

# The Voices of ST VINCENT'S



ST VINCENT'S  
CARE SERVICES

OCT 2021





*"I feel welcomed,  
valued and safe."*





# A LOOK INSIDE THE LATEST *issue*

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# 2021 CALENDAR *dates*

## NOV

**1**  
MON

All Saints Day

**2**  
TUE

Melbourne Cup + All Souls Day

**11**  
THUR

Remembrance Day

**19**  
FRI

International Men's Day

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## DEC

**1**  
WED

Yennora's Anniversary

**3**  
FRI

International Day of People with a Disability

**5**  
SUN

International Volunteer Day

**11**  
SAT

Kangaroo Point's Anniversary

**18**  
SAT

Gympie's Anniversary

**25**  
SAT

Christmas

**26**  
SUN

Boxing Day

**31**  
FRI

New Year's Eve

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# JAN 2022

**1**  
SAT

New Year's Day +  
Solemnity of Mary

**3**  
MON

Epiphany of the Lord

**10**  
MON

Baptism of the Lord

**19**  
WED

Birth of Mary Aikenhead

**26**  
WED

Australia Day





# HOME *locations*

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St Vincent's Care Services  
has a total of 23 aged care homes  
across QLD, NSW and Victoria.



# QUEENSLAND

Brisbane

# NEW SOUTH WALES

Sydney

# VICTORIA

Melbourne

<b>QLD</b>	<b>NSW</b>
Arundel	Auburn
Bardon	Bronte
Boondall	Edgecliff
Carina	Haberfield
Carseldine	Heathcote
Douglas	Yennora
Enoggera	
Gympie	<b>VIC</b>
Kangaroo Point	Eltham
Maroochydore	Hawthorn
Mitchelton	Kew
Southport	Werribee
Toowoomba	



If COVID-19 has taught us anything, it is the importance of connecting with others







# Message

## FROM OUR CEO

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*Dear St Vincent's Residents,*

This edition of *The Voices of St Vincent's* is truly special. In it, we got to know so many of you that little bit deeper – what makes you get up feeling motivated each morning, what past life lessons have enriched your life today and what you enjoy most within your home.

This month we also got to celebrate *Queensland Seniors Month* – the first of its kind! While we put the spotlight on our wonderful Queensland-based residents, I still love the fact that we continue to celebrate ALL of you, no matter where you live. Your stories, ideas, anecdotes and advice are invaluable and make us all so proud of the community we have built together, here at St Vincent's.

As it turns out, COTA Queensland initiated the first Queensland Seniors Week in 1960. Back then it was called 'Old People's Week'. Thankfully our language has changed significantly since then, but the purpose of the celebration hasn't. Over the years, Seniors Week (and now month!) has grown into a major annual celebration.

During the month of October, people of all ages, cultures,

and abilities connect through inclusive events and activities, celebrating the important and essential roles our elders play in the community.

Please know that I value the contribution each one of you make, no matter which state of Australia you are from. Whether you're a volunteer, community leader, grandparent, helper, friend, or advocate, **you all make such an incredible contribution to our St Vincent's family, enriching the lives of those around you.**

The COVID-19 pandemic has brought with it many challenges, including the separation we have endured from our family and friends, in order to keep everyone in the community healthy and safe. For many of you, this has also meant an interruption to your everyday life. Perhaps how you exercise, socialise, volunteer and so on.

However, through it all you have demonstrated how resilient and adaptable you are in the face of adversity. The sacrifices you have made for our community mean that we can get back to doing more of what we love, with the people we love.

