



harbison

Heart & Home



ON THE RETURN OF COLOUR

A poem by @xiyouji79

as the golden light of morning
spills over the ridge earlier each day,
colour returns to the valley
in bursts of glorious freshness;
these displays of overwhelming fecundity
arouse my spirits to lift in response,
nudging me from the darkness
to explore this moment of opportunity

dancing in the midday breezes
to the insistent hum of attendant bees,
brilliantly contrasted against radiant blue skies
and the skeletons I watched through winter
rains;
these ephemeral shows of fertility
herald yet another new beginning,
drawing me into meditative contemplation
my mind opening like the new blossom

MOSS VALE RENOVATIONS

Moss Vale is still in the process of extensive renovations to the common areas of the home. The finishing touches will be completed early December and the 'Town Square' will be open in time for Christmas.

Once completed, the residents will be able to enjoy a number of areas and services in the home such as:

- Hairdressing and beauty salon
- A fully stocked Library
- Dining room and activities area
- Harbison run Café offering cooked to order food, fresh coffee and cakes, cold beverages, picnic baskets and many other things
- General Store with all the essentials

and much more.

We recently opened our staff lounge in Mandemar and have now commenced renovations to the kitchenettes in our Nursing Home to bring them to the 21st Century.

We are trying to minimise any disruptions to the residents where we can, however, this is not always an option due to the level of work that is being carried out.

We apologise for any inconvenience this may cause to our residents and their visitors. We look forward to sharing this optimal experience with you in the months to come!

Mark Jeffrey
Director of Operations



STAFF LOUNGE GRAND OPENING

The much-awaited Staff Lounge in Moss Vale had its grand opening in early October. What a beautiful haven for staff to unwind during their breaks!



"You are never too old to set another goal or to dream a new dream."

— C. S. Lewis

GETTING TO KNOW... PAM HALL



Where did you work?

I didn't really work — I played golf, winning the Junior Championship of Australia and travelled the world. I also volunteered with the Red Cross for 58 years and was president of the Moss Vale branch for 15 years.

Where were you born?

East Melbourne, VIC

What is your first memory?

My mother holding my hand, walking our dog Winky (a silky terrier) in 1941. Also, having our milkman come deliver milk and the horse always doing its business outside our house.

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

Ruyton Girls Grammar School in Melbourne. I was there from when I was 4 years to 19 years old. I loved the school.

What was your favourite pet?

My dog, Barbie, a fox terrier, who is 12 years old. A friend is looking after her for me.

What is your happiest memory?

Winning my first Seniors Golf Championship at the age of 19, which I dedicated to my parents.

GETTING TO KNOW...

PETER STANMORE

Where were you born?

I was born in 1937 in a country town called Hay in western NSW.

What is your first memory?

I remember seeing my Grandad taking to some of our neighbours, who were Chinese. My Grandad told me, "It doesn't matter if they're black, white or brindle. If they're good people, they're good people." That really taught me to see the positives in people

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

A lot of my early education was done via correspondence. The first school I went to was in Lake Bathurst, after that I went to Yanco and Leighton. I always had to walk to school, sometimes it was as long as a 3.5-mile walk.



Where did you work?

My first job was a cook at the Yanco Research Station. After that I was a cook at various Shearing Sheds. They didn't call us cooks back then, they called us 'Baitlayers'.

What is your happiest memory?

Getting married to my beautiful wife, Lorraine. That was the happiest day of my life. We have been married nearly 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 PERSONAL CARE MANAGER (MOSS VALE)

What is your name?

Bec Glover

When did you first start at Harbison?

October 2013

What is your background?

I started at Harbison as a carer and then ventured into rosters, recruitment, human resources and now back into care which I am really enjoying.

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

I really enjoyed working with palliative residents and their families, I found it really rewarding. As much as I love the challenges of this role, I really enjoy laughing with our residents.

What do you hope to accomplish?

Aged Care can feel so clinical and so final, I want to be able to make a meaningful difference for our staff and residents and give both a home

that they can be proud to live or work in.

Any words of advice?

Sometimes we lose touch with why we are here. If this pandemic has taught us anything, its that life is short and we should make the most of it to better ourselves and the lives of our residents.



MEET OUR DIVERSIONAL THERAPIST

What is your name?

Keeden Ellis

When did you first start at Harbison?

November 2019

What is your background?

Although I was born in Australia, I come from predominantly British and Irish heritage, which definitely shows! I have grown up in the Southern Highlands for most of my life.

