



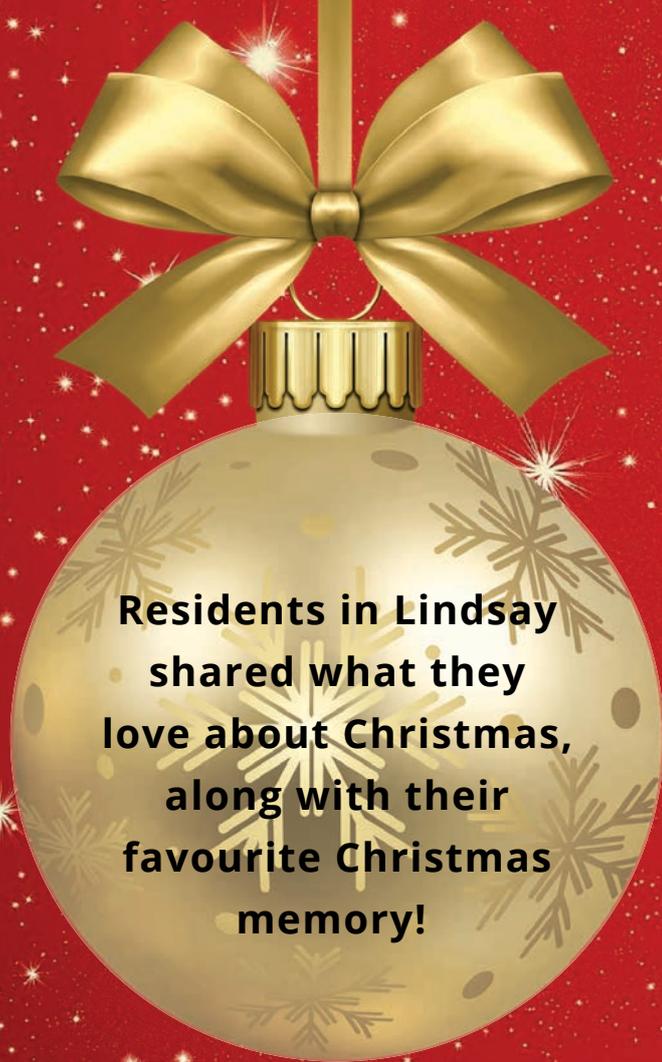
harbison
Heart & Home



THE FIRST CHRISTMAS

By Marian Swinger

It never snows at Christmas in that dry and dusty land.
Instead of freezing blizzards, there are palms and drifting sands,
and years ago a stable and a most unusual star
and three wise men who followed it, by camel, not by car,
while, sleepy on the quiet hills, a shepherd gave a cry.
He'd seen a crowd of angels in the silent starlit sky.
In the stable, ox and ass stood very still and calm
and gazed upon the baby, safe and snug in Mary's arms.
And Joseph, lost in shadows, face lit by an oil lamp's glow
stood wondering, that first Christmas Day, two thousand years ago.



**Residents in Lindsay
shared what they
love about Christmas,
along with their
favourite Christmas
memory!**

What I love most is that all
the loved ones come
together.

My favourite memory is
the 7 years I got to spend
with my husband on
Christmas Day.

- Agnes

What I love most is that it
is the celebration of
Christ's birthday.

My favourite memory is, of
course, all the family
gatherings and church!

- Pat

What I love most is getting
presents for Patricia and
the girls.

My favourite memory is
eating Christmas cake with
the family.

- Brian

What I love most is the
food and music!

My favourite memory is
opening presents

-Richard

What I love most is having
the whole family together!

My favourite memory is
seeing the look on my first
grandchild's face when she
saw the Christmas tree all
lit up.

-Eva

What I love most is opening
presents and special
cooking and serving.

My favourite memory is
spending time with my
mother and father, opening
presents with my sister,
and being happy.

-Gloria

What I love most is that all
the family got together and
everyone was happy. We
had lots of different food.

My favourite memory is all
the sing-alongs around the
piano, as well as going to
church every morning!

-June G

What I love most is that it is such a happy time.

My favourite memory is spending happy days with my mum and dad.