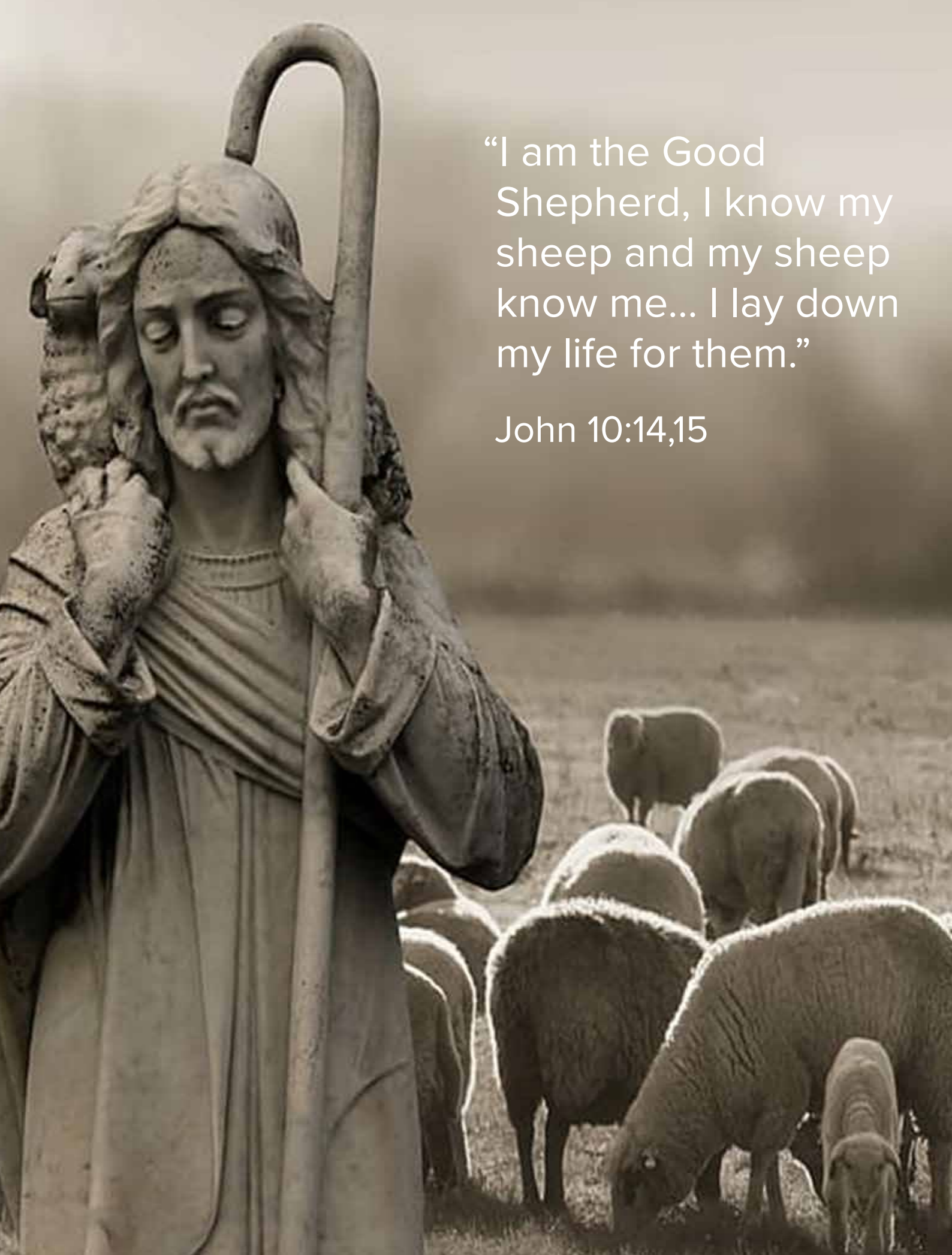
**If COVID-19 has taught us anything, it is the importance of connecting with others** – it's integral to our sense of belonging and our sense of community.

I encourage all of you, regardless of where you come from, to take part in this year's Seniors Month. Share your beautiful stories and histories, show us what makes you, YOU. Connect with others and learn who they are, what makes them unique, and their contributions to St Vincent's over the years.

Thank you for sharing a little bit of yourself this month – it has brought me and I'm sure everyone in our St Vincent's community, so much joy!

God Bless,

LINCOLN HOPPER  
Chief Executive Officer



“I am the Good Shepherd, I know my sheep and my sheep know me... I lay down my life for them.”

John 10:14,15





# Message

## FROM OUR MISSION LEADER

*Dear Residents,*

The last week of October is Pastoral Care Week. It is a great opportunity to recognise and celebrate the wonderful gift of our Pastoral Care Practitioners and Chaplains across our facilities.

I think pastoral care is often misunderstood by employees, residents and families. It is often seen as simply sitting, holding the hand of a resident, and praying with them. And, while this is partially correct, pastoral care offers so much more.