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

A lot of my most memorable experiences were times when I have travelled abroad. These include competing in the World Martial Arts Championships in New Zealand when I was 10, receiving a scholarship to play soccer in the USA in 2015 and going on a 6-week-long backpacker's trip through Europe in the summer of 2018. I love travelling and it breaks my heart not being able to travel currently due to this current pandemic.

What do you hope to accomplish?

I want to continue living my best life, travel the world further, complete my Masters degree at uni and continue making people laugh.

Any words of advice?

Cut the toxicity and Negative Nancys out of your life and be positive and prosperous. Opportunities for self-fulfilment are finite. Make the most of them, Live your best life, and don't let those opportunities pass you by.



REDUCING COMMUNITY TRANSMISSION OF COVID-19

As restrictions ease around the state, we encourage you to wear a mask to help protect those most vulnerable to COVID-19. If used correctly, masks may prevent infected people from infecting others.

Situations when you should wear a mask:

- when it is difficult to maintain 1.5m social distancing
- high-risk indoor areas such as public transport, ride shares, taxis, supermarkets shops, places of worship and entertainment venues
- if you have symptoms and need to leave home to seek medical care
- if you are in a high-risk category for COVID-19

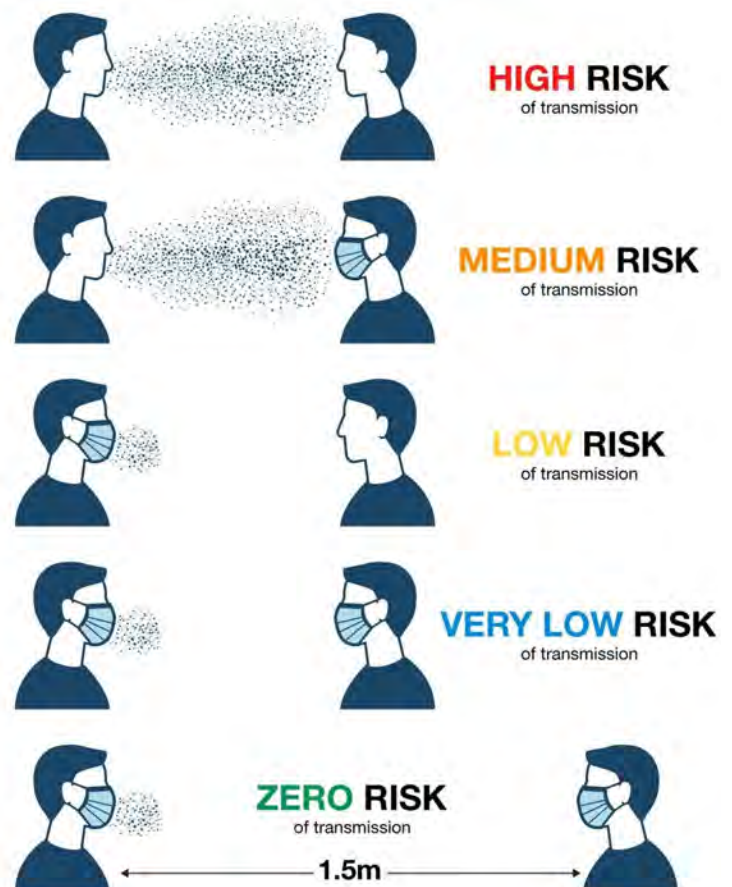
A person infected with COVID-19 can be:

- asymptomatic (doesn't show any symptoms)
- presymptomatic (not yet showing symptoms)
- minimally symptomatic (showing mild symptoms)

Masks help reduce Community transmission — wearing a face mask helps to stop the spread when someone coughs, sneezes or speaks.

As always, please continue to practice social distancing, hand and cough hygiene, testing and staying home at the slightest sign or symptom.

How effective are face masks?



POEM

submitted by John Lynch

Uncle Fred had a plan
He put everything in a garbage can
He was amazed, he saw the stars
And now he is in charge of a distillery.