- Beatrice

What I love most is peace and goodwill, and of course, the Christmas ham!

My favourite memory is the plum pudding that dad made!

- Gerald

What I love most is the chocolate and prawns.

My favourite memory is motorbike-riding with my sons on Christmas day!

- Tim

What I love most is all the families get together and have a good time.

My favourite memory is getting together with family you don't always see!

- Joy

What I love most is getting together with my favourite people.

My favourite memory is having lunch with my family.

—Leone

What I love most is spending time with my family.

My favourite memory is always getting spoilt as a child.

—Joan

What I love most is that it is Christmas and people are jolly and happy—and the food!

My favourite memory is opening all the presents and being joyful from what I received!

—Cecille

What I love most is that we all get together.

My favourite memory is spending the day with my family, and Heather having to look after us all!

—Allan

What I love most is I have a nice, fat chubby-faced Santa who is happy, happy, happy.

My favourite memory is when all my family were together.

-Lyn

What I love most is just being together. There is nothing like family.

My favourite memory is spending Christmas with everyone!

-Peter

What I love most is family!

My favourite memory is my husband sleeping on the lounge on Christmas Eve so he could be there for the boys in the morning!

-June

What I love most is EVERYTHING!

My favourite memory is setting up the Christmas tree with my children.

-Tess

A WORD FROM THE CEO



The reintroduction of visitor restrictions so close to Christmas is a blow, but it is important to keep this disappointment in perspective. Australia has achieved better COVID-19 outcomes than almost every other country. Our communities have accepted the challenge of COVID-safety so successfully that if it were not for overseas travel, we would have eradicated the virus completely. Our public health system has adapted and evolved with every outbreak, to the point where our contact-tracing is world-class.

The Victorian outbreak contained a valuable lesson about COVID-complacency. Easing restrictions do not equate to the end of the pandemic. We are very fortunate to enjoy high levels of freedom compared to most overseas countries, and we could easily squander the sacrifices made during the year if we do not continue to practice the simple precautions that have proven to be so effective.

Australian residential aged care has carried a relatively high burden during the pandemic, both in terms of outbreaks and the inconveniences of escalated infection prevention and control protocols. At Harbison we have been fortunate to be part of a caring and resilient community. Resilient residents have set the example for others to follow. Staff have adapted to rapid changes in circumstances with a smile and good humour. They have seized the chance to practice their skills and many of them have stepped up and accepted additional responsibilities for infection prevention and control.

A WORD FROM THE CEO

The next few days are unpredictable, but I am confident that the Harbison community will cope with whatever comes in the same respectful, authentic, optimistic, and dedicated fashion that has served us well throughout 2020. Spare a thought for those less fortunate than us, focus on the things that are within our control, and cherish the rediscovered simple things that have come back into focus this year. Christmas plans may need to adapt, but I hope you find joy in each other and look forward to welcoming in a better new year in the very near future. Thank you for your support this year — we would not be Harbison without you.

"Thank you for your support this year — we would not be Harbison without you."

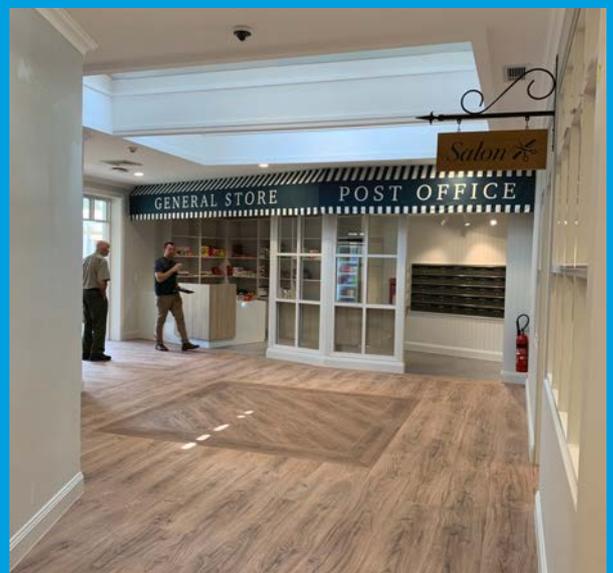
MOSS VALE



Three Cows Cafe



The cosy Library



General Store and Post Office

RESIDENTIAL SERVICES: 2020 WRAP-UP

by Danny Turner

How we can summarise 2020 in a few short words?