St Vincent's Health Australia defines pastoral care as, ***'person centred care that complements the care offered by other helping disciplines, whilst paying special attention to spiritual care. It is extended in a non-judgmental manner to any person who may have emotional, social, spiritual or religious needs through listening, dialogue, accompaniment, presence and when invited, prayer and ritual.'***

Pastoral Care is an important part of St Vincent's Care's holistic, person centred care. We have over 36 Pastoral Care Practitioners and over 10 Catholic Chaplains across our 22 facilities. We are proud of the commitment St Vincent's makes to pastoral care. Our Catholic heritage drives this commitment, ensuring that care is extended and available to all, regardless of a resident's beliefs, religious traditions or culture.

Over 1611 hours are allocated to pastoral care each fortnight for our residential aged care residents, with many of the team working well beyond their scheduled time. We are also exploring how pastoral care can be offered to our Retirement Village residents in the future.

Last month alone, our pastoral care team recorded over 9,329 pastoral participation activities with residents. These activities varied from group activities, liturgies and individual pastoral support, just to mention a few.

The term, pastoral, refers to shepherds and their role of caring and providing for their sheep. Historically, it has been used in various cultures.

Psalm 23 speaks of God as the Shepherd;

*The Lord is my shepherd, I shall not want. He makes me lie down in green pastures; he leads me beside still waters; he restores my soul. He leads me in right paths for his name's sake.*

Jesus highlights this when he refers to himself as the good Shepherd in the Gospel of John (10:11);

*'I am the good shepherd'.*

Pastoral services is an integral role in our Catholic aged care facilities – a role that lies at the heart of a holistic approach to healing, which encompasses the

physical, emotional, mental and spiritual.

Through ritual, prayer, reflection, a gentle compassionate presence or a shared silence, today's pastoral practitioners become a face of human comfort and healing.

Pastoral Care Services offer, but not limited to:

- Spiritual and emotional support to residents, families and employees
- A sensitive, caring presence
- Companionship
- One to one support.
- Family support
- Meaningful rituals and celebrations

Throughout the pandemic, our Pastoral Care Practitioners supported employees and residents through the many lockdowns, and assisted with keeping residents and families connected.

So let's take a moment to celebrate the gift of our great Pastoral Care Practitioners and Chaplains, and to express our sincere thanks to them for their commitment to serve, with compassion, integrity, justice and excellence.

TROY TORNABENE - Mission Leader

# W e l c o m e

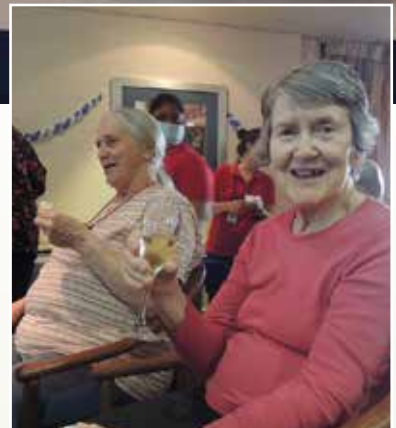
## new Prescare sites





Excitedly, we have reached an agreement to purchase three new Residential Aged Care Facilities in Queensland, previously owned by PresCare. We are excited to welcome St Vincent's Care Carina (Brisbane) and Douglas (Townsville) and look forward to opening St Vincent's Corinda (Brisbane) next year.

We recently held a welcome day for all new residents and employees - judging from the photos, it seemed to be a huge success!





# OUR SUPER SENIORS



June at Arundel Care Services is always so helpful, warming to each and every person. She is always there with a helping hand welcoming new people into her home with open arms.

“June would have to be the nicest and most caring woman I know, and we are very lucky to have her!”

June goes above and beyond for the lifestyle team too, by decorating and assisting where she can. Thank you for always going the extra mile with every little detail - thank you for being you.

Arthur Toohey arrived at Mitchelton back in February 2020 and has been a constant help to both staff and residents.

Arthur will visit the bedbound residents daily, and runs Table Bowls every week. He also volunteers and helps Fr Seamus every week at Rosary and Mass.

Arthur is a kind, considerate, generous and caring person who has enormous empathy for others. He is always putting others before himself!



Meet Luigi, Darts Champion and beloved resident of Haberfield Care Services.

Luigi has always had a passion for playing darts within his community, winning many tournaments in Sydney. You can see from his trophies that Luigi goes above and beyond for his sport!