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

COMMUNICATIONS UPDATE

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



harbison.org.au



facebook.com/harbisoncare

STOAN JOKES

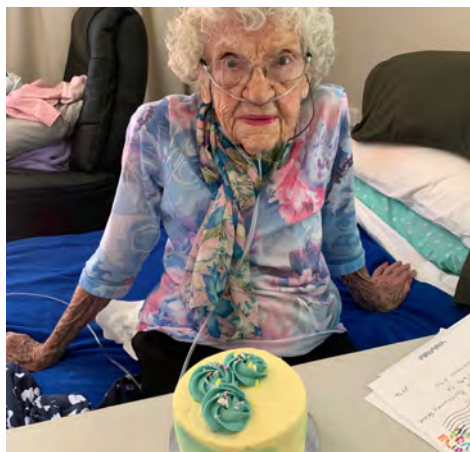
submitted by Joan Stokes

Time is like a river. You
cannot touch the same
water twice, because the
flow that has passed will
never pass again.
As a bagpiper, I play many
gigs. Recently, I was asked
by a funeral director to
play at a graveyard
service for a homeless
man. He had no family or
friends, so the service was
to be a pauper's
ceremony in the Nova
Scotia back country. I got

lost and, being a typical
man, I didn't stop for
directions.
I arrived an hour late.
There were only the
diggers and crew left and
they were eating lunch. I
felt badly and apologised
for being late. I went to
the side of the grave and
looked down, and the
vault lid was already in
place. I didn't know what
else to do so I started to
play. The worker put their
lunches and began to

gather around.
I played out my heart and
soul for this man with no
family and friends. And as I
played *Amazing Grace*, the
workers began to weep.
They wept, I wept.
As I left, I heard one of the
workers say, "I've never
seen anything like that
before, and I've been
putting in septic tanks for
20 years."
Apparently, I'm still
lost...It's a man thing.

OCTOBER BIRTHDAYS!



Madge Moss



Kenneth Lamb



Marge Brown



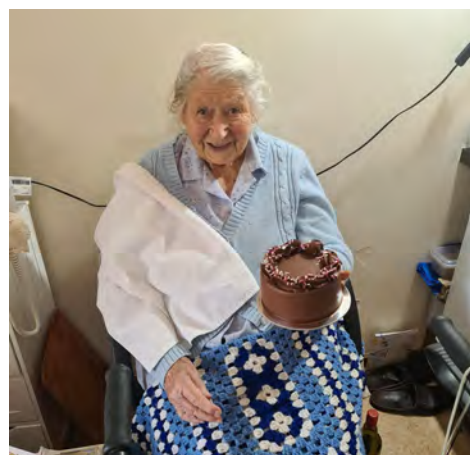
Peter Stanmore



Yvonne Cuppit



Tom McIlwan



Meta Schnalle



Kenneth Milne



Mary Cattell

OCTOBER BIRTHDAYS!



Ted Anderson



Emma Kowalski



Ian Obrien

PAMPER SESSION

Rosemary and Jane enjoyed a pamper session this month with fabulous hairdos.



SLOW SPEED DEMONS

Well done to our Slow Speed Demons who travelled 919.2km in 26 days, and coming in 24th place overall!

Special congratulations to our star cyclist Frank Piper, who cycled 161.8 km on his own and was placed 47th in the Individual Men's tally. We also congratulate Peter Stanmore and Rodney Lewis who placed in the top 100 Individual Men's tally.

Special thanks to Chris Dunn and his support team — Eirene Bradley, Rhonda Calcott and Robbie Allen — for running the program.



SLOW SPEED DEMONS



SLOW SPEED DEMONS



SLOW SPEED DEMONS



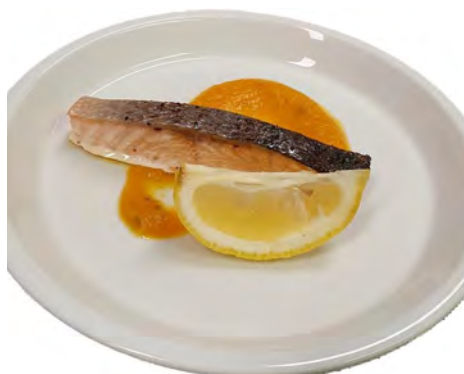
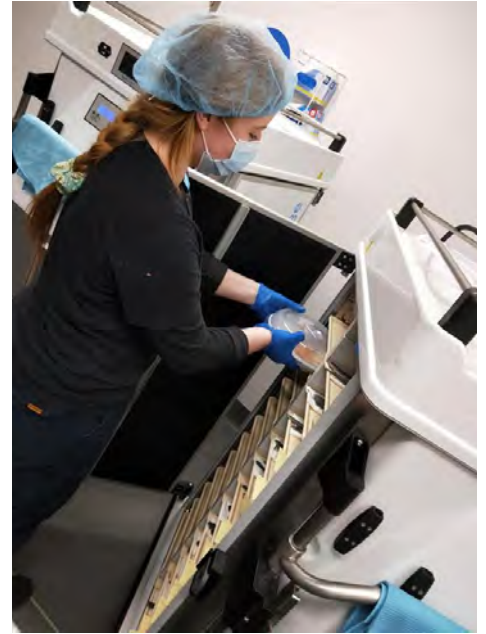
BBQ LUNCH

To celebrate the achievements of our Slow Speed Demons, the Burradoo Catering team cooked up a fantastic BBQ lunch that was enjoyed by residents and staff!



