching the live service from the Australian War Memorial and enjoying our gorgeous tribute cupcakes.



MELBOURNE CUP

Residents got into the racing spirit with their fancy Melbourne Cup hats!



MELBOURNE CUP



DIA DE LOS MUERTOS

Residents paid tribute to Dia de los Muertos earlier this month by decorating Sugar Skulls



KEEPING BUSY

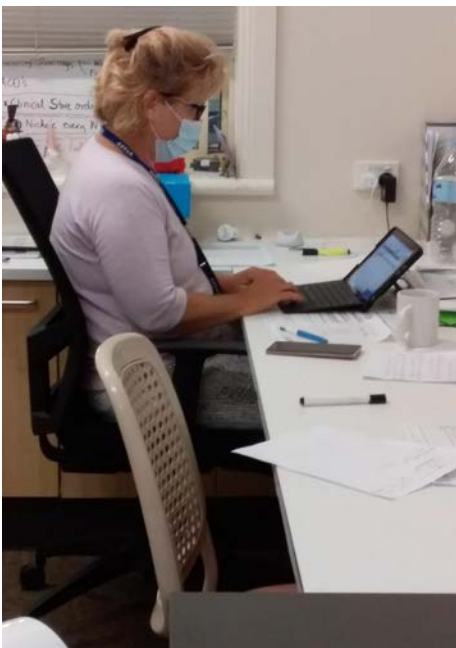
Carol working on her puzzle



Playing dominoes in Mandemar



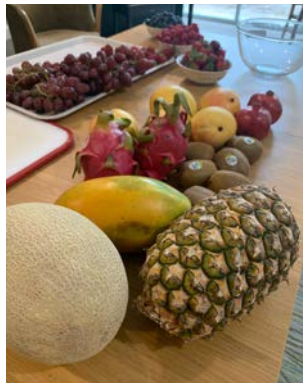
Judith and Lisa dancing in Avoca



*Peta and Ros hard at work behind the scenes.
They have provided wonderful support to
those they work with. Thanks guys!*

FOOD GLORIOUS FOOD

Bashi shared her Exotic Fruit Salad with the residents. It featured dragonfruit, pomegranates, papayas and kiwis (as well as the usual accompanying fruit). Yum!



Mandemar residents enjoyed cooking cheese and ham scones with Wendy!

The kitchen at Harbison Moss Vale outdid themselves with delicious meals for the residents



SHORT STORY COMPETITION

submitted by Christine Harper

Harbison residents were recently invited to take part in an exciting creative writing event by submitting a short story with a maximum of 500 words.

This friendly competition was open to all Harbison residents from both Burradoo and Moss Vale homes with the following brief:

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 ... New Beginnings.

Entries were passed onto the Resident's Advisory Committee for their adjudication. After some deliberation the committee emerged with two clear winners and a few standouts achieving a commendation.

Congratulations to all our entrants for a wonderful array of creative, interesting, amusing and sometimes moving stories.

STAFF NOTES

Peter Davis, Wellbeing & Pastoral Care Facilitator, will be on leave for December and January for personal reasons.

Rest assured our Wellbeing Team (Julie Hyland Pastoral Carer, Lucee McMillan Psychologist and Keeden Ellis, Acting Facilitator) will continue to provide quality emotional and spiritual support.

Peter wishes to convey his Christmas greetings to all and is looking forward to returning in the New Year.

COMMUNICATIONS UPDATE

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



harbison.org.au



facebook.com/harbisoncare

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 marketing@harbisoncare.org.au

MY SPECIAL LITTLE BOY (WINNER)

by Joy Boyle



On a Tuesday morning each week I went to Bowral Primary School to hear children reading. I volunteered to help a boy who only came to school on Tuesdays because he knew that I'd be there. He evidently liked me.

He told me his birthday was coming soon so I put it in my diary, and he said he liked Chevy cars. He had even named his dog Chevy.

He asked me if I knew anything about cars and I told him we had a white Chevy with two doors, but we had a young baby at the time and couldn't fit the baby basket in the back seat, so we had to sell the car.