Everyone, meet the wonderful Bertha from Southport Care Services.

Joining us in late 2018, Bertha always encourages other residents to attend chapel, group activities, resident discussions and spend time outdoors.

She will even help our teams clean up too!  
What can't Bertha do!?

Bertha has daughters of her own, who she dearly misses during this time of COVID, but has still enjoyed ample cuddles and love by the team at Southport.

Yet another one of our residents going above and beyond!



Maree Bewicke is Southport's social butterfly.

She is loved by everyone, always encouraging others to join activities and welcoming new residents too.

Maree used to work with other nursing homes, entertaining residents by sharing jokes, singing and dancing beside her husband and friends.

People have said that Maree is: "Truly the most bright and beautiful lady!"



John has been a part of the Toowoomba Care Services family for over 15 years.

Each morning, John collects the newspapers and delivers them to everyone, so they can enjoy reading the paper with their morning cuppa!

You will often find John sitting down and chatting with other residents, helping them out where he can.



## REMEMBER WHEN

### *With Doreen*

## from Gympie

Doreen Warren and her life on the Dairy Farm

Doreen Warren, one of our amazing residents at Gympie Care Services, was born on 27th December 1927. She lived on a Dairy Farm at Coles Creek and attended St Pat's Convent.

Once she left school, Doreen helped out on the Dairy Farm. She really wanted to be a school teacher, but as she was an only child, she was needed to help out on the farm.

Doreen's husband, Fred, was in the Air Force when they first met, and his sister taught her at school! They married on 6th February 1952.

Fred owned a Cream Run, where he delivered to both Nestle and the Gympie Butter Factory. Doreen



and Fred had 3 beautiful children, and she now has 5 grandchildren and 10 great-grandchildren!

Doreen and Fred eventually owned a Dairy Farm at Coles Creek next to her parent's home. Doreen lived on the farm until she came to Gympie Care Services back in 2015.

Doreen reflects back on life, and says: "I had a good life, going to local dances and playing tennis. I feel that my life growing up is better than what it is today. There were less dangers, I definitely wouldn't let my kids out of the house nowadays!"

# 3 traits of *exceptional* people

**This month is all about the exceptional people in aged care who go above and beyond. But what makes someone exceptional? And what can we do to be better ourselves?**

After some research, I've nailed down 3 things exceptional people do and how we can all start to do the same in everyday life (myself included).

**So, what are the traits of exceptional people?**

## 1. They're grateful

Exceptional people tend to express thanks for the things they have rather than the things they don't. They wake up in the morning and find something to be thankful for. When their lunch comes, they're thankful. When they're out in the garden enjoying the sun, they're thankful. Practicing this is not only great for you personally, but can make your impact on others more meaningful too!

## 2. They live in the moment

While saying this to anyone is often a recipe for rolling eyes, it's true. You can actually see this a lot in aged care. Employees making sure they're appreciating the little moments while working at your home. Residents having tea and enjoying simple moments together with friends. There's a lot of ways to live in the moment and it doesn't have to be flashy. It just has to feel real.

These are just three traits that exceptional people possess, but there's many, many more. What do you think? Did we get the main ones? Let us know and reach out to the team directly on [svcs.marketing@svha.org.au](mailto:svcs.marketing@svha.org.au). We would love to hear from you, our exceptional residents!





# HOME Highlight



## 3. They have don't take themselves too seriously

People who go above and beyond usually don't take themselves too seriously. It's because a big part of going above and beyond is selflessness and putting other people's needs ahead of your own. When you feel that way, you don't mind putting your pride to the side. Good people like good fun and good laughs.

### BY JESSE GRAMENZ

Jesse works in the marketing team at St Vincent's. In his 20s, Jesse loves writing, technology and history as well as making complicated things seem simple. If you see him around, make sure to say hi! Hit off a conversation on movies, music and Frank Sinatra – but be careful, you may have trouble getting away!

Debbie Wilmot is one of the original SVCS team members at Maroochydore Care Services.

She will be celebrating 5 years at St Vincent's early next year - wow! At the start of her journey with us, Debbie was an Assistant in Nursing. She's also worked at reception, and it's now been almost a year since she joined the Lifestyle team.

She does so much for everyone - we are thankful for you Debbie!





# Just a Cuppa

## QUESTIONS

### SR JULIE FROM HAWTHORN

Q What do you love most about growing older?