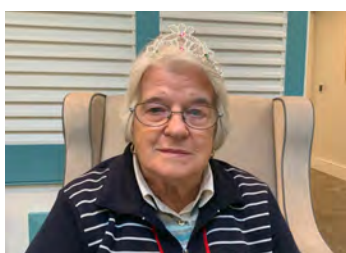
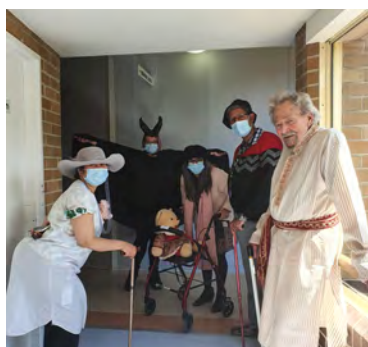
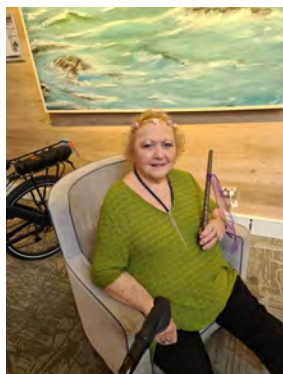
FOOD GLORIOUS FOOD

There are some truly amazing meals coming out of the Moss Vale kitchen this past month! Moss Vale staff have also been trained in the new of our new Burlodge trolleys which keep meals hot while they're being delivered to the residents.



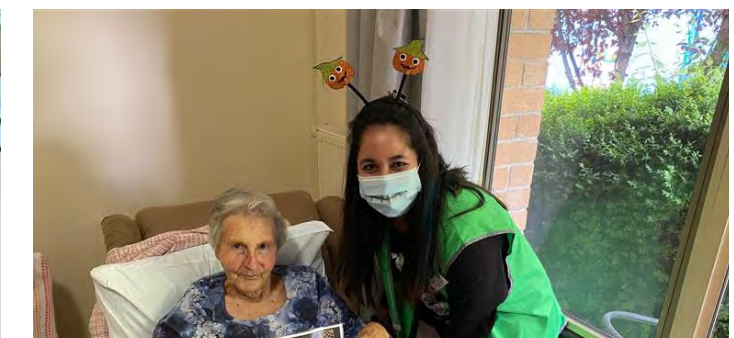
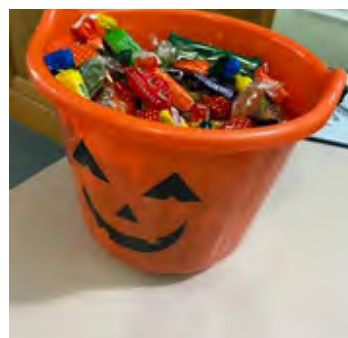
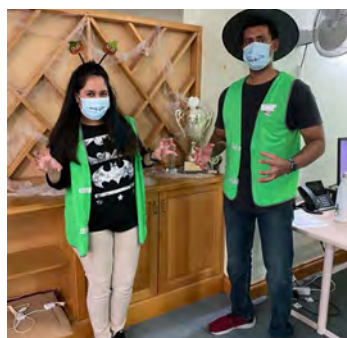
BOOK WEEK FANCY DRESS DAY

Staff and residents had fun dressing up as their favourite characters for Book Week. Residents even enjoyed a cooking session with Star-Lord and The Cat in the Hat who whipped up a no-bake pumpkin cheesecake!



TRICKS FOR TREATS

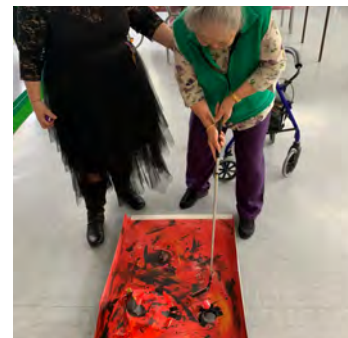
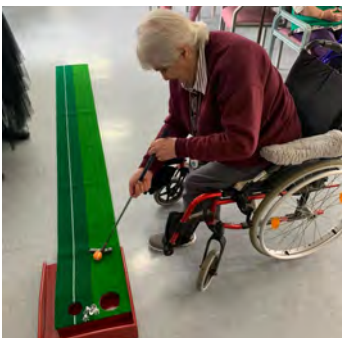
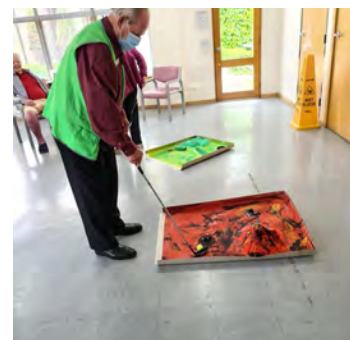
Residents were put through their paces with AHP's Treats for Tricks competition! Residents were tested on their strenght, flexibility, agility and coordination.