When we finished school that day, I went straight to the toy shop. I knew

it was closing soon so I told the man I needed a Chevy toy for a little boy.

He found me \$50 worth of Chevy cars which I was very happy with, and so was my little friend.

I didn't ever see him again because school had finished, but my granddaughter heard from someone that he had a little boy.

I think about him often and I'm happy that I did a good job. I like to help out when I can, particularly when it's to help children.

I remember his nice wavy brown hair, and he was a real chatterbox with a lovely, cheeky smile.

It's a lovely memory.

SEA SALT PEBBLE SOUP (WINNER)

by Warren Hall, as told by his Grandfather

The story begins with a young sailor, who left his ship to stroll along the beach. He saw a pebble in the sand, picked it up, looked at the ocean, breathed deep and kept walking.

With pebble in hand, turning it over in his fingers, he came across a small village but noticed the townsfolk all turned away from him — no one would talk to him.

He sat in the park and not long after a young lady walked past and stopped in front of him. "I haven't seen you around here before, what's your name?" the girl asked,

"George," said the sailor.

"Well hello George, what are you doing today?"

"Nothing much, but I am starting to get hungry," said George.

"Here, you can have some of my crab-apples that I have been picking," she replied.

"Thank you, but all I need is a pot, some water and the use of that fire over there."

"She came back not long after with her pot filled with water. George put

it on the fireplace and places the pebble in the water,

"What's the pebble going to do?" she asked.

"Well, it's a Sea Salt Pebble and we're going to turn it into Sea Salt Pebble Soup...and use your crab-apples for extra flavour."

The soup started to boil away as George sat singing Sea Shanty Songs. After a while, he threw in the crab apples.

As the soup was cooking, more townsfolk came to see what was going on.

"What's he doing?" asked a young boy.

"Well, it's a Sea Salt Pebble and we're going to turn it into Sea Salt Pebble Soup..."

"He is making Sea Salt Pebble Soup," said the young girl.

George could hear all the people chattering away.

Soon enough, more people were surrounding George and giggling at him making soup with a pebble.

"Oh no," George said, "we have the crab-apples from this young girl and the Sea Salt Pebble Soup just needed that little bit extra."

Someone in crowd called out, "I have onions at home we can add." Another yells out, "I have carrots," and another, "I've been picking berries."

"Oh, great!" said George. "One more thing it could really use is meat."

Two young kids watching saw the local hunter walking down the street. "Hey, Tom! George is making this soup. All he needs is meat."

"Here, have this rabbit," said Tom.

Soon the priest arrived to see what was happening.

One boy asked, "Father, what is happening?"

Well, son, this man has been able to do something that I couldn't do in years—get this whole town together. This Sea Pebble Soup has made everyone gather, be joyful, chat and work together as one."

MORAL OF THIS STORY:

It only takes one person to make a huge difference in the lives of many!



SHEARING DAYS

by Peter Stanmore

Me and my mate, Ben Klassam (who was a Dutchman), were chief cooks in major shearing sheds, mainly in the Queensland outback.

We both worked together in a 50/50 \$ split partnership, cooking tucker for up to 150 people at a time. Normally, that was made up of around 40 shearers, plus several wool sorters and packers.

The local Aboriginal People used to work, doing various jobs like collection wood for the fires and overs, and helping out with packing, but they weren't allowed to join us for meals. They were treated very poorly and got paid with leftover food, a biscuit or a kick up the bottom—whichever applied—and when you gave them something, you'd think you'd given them the crown jewels; they were so happy with what they got.

The tucker was cooked in large ovens. There was no electricity in those days so the ovens were heated by burning logs and the food was always lamb dishes—mainly lamb stew. We invented over 100 lamb dishes that sounded good but were really just lamb stew with different names. We even thought about throwing a few

chook feathers into the stew and naming it chicken stew!

The shearers and other workers would sit around the campfire eating their tucker, drinking beer and singing along to the music of someone playing guitar, and they would often recite poetry and spin a yarn or two.

That was our entertainment and I have many lovely memories of those days in the shearing shed.