**I try to enjoy life the best I can.**

Q What's your proudest accomplishment?

**Helped in the setting of a support group for people living with Leukodystrophy – to help others with the same condition.**

Q Do you have any advice for other seniors?

**Seniors should befriend and socialise with others. It is good for your mental health!**



Q Why do you love helping your community?

**Helping others provides me with great pleasure and satisfaction. I feel happy when I see them happy.**

### MARGARET FROM HAWTHORN



Q What do you love most about growing older?

**I have been working for 40 years. Now, it feels good waking up in the morning and not having to go to work anymore. I have time for myself and do the things I want to do.**

Q What's your proudest accomplishment?

**Teaching children Arts & Crafts. I enjoyed being with them and seeing their creations.**

Q Do you have any advice for other seniors?

**Live each day happily. Enjoy the moment.**

Q Why do you love helping your community?

**It makes me happy to help others.**



## MARGARET FROM KANGAROO POINT



Q Where do you live?

**St Vincent's Care Services Kangaroo Point**

Q What do you love most about growing older?

**I have a lot more time to enjoy the activities I love like reading, painting, gardening and talking to people in my community.**

Q What's your proudest accomplishment?

**I am proud of my 30 years as a primary school teacher. I was particularly passionate about supporting the kids that needed more learning and emotional support.**

Q Do you have any advice for other seniors?

**Be as happy as you can by making the most of each situation.**

Q What do you do to support your community?

**I often support my community at Marycrest by sitting and spending quality time with people. I love to support with arts and craft, and gardening activities, as well as have meaningful conversations with the community members around me.**

Q Why do you love helping your community?

**I am passionate about supporting others, particularly from my experience in supporting children as a teacher. I believe supporting your community is the right thing to do, and it gives me great joy and purpose!**





# AROUND *the grounds*



Eltham residents enjoyed a concert in the sensory garden this month



Our newest facility, St Vincent's Care Douglas, had a wonderful time celebrating Seniors Week with a special cake and artwork

Hawthorn residents had a tough time during lockdown, but were still able to connect with their loved ones – how wonderful!



The Maroochydore team became 'mad hatters' for a day, designing and wearing some incredible headwear – even the residents got involved!



Arundel residents had a wonderful time celebrating Oktoberfest



Kew officially opened their Men's Shed with an amazing pizza lunch prepared by their team of Chefs







Happy Hour at Hawthorn was a blast as everyone celebrated “Lockdown Birthdays”. There were plenty of celebrations

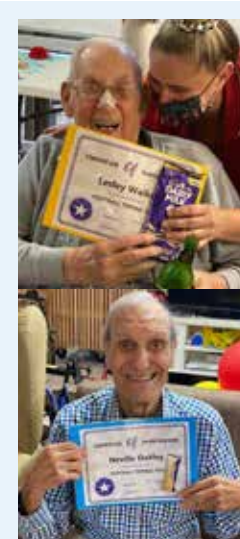


Maggie at Maroochydore organised a dozen pink hat, Hawaiian lei wearing, fellow ukulele performers, for a delightful sing-along concert in the function room



At St Joseph’s Cottage in Carseldine, there had been lots of crafty preparation leading up to the Mad Hatter’s morning tea. Anne Newman, trusty Leisure and Lifestyle care partner, had residents cutting, colouring and assembling fantastic mad hats in the last few days.

There were plenty of references to the whimsical quotes and unanswered riddles from Lewis Carroll’s text as the residents enjoyed their tea party!



Southport recently held their 2021 football tipping presentations for AFL and NRL. All residents received a participation award, and 1st, 2nd, 3rd places were also announced







## GAMES

# and puzzles

### WORD SEARCH

Find the word in the grid. When you are done, the unused letters in the grid will spell out a hidden message. Pick them out from left to right, top line to bottom line. Words can go horizontally, vertically and diagonally in all eight directions.