It was one of the most challenging years many of us have ever faced but with commitment, love and support, we proved we can achieve anything as a group.

A special thank you to each and everyone within my team—without your hard work and dedication it could have been so different. I am very proud to have such passionate people working along side me.

Moss Vale

The site has undergone a huge transformation and is now feeling like a home. We have built so many wonderful areas for the staff and residents to enjoy. We also welcomed many new staff into the residential services team to help create strong and caring memories for the residents.

We have also seen a few new positions created in the Care team—Director of Operations (Mark Jeffery) and Personal Care Manager (Rebecca Glover). These positions are supporting the growth and development for the Moss Vale staff has been great to watch.

Burradoo

There was a major boost in the kitchen as we took the opportunity to renovate the space; fixing age-old issues and giving the staff a safe space to do their daily work. We implemented two Hot/Cold Burlodge trolleys in the Hostel, which was a major development for Harbison.

We saw the return of Harry Varvaressos as Director of Nursing, and our home was complete again. It is amazing what one person can bring to a team—the change and confidence staff have

shown under Harry's guidance is amazing and I look forward to seeing the young leaders shine.

To the residents who have been so patient, thank you for your understanding through the COVID-19 pandemic. I know it has been difficult and I admire the bond between staff and residents, which has only grown stronger during this time.

I feel extremely lucky to be able to give back to the people in our homes, and I look forward to an exciting 2021—and the abolishment of COVID-19!

Thank you!

"I am very proud to have such passionate people working along side me."

WELLBEING: 2020 WRAP-UP

by Lucee McMillan

The Wellbeing team had a busy year with much attention and energy being put into further expanding the Harbison community's training in our model of care and improving the mealtime experience for our residents. The focus was mainly to increase resident access to services, partnering with the Parramatta Mission to provide virtual 1:1 psychological service to residents.

Our Pastoral Care team has also been busy throughout the year; spending time with residents, providing regular devotionals and adapting and guiding our residents through the changes this year has brought them, including for many accessing virtual services for the first time.

The team has also experienced internal changes throughout the year with Jodie Hill (Clinical Psychologist) taking maternity leave and Peter Davis (Pastoral

Care Facilitator) taking a short sabbatical. We look forward to welcoming them both back in 2021. With a focus on increasing services for residents in 2020 Lucee McMillan (Psychologist) joined the Harbison family with a focus on behaviour support.

We would like to wish everyone a Merry Christmas and a safe and happy New Year. We looking forward to seeing what 2021 has to offer.

ADMISSIONS & FEEDBACK: 2020 WRAP-UP

by Elly Alcock

We are pleased to have occupied the South Cottage of Harbison Dementia Living. Residents have settled in and are enjoying a home-like experience. The North Cottage opened mid-Dec and we look forward to welcoming new residents.

We assisted with housing residents from other aged

care facilities when bush fires threatened their homes and new residents were also admitted throughout the pandemic in accordance with NSW Health guidelines.

We have also created and implemented new admissions strategy which will help new residents with the transition into aged care living

2020 also saw the highest amount of feedback received in comparison to the previous two years. We revised how feedback is submitted and provided extra education to our teams on encouraging feedback as well as open disclosure.

I look forward to assisting you with your admission enquiries, transitioning into care and feedback in

PEOPLE & CULTURE: 2020 WRAP-UP

by *Samantha Evison*

2020 has been a big year for the People & Culture team, and although it has been a challenging year for all, we have still managed to implement some exciting changes for Harbison.

★ Early in the year, our team welcomed Ashley Stoyles as People & Culture Coordinator, following the appointment of Rebecca Glover to Personal Care Manager at Moss Vale, alongside Rabin Joshi as Personal Care Manager at Burradoo. Ashley has been particularly busy on the recruitment front—bringing on more than 90 new starters this year. She has also commenced streamlining our HR processes, reviewing our document management and looking for other areas of continuous improvement at Harbison.

