

The Voices of ST VINCENT'S



ST VINCENT'S
CARE SERVICES

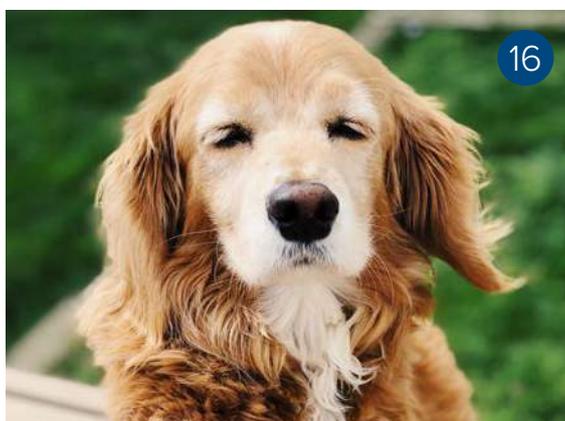
MAY 2021

**RESIDENTIAL
AGED CARE
NEWSLETTER**



*"I feel
welcomed,
valued
and safe"*





A LOOK INSIDE THE LATEST *issue*

- 04 Calendar
- 06 Locations
- 08 CEO Message
- 10 Mission Message
- 12 Remember When
- 13 Just A Cuppa Questions
- 14 Mother's Day
- 15 Arts & Crafts with Liz in Lifestyle
- 16 Top 5 dog scratch-spots for keeping that pooch all to yourself
- 17 Home Highlight
- 18 Resident Submissions
- 20 Around The Grounds
- 22 National Volunteer Week
- 24 Games And Puzzles
- 26 Feedback

2021 CALENDAR *dates*

JUNE

1
TUE Carseldine Anniversary

5
SAT World Environment Day

6
SUN Corpus Christi

14
MON Queen's Birthday
(NSW, VIC)

20
SUN World Refugee Day

21
MON International Day
of Yoga

29
TUE Feast of St Paul

30
WED Toowoomba
Anniversary

JULY

1
THURS Edgecliff and
Eltham Anniversary

4
SUN NAIDOC Week

19
MON National PJ Day

22
THURS Feast of
Mary Aikenhead

26
MON Crazy Hair Day

27
TUE Hawthorn Anniversary

30
FRI International
Day of Friendship

AUGUST

4
WED

Werribee Anniversary

6
FRI

Transfiguration
of the Lord
Aged Care Workers Day

8
SUN

Feast of Mary MacKillop

11
WED

EKKA

15
SUN

National Science Week

15
SUN

Feast of the Assumption

17
TUE

QLD Seniors Week

21
SAT

Bardon Anniversary



SITE *locations*

St Vincent's Care Services
has a total of 21 aged care sites
across QLD, NSW and Victoria.



QUEENSLAND

NEW SOUTH WALES

VICTORIA

Brisbane

Sydney

Melbourne

● Aged Care Community ● Community Living

<p>QLD</p> <ul style="list-style-type: none"> Arundel Bardon Boondall Carseldine Enoggera Gympie Kangaroo Point Maroochydore Mitchelton Southport Toowoomba 	<p>NSW</p> <ul style="list-style-type: none"> Auburn Bronte Edgecliff Haberfield Heathcote Yennora <p>VIC</p> <ul style="list-style-type: none"> Eltham Hawthorn Werribee
---	--

*“Be willing to be a beginner
every single morning.”*

Meister Eckhart





Message

FROM OUR CEO

Dear St Vincent's Residents,

Can you believe we're almost halfway through the year already! Time has flown by so quickly, with so much happening already... at the start of the year COVID-19 vaccines hit Australian shores and we steadily began the rollout process across our aged care homes. Visiting restrictions eased and we welcomed your loved ones back on site, giving them a much-needed hug. We even saw our bus outings recommence, as many of you visited shopping centres, parks and restaurants. It's certainly a stark contrast to this time last year and a change that has lifted our spirits immensely.

Turning the pages on another edition of *The Voices of St Vincent's*, I can see this change in our outlook with every activity organised and story shared. Some of my favourite moments this month has been seeing you with your beautiful pets and having some of them visit you at your home, with plenty of love and wagging tails! Seeing you celebrate milestone birthdays and reflecting on your rich and full lives has also brought a big smile to my face. **Each of you brings something unique**

and special to our St Vincent's community and it has been a pleasure getting to know you through your many photos and stories. I look forward to meeting you in person very soon and continuing the conversation face-to-face.

In the meantime, I'd really like to know what's changed for you this year. It may be something unexpected like reconnecting with an old friend or finding a new hobby, interest or passion. So let me ask you this: *how are things different for you today – is it something big or small?* Maybe nothing dramatic has changed but you still feel that something has shifted. I know personally, even amongst the ever-changing vaccination processes, our St Vincent's community is heading in the right direction, which has made me feel far more positive for the future. With all of our aged care homes now having received their first dose of the COVID-19 vaccination, and well over half receiving their second dose, things are definitely looking up! We're protecting ourselves and those around us, which hopefully means fewer cases and restrictions

in the future. I see the certainty of our surroundings that we once had slowly returning and I hope you're beginning to feel it too.