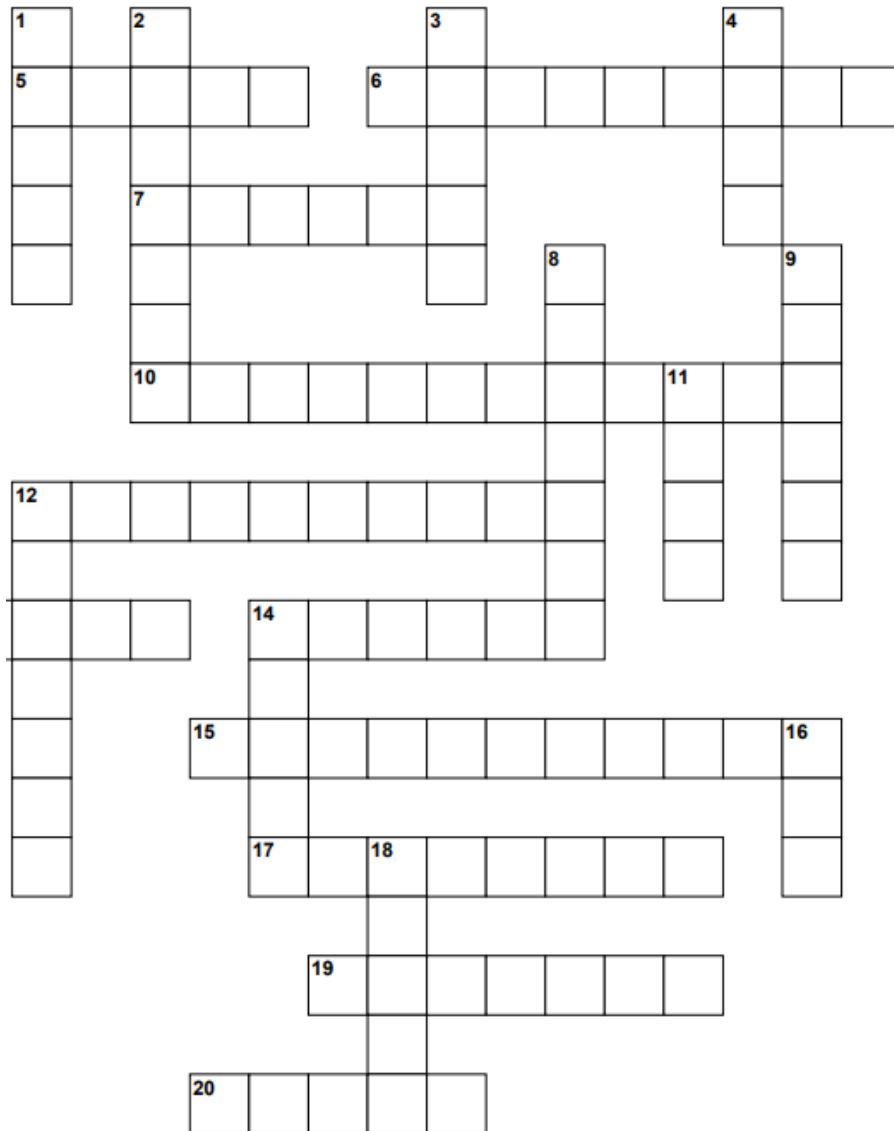
## HALLOWEEN

A T S O H G K G R A N N D  
M C A N D Y S N O T I H E  
K W I T C H A E I K R P R  
E C B A T T M E P G C N G  
N D A R S U S M N A H O R  
H E E L T D U E T R C T A  
O A Y S B P E E S E A E V  
T N O K T W ' T K B C L E  
N C O W O R W H O O K E S  
Y O U L N O I A R T L K T  
E O L O N H P C A C E S O  
L A O L O W E S K O E N N  
H M Y R A C S B O O L B E

.....

Bat	Ghost	Pumpkin
Black	Gravestone	Scary
Boo	Halloween	Skeleton
Cackle	Mask	Spooky
Candy	Moon	Treat
Cat	Night	Trick
Costume	October	Witch





## CROSSWORD

# OCTOBER

### ACROSS

- 5** Quick to notice and react
- 6** Natural electricity produced in thunderstorm clouds
- 7** Plan for two of these routes from each room
- 10** Used to put out fire
- 12** Act or process of preventing
- 13** Flexible tube through which liquids are conveyed
- 14** Protected from harm
- 15** Flammable substance
- 17** Move away from a dangerous place
- 19** Device that makes electricity using chemical reaction
- 20** Mixture of burning gas and vapor that rises from an object on fire

### DOWN

- 1** Clear liquid that has no taste or odor
- 2** Act of protecting
- 3** Warning device that produces a loud piercing sound
- 4** Heat, light, and flames made from something that burns
- 8** Structure for passing smoke
- 9** Large area of land covered with many trees
- 11** Form of energy that makes something very warm
- 12** Heating fuel
- 14** Visible black, gray, or white gasses given by something that is burning
- 16** Emergency Medical Services
- 18** Device that warns of some danger



# FEEDBACK

Going forward, we would love to encourage residents to submit their own content.