★ With the support of our CEO and Management team, we

started building the foundations of Harbison's L&D Pathways program, which came to life with the introduction of two new roles. Anne Harris and Roslyn Gravolin were successfully appointed to the roles of Clinical Support and Education Facilitator at Burradoo and Moss Vale, they have had a very productive year and are paving the way for education excellence in 2021 at Harbison.

★ Harbison teamed up with Medcast to launch a new and revised set of mandatory e-learning modules, ensuring our learning remains relevant, meaningful, and engaging.

★ We also partnered with a number of external education providers this year, building networks and relationships to enhance our learning opportunities. Some of these partners included Dementia Training

Australia, the PACCs team, University of Wollongong, Parramatta Mission, TAWCS, AccessEAP, and the BDH Clinical Nurse Consultant team—just to name a few.

★ A number of our staff contributed to their own professional development by participating in formal study such as:

- Gerontological Nursing Competency—Registered Nurse Program facilitated by University of Wollongong
- Traineeships in Certificate III—Individual Support (Aging)
- Health Skill Set
- Medication Skill Set

★ Education topics at Harbison for 2020 included a strong focus on infection control and outbreak management, delirium, wellbeing, continence management, wound management, open disclosure, model of

PEOPLE & CULTURE: 2020 WRAP-UP

by *Samantha Evison*

care, restrictive practices & positive behaviour support and MAPA.

★ Harbison supported the work placement of 10 SBATs (School-based trainees), who are completing their Cert III qualifications and gaining important work experience in our industry, setting them up for a career in aged care. Of the 10, 3 have since been employed permanently by Harbison, the others will complete their training and placement at Harbison in 2021. They are all doing a wonderful job balancing school, study and work and we look forward to seeing what they can achieve in the future.

★ A new risk management system was rolled out in December. ionMy replaced Protecht for hazard, incident and injury reporting. ionMy will also store our risk register and will become

and important committee management tool.

★ 2020 was also an opportunity for many of our staff to step-up as champions supporting their colleagues in a number of key projects such as Infection Control/Outbreak Management, Covid Strike Team, ionMy champions and PCS.

The People & Culture Team would like to thank all of the staff who participated in training; facilitated training; actively contributed to their professional development; worked as a buddy for new starters; acted as a mentor for their colleagues;

supported and supervised our SBATs; and stepped-up as champions.

The members of our workforce play an instrumental role in supporting and enhancing the lives of our residents. In a year that presented us with many unprecedented challenges, they all rose to the task. We wish to thank them for their hard work, friendly smiles and dedication to Harbison as a community.

Enjoy the festive season with your family & friends and we look forward to working with you all in 2021.



CLINICAL CARE (BURRADOO): 2020 WRAP-UP

by Leah O'Regan

I have been reflecting on the year that has been— 2020 has been a challenging year for our residents, staff and family members. Firstly, I would like to say thank you to the staff who have approached every challenge with professionalism, kindness and an open mind. Our staff rallied together when their homes and families were under threat from fire, Harbison staff covered each other, worked

double shifts to care for our residents and some staff fought in those fires to protect their communities.

When we all thought it was safe to return to normality COVID-19 struck and though it has been a troubling time with restrictions I am so pleased to say that we have been successful in keeping our residents and staff safe. Our Registered Nurses, Enrolled Nurses and carers have worked incredibly hard, and

adapted to all the changes this year has brought and I am incredibly proud of our team.

I would like to say Merry Christmas to all our staff at Harbison, thank you for all your hard work, resilience, and dedication this year. It has been a pleasure to work alongside you. For our residents and families, best wishes for your Christmas. May the year ahead bring you happiness and time spent with family and friends. I look to 2021 with great anticipation.

THREE COWS CAFE

Three Cows Cafe, located in our Moss Vale home, is open for takeaway!

Swing by our takeaway window to order The Bear and the Beard coffee, tea, freshly-baked good and more!

Open 7 days (except public holidays)
8:00am–3:00pm

Please follow us on Instagram:
[@threecowscafe](https://www.instagram.com/threecowscafe)



CAFE CHARLOTTE

Cafe Charlotte is located at our Burradoo home and is managed by Sharon and Russell Lewis.