WHEN I WAS YOUNG

by Shirley Carnegie



It's spring again and I am so glad to admit, at my age, to still feel the warm glow of anticipation of better things to come when I feel the soft warmth of the fragrant breeze and the wonderful perfume-like smell of new blossoms appearing on plants and trees in gardens. The colours are vibrant, in different hues.

It brings back memories of my school days when I lived with my sister, as my mum passed away when I was seven, and two of my brothers and sisters were adults and had left home.

I went on holiday with my sister, and my niece and nephew to Bundanoon. Those days, in the 40s, guest houses were very popular, as we stayed at one with a riding school close by.

My niece and I learned to ride and saddle horses, and how to calm them, as they are very sensitive animals. The feeling you got when you trotted and cantered along the bush tracks was wonderful.

I still bring it all back to my thoughts when in bed at night.

Another holiday which I can remember vividly was in the summer at Avalon beach, where they owned a holiday cottage which looked down on a small private beach.

So picturesque that I could imagine it in my mind like an artist's painting.

It wasn't a surfing beach, but the water was calm and clear as crystal, and the sand clean and white. My nephew had a small V.J. sailing boat and we use to play and capsize it, screaming with laughter as it emptied us into the beautiful cool sea water.

How lucky we are to have those wonderful memories to reminisce about when we grow old. When we were young and living them, we just took every moment for granted, not knowing that many years in the future we would remember those magic days clearly, and feel very happy...and a little sad.

WEARING MASKS AT HARBISON

Please be aware the ALL staff, visitors and contractors are still required to wear a surgical mask whilst in our homes.

The mask must be worn correctly at all times — they should not be hanging below your chin or below your nose at any given time.

If in doubt, refer to the image below regarding the correct way to wear a mask.

Thank you for your cooperation!

Remember:

- Attend to hand hygiene before putting your mask on
- Try and avoid touching your mask or face (studies show a normal person touches their face and average of 25 times per hour)
- When you take your mask off to eat and drink, put your mask in a paper bag or on a piece of hand towel, which can then be discarded after you put your mask back on
- Ensure masks are disposed of into bins



THE REWARDS OF VOLUNTEERING AT HARBISON

I became involved with volunteering because I wanted to do something in return for the staff and residents alike who had been so wonderful to my Mother as she spent the last months of her life at Harbison.

I have met some of the most fascinating people since I began volunteering, with wonderful stories to tell and delightful senses of humour.

I could spend hours just talking to people—well, in fact I do—that's part of volunteering; connecting one to one with residents, helping with a project, or just sitting in the sun and having a coffee.

I can't imagine my life without volunteering.

Please come and join us ... you will be most welcome!

Volunteer application forms are available by contacting **Jill** at the **above email address** or call Harbison on **02 4868 6200**
Looking forward to hearing from you!

CONNECTING COMMUNITIES, CHANGING LIVES

WELCOME TO THE NOVEMBER EDITION OF THE VOLUNTEER NEWS

November has been a busy month and we are delighted to welcome new volunteers:

LIZ MORROW and **ANN TANCRED**

to our Harbison volunteers.

Of course we are always needing more volunteers and in the New Year we will be looking to bring on board new volunteers for Harbison Moss Vale as the renovations are almost finished, and the Café and Kiosk will be needing volunteer help among other things.

Jill Wall

Volunteer Co-ordinator

volunteers@harbisoncare.org.au

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

Play a board game
Help the art group create
Be part of a Trivia game
Have one-on-one visits
Be there at meal times for company
Walk in the gardens with residents

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

Every day...

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.

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.

You can use any of the following methods to provide feedback:

1. Email our Complaints Officer
comments@harbisoncare.org.au
2. Online at
<https://harbison.org.au/complaints/>
3. Fill in a **Feedback Form** and place in the letterbox nearby. These 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 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: seniorsrightsservice.org.au

E: info@seniorsrightsservice.org.au

T: 1800 424 079 (NSW)

Older Persons Advocacy Network (OPAN)

W: opan.com.au

E: enquiries@opan.com.au

T: 1800 237 981