Maybe you're an avid drawer who wants to share their artwork, someone who likes to write a poem or two or you just have a good story you would like to share. All submissions are welcome.

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## SUBMISSIONS

If you would like to make a submission or provide feedback, please chat to the staff members around you who can pass on your ideas straight to us!

You can also speak with reception staff or email [svcs.marketing@svha.org.au](mailto:svcs.marketing@svha.org.au).

## FEEDBACK

If you have compliments or suggestions about our services, or wish to raise a concern, you can contact our customer care team on 1800 778 767 or reach out to our state managers directly.

QLD State Manager: [nicole.devlin@svha.org.au](mailto:nicole.devlin@svha.org.au)

NSW State Manager: [sonia.liddell@svha.org.au](mailto:sonia.liddell@svha.org.au)

VIC State Manager: [bernadette.murphy@svha.org.au](mailto:bernadette.murphy@svha.org.au)

If you speak a language other than English, you can call the Translating and Interpreting Service (TIS National) on 131 450 for support to talk to your aged care provider about your services.

TIS National covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call.

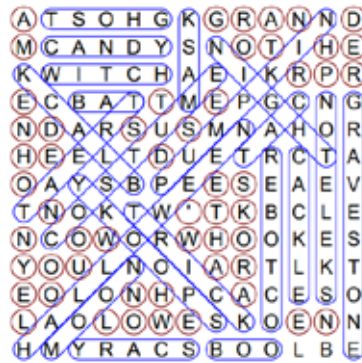
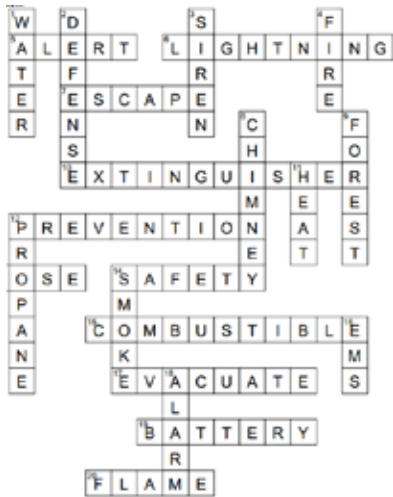
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## AGED CARE QUALITY

The Australian Government's Aged Care Quality and Safety Commission provides a free service for anyone wishing to raise their concerns about the quality of care or services being delivered to people receiving aged care services at a government-funded facility.



## PUZZLE SOLUTIONS



# FAMILY AND FRIENDS' WEBINAR

We have recently introduced virtual webinars for your family members and friends, to discuss their many ideas, questions and feedback regarding the current COVID situation, as well as your care into the future. We have found these to be another wonderful avenue to connect with our broader St Vincent's community, and understand how we can improve upon our services.

We will keep you posted on any future webinars that we host into the future, so your loved ones can join in.

## TRANSLATION OF COVID-19 RESOURCES

The Department of Home Affairs now has a dedicated website for translated COVID-19 information - <https://covid19inlanguage.homeaffairs.gov.au/>. This website provides culturally and linguistically diverse people with a single source of information in 63 languages other than English.

The following resources have also been translated into 63 different languages:

- Stay COVID Free Do The 3
- Testing for COVID-19
- What you need to know about Coronavirus
- Help for finances and mental health
- Protecting you from Coronavirus
- Easing of Restrictions
- Roadmap to a COVIDSafe Australia
- COVIDSafe app - New tool to help slow the spread of COVID-19

You can also contact the Department of Home Affairs if you believe there is a language that should be translated that is not available. You can email through your suggestions to: [agedcareCOVIDiaison@health.gov.au](mailto:agedcareCOVIDiaison@health.gov.au).





**Please don't hesitate to call**

**1800 778 767**

**Q St Vincent's**

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BOWEN HILLS QLD 4006



**ST VINCENT'S  
CARE SERVICES**