There are coffees, cakes and pastries on offer, as well as a standard menu available every day with daily specials.

Open Monday to Friday
8:00am–3:00pm

Christmas Eve
8:00am–1.:00pm
Christmas Day
Closed



*"I heard the bells on
Christmas Day
Their old, familiar carols
play,
And wild and sweet
The words repeat
Of peace on earth,
good-will to men!"*

— Henry Wadsworth
Longfellow

GETTING TO KNOW... JO WATSON



was tall, and trained as a hairdresser, but stopped when I got married.

What was your favourite pet?

I like the dogs in Singapore. We owned a couple called Peppy and Peepy.

What is your happiest memory?

When I met my husband. We were both at a party and he was British. I was very lucky to meet him and he was a lovely man. He gave me a daughter we named Tina, who now lives in Bundanoon.

Where were you born?

Singapore

What is your first memory?

I remember playing netball in Singapore. I was a shooter because I was tall.

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

I attended the Convent of the Holy Infant Jesus. My parents would drive me in the car.

Where did you work?

I didn't really work. I did some modelling when I was at school because I

GETTING TO KNOW...

DENIS ORAM

Where were you born?

Woking, Surrey, England

What is your first memory?

I think I was 4. We were living in Uganda and I think I saw a snake, ran to tell my father where he was playing tennis. He and some Africans were trying to find it.

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

Buckinghamshire, north of London. I was a boarder there. Lived there.

Where did you work?

My first job was a copy boy at *The Canberra Times*. Then the Australian Public Service—First Patents office, then Department of Territories and Department of Interior.



What was your favourite pet?

Family bull terrier and Dalmatian dogs.

What is your happiest memory?

Being at Cambridge, on the River Cam, rowing a boat.

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 DEPUTY DIRECTOR OF NURSING (BURRADOO)

What is your name?

Leah O'Regan

When did you first start at Harbison?

I started in 2014.

What is your background?

My first job was as a carer in the community until I began working at Harbison. Whilst studying my Bachelor of Nursing degree at Western Sydney University I worked

as a medication nurse and carer. I graduated in 2015 and completed the Harbison New Grad program in 2016 working in all departments of Bowral Public and Private Hospital. I have been in the nurse manager role since 2018.

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

Some of the best experiences I have had would be travelling with family and friends, and getting engaged this year. As a nurse I've met some wonderful people, residents, patients and some incredible staff. My best experiences have been learning and working along side our nursing team.

What do you hope to accomplish?

I hope to complete my Masters Degree and continue learning as much as I can to provide the best care to our residents.

Any words of advice?

I have learned to never take the small things like a hug or going out with friends and family for granted, enjoy the simple things in life.



MEET OUR DEPUTY DIRECTOR OF NURSING (MOSS VALE)

What is your name?

Edsalyn Soon

When did you first start at Harbison?

I joined Harbison in April 2015. Harbison is my first job when I migrated to Australia. Up to this day, I am still with the organisation.

What is your background?

I was born and raised in the Philippines. I migrated to Australia in February 2015 to pursue my nursing career here. I was a Registered Nurse in the Philippines for 6 years working in the hospital as a Head Nurse and decided to migrate to Australia to be with my sister and bring my family with me. Fast forward, I completed my Nursing education and became an Australian RN.

I started my career in Australia as part of the Harbison care staff in 2015, then transitioned into the RN role in 2016. Opportunities came and in 2018, I was appointed as the DDON of Harbison Moss Vale.

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

I would say, when I gave birth to my son as it changes all the perception in my life. He has been my husband's and my inspiration in all we do. I had him when I was still very young, but he is the source of my joy. Being a mum is indescribable.

What do you hope to accomplish?

Making other people happy in every little way and satisfy my staff.

Any words of advice?

Always respect other people no matter their background is, but learn to respect yourself first to build your moral.



DIVERSIONAL THERAPY & LIFESTYLE: 2020 WRAP-UP

by Keeden Ellis

An unprecedented pandemic forced our residents to abandon certain aspects of their lifestyle that defined who they were. One of the most significant things we learned this year was that for every negative, there is a counteracting positive, and that was our focus for a lot of this year.