Noeline has got all the tricks and who won three out of the nine tasks! Well done, Noelene!

KOOKY SPOOKY WEEK

Residents were treated to some crazy outfits worn by staff during our Kooky Spooky Week. They also enjoyed some activities like Crazy Putt Putt and a Creepy Eyeball Toss!



HAPPY RETURN

submitted by Joan Stokes

It was last Sunday afternoon, as the sun shone down and the cars swished past on busy Crown Street in Surry Hills. Vicki Tennant was walking along keeping a close eye on her two-year-old grandson Frank, who was eagerly clutching his tennis ball, when disaster struck. The lad dropped the ball and it rolled across an empty lane before disappearing

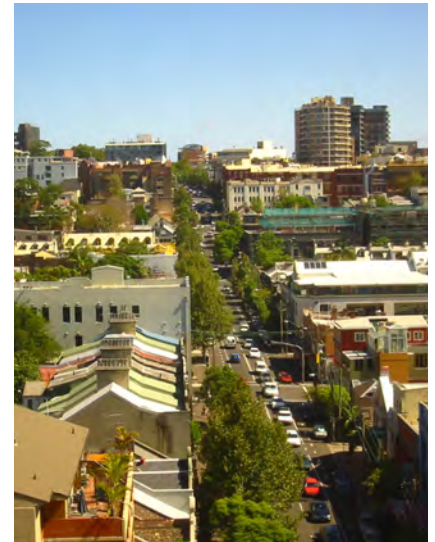
under a row cars and stopping at the traffic lights. Well, as the lights on the Foveaux Street intersection turned green, that was the end of that...

But wait! One of the motorists jumped out of this car, got down to his knees and retrieved the ball overarmd it back to Ms Tennant for a perfect catch.

"Meanwhile," she reports, "his car was holding up a long line of traffic. But there was no impatient

hooting, just waves and smiles of appreciation for this little slice of impromptu Sydney kindness."

Gotta love this city!

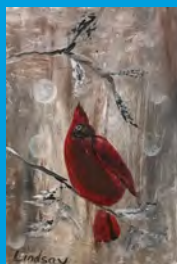


HARBISON ART GROUP GREETING CARDS

Blank inside for you to write your own special message

Individual cards \$2.50

Mixed pack of 5 \$10.00

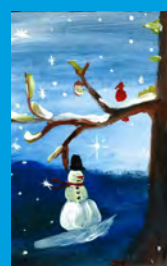


Christmas range with printed message

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 Hostel Kiosk in Burradoo

BE PART OF VOLUNTEERING AT HARBISON AND 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 and test your knowledge

Have one-on-one visits — just for a chat and 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 projects.
Weekly book runs to all our residents who enjoy reading...

And work with the residents on Motiview, our virtual cycling system

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

Every day...

CONNECTING COMMUNITIES, CHANGING LIVES

**Welcome to the October edition of the
Harbison Volunteer News**

The **ROAD WORLDS FOR SENIORS** competition has finished and did we do well! Our residents certainly exceeded the goal for kilometres travelled. Congratulations to all the participants.

Thank you to **ROB ARMSTRONG** who is back driving the Harbison bus for scenic tours for our residents at Burradoo and a big welcome back to volunteer **GLENNIS NOBLE**. It's great to have you on board again.

Below is a flyer we are giving out to all our residents, their friends and families so they know we are there for them.

Jill Wall

Volunteer Coordinator

volunteers@harbisoncare.org.au

VOLUNTEERS ARE FOR YOU

The Harbison volunteers would love to come and visit with you

Just for a chat, to share a tea or coffee, for a walk in the garden, or just outside to sit in the sun...share a laugh or two with a funny story, help with an activity or craft you enjoy...

Please let us know if you'd like us to be part of your day!

Jill, Volunteer Coordinator

Ext. 6251 or email

jill.wall@harbisoncare.org.au

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!

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