Residents' families being unable to visit led to the implementation of our Virtual Visit system, which was a hugely successful initiative and it meant the world to our residents that they could still see faces of their loved ones and speak to them frequently.

Limited spacing in the communal areas meant many of our residents were isolated alone in their rooms during the day for a significant time. Because of this it resulted in a substantial amount of extra one on one visits from staff and volunteers, and this contributed massively to maintaining

our residents' social wellbeing throughout the year.

Further restrictions to Activities meant we needed to improvise on how we could facilitate engagement for residents. Roaming Happy Hours from room to room, and socially distanced courtyard singalongs for example, were significant changes to the norm, but our residents were thankful that they could still engage in a lot of their favourite activities, facilitated as safely as possible. Where there was a will, there was always a way.

2020 saw the introduction of a brand new Book Club and Pottery group, which opened up many more pathways for our residents to explore their creative side. The relationships between our Lifestyle team and our residents grew stronger than ever as we attempted to liven

Harbison up with laughter each and every day for our residents—a monumental task given how this year was ruled by COVID-19, but every moment we see our residents happy, laughing and forgetting about the pandemic, makes it all worth it.

STOAN JOKES

submitted by Joan Stokes

"Cash, cheque or card?" I ask, folding items the woman wishes to purchase.

As she fumbles for her wallet, I notice a remote control for a TV set in her purse.

"So, do you always carry your TV remote?" I ask.

"No," she replies, "but my husband refused to come shopping with me and I figured this was the most evil thing I can do to him legally."

DECEMBER BIRTHDAYS



Garry Smith



Heather Sherwood



Peter Lloydstrom



Frida van der Lugt



John Bennett



Lucy De Vere



Stephen Blaxland



Mary Ward

FIND US ON FACEBOOK

Due to the sheer number of events that have happened in this past month, we couldn't fit a lot of photos on this newsletter.

Please visit us on Facebook to see all the wonderful things we get up to. Our Facebook page is updated regularly so visit often!



facebook.com/harbisoncare

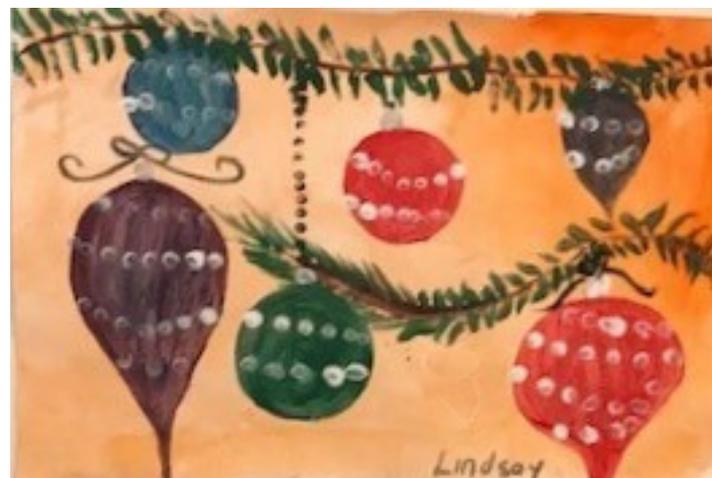
HARBISON ART GROUP

By Chris Harper on behalf of the Harbison Art Group

What a strange year 2020 has been for us all. Restrictions in the frequency and type of activities we have been able to facilitate and limitations on numbers of residents being able to attend has meant fewer art group sessions this year but despite challenges and frustrations there have been beautiful moments of inspiration, creativity and gratitude as we enjoyed things we previously took for granted.

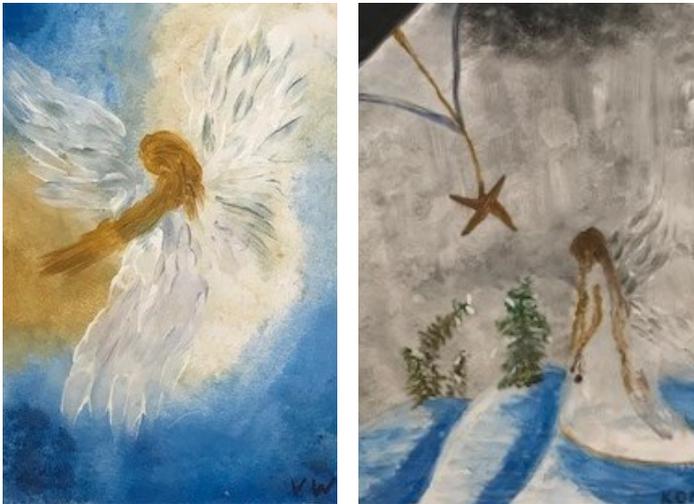
We endeavoured to keep the walls bright and cheerful with a variety of paintings from our talented art group members but these have now been removed and our yearly review has resulted in a wonderful selection of art to be framed and entered in the 2021 Moss Vale Show.

Currently we have a display of fabulous Christmas works in the hostel dining room which we hope will add some festive cheer and bring a smile or two so please come and have a look.

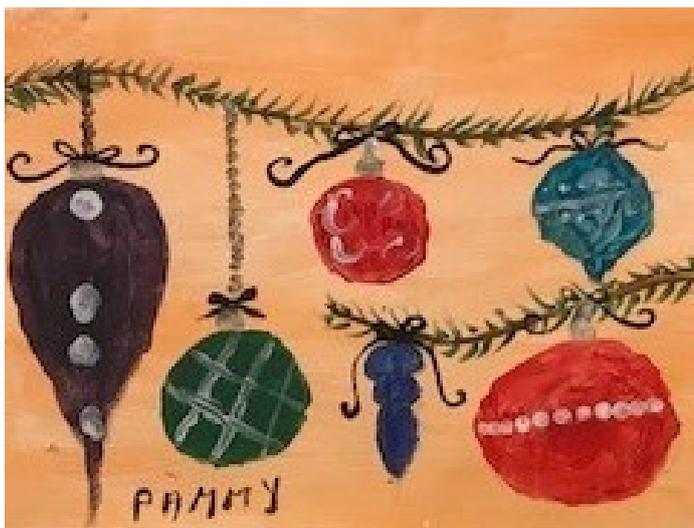




Art Group and Pottery sessions will resume in the New Year and I would like to encourage anyone who is interested to come along and join us. No experience is necessary and anyone is welcome to simply sit in and see what we do before participating so please do come along.



Thank you to everyone who has given the art group such positive feedback throughout the year. It's so rewarding to hear compliments and appreciation for the efforts of our talented residents. We are looking forward to creating lots of new art in the coming year.



On a personal note I would like to say how proud I am of what the art group has achieved and how rewarding it is to work with such creative talented people.



My best wishes for a Merry Christmas and what we all hope will be a happy, safe and hopefully COVID-free New Year.

MINIATURES BY THE POTTERY & ART GROUPS

The Pottery and Art groups collaborated together to create beautiful miniature decorations.



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

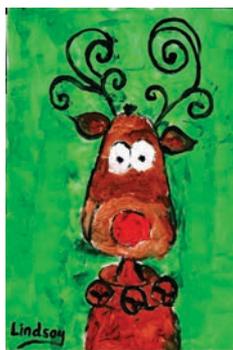


Christmas range with printed message:

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
and the General Store in Moss Vale**

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 DECEMBER EDITION OF THE VOLUNTEER NEWS

I'd like to take this opportunity to thank all our wonderful Harbison volunteers for their generous work throughout a very different and somewhat difficult year for everyone.

Your commitment and the time you spend with our residents is invaluable.

Also, a big **THANK YOU** to all our Harbison staff who had supported our volunteer program throughout 2020. We look forward to a better year next year!

Jill Wall

Volunteer Co-ordinator

volunteers@harbisoncare.org.au



**A MERRY CHRISTMAS
AND A HAPPY NEW YEAR
TO ALL OUR
WONDERFUL HARBISON
RESIDENTS, THEIR
FAMILIES AND FRIENDS,
AND OUR HARBISON
STAFF**

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