Life may not be exactly how it once was, but that doesn't mean it can't be even better! At St Vincent's, we believe our best days are still ahead! In response, as German philosopher Meister Eckhart so eloquently put it: ***"Be willing to be a beginner every single morning."*** and start each day fresh and with hope for what is to come!

So, at this halfway mark in our year, let's continue to be grateful, reflective and eager for what the future could hold and remember that now is as good as any time to celebrate what we have and who we are and to hold onto hope for the future!

God Bless and thank you as always for being you!

LINCOLN HOPPER
Chief Executive Officer



Meditation engages thought, imagination, emotion, and desire. This mobilization of faculties is necessary in order to deepen our convictions of faith, prompt the conversion of our heart, and strengthen our will to follow Christ. Christian prayer tries above all to meditate on the mysteries of Christ, as in lectio divina or the rosary. This form of prayerful reflection is of great value, but Christian prayer should go further to the knowledge of the love of the Lord Jesus, to union with him.

(CCC 2708)



Message

FROM OUR MISSION LEADER

Dear Residents,

As many of you would be aware, the month of May in the Catholic Church calendar is dedicated to the Blessed Mary. It is also befitting that in May in Australia, we also celebrate Mother's Day.

The custom of dedicating the month of May to Mary arose at the end of the 13th Century, and in the 16th Century books appeared, fostering this devotion. In 1965, Pope Blessed Paul VI promulgated his encyclical **Mense Maio** ("The Month of May"), which promoted May devotions to the Blessed Mother, knowing that, "the person who encounters Mary cannot help but encounter Christ likewise."

There are some Christian faith traditions that struggle with the concept of devotion, prayer and worship of Mary for a number of reasons. One of these is the idea of praying to Mary. However, this is a distinction between *praying to Mary* and *praying through Mary*. The Catholic faith tradition makes this distinction by saying we *pray* to God and to Jesus directly - we can offer prayers and petitions directly to God and Jesus. However, we do not *pray* to Mary, or the Saints for that matter. In this instance, we

pray through Mary and the Saints to God. We ask Mary and the Saints to intercede our petitions to God. I remember when I was young, I was often told that if you really wanted your prayers to be heard – pray to Mary to intercede. Why? Because everyone listens to a mother.

Praying the Rosary is a very common devotion associated with Mary. In fact, the month of October is dedicated to the praying of the rosary. However, this year His Holiness, Pope Francis, invited all Christians to pray the rosary to the end of the COVID-19 pandemic.

The Rosary, is a catholic devotion to Mary and is a form of meditation on the life of Jesus. The word 'Rosary' is Latin for 'garland of roses', and roses are one of the flowers often used to symbolise the Virgin Mary.

The concept of prayer devotion using beads or a string of knots to count prayer is an ancient tradition, and is present in some forms in Hindu, Buddhist, Muslim and Christian faith traditions.

According to Catholic Tradition, the Rosary was given to St Dominic in 1214 when Mary appeared to him. In 1520, Pope Leo X approved the

Rosary to be prayed by lay people. As most people were illiterate at that time, the Rosary allowed anyone to pray with familiar words from scripture.

The Rosary is more than just repeated prayers over and over. It is a form of spiritual meditation. The Catechism of the Catholic Church says: *Meditation engages thought, imagination, emotion, and desire. This mobilization of faculties is necessary in order to deepen our convictions of faith, prompt the conversion of our heart, and strengthen our will to follow Christ. Christian prayer tries above all to meditate on the mysteries of Christ, as in lectio divina or the rosary. This form of prayerful reflection is of great value, but Christian prayer should go further to the knowledge of the love of the Lord Jesus, to union with him'* (CCC 2708).

So, although the month of May is nearly over, it wouldn't hurt praying the rosary for another month or two!

TROY TORNABENE
Mission Leader



with Gordon **FROM TOOWOOMBA**

*Gordon Charlton turns 100
– his life on a page*



Gordon was born in Newcastle on the 3rd of April 1921, the sixth child of eleven! At the age of 14, he became an apprentice cabinet maker in Swan Hunter's shipyard on the River Tyne, working on ships and gliders throughout WWII. He then worked for the G.P.O., later known as British Telecom Group, for 33 years until his retirement in 1981. Gordon and his wife Louisa have been married for 61 years, and later immigrated to Australia to join their only daughter, Hazel, and her family.

Gordon lived in Gayndah for 15 years, working in the fruit packing shed, where

he made many new friends and also continued to make beautiful furniture in his spare time.

Toowoomba became his home when Louisa's health deteriorated. He pushed Louisa's wheelchair all over the city and wore out 2 sets of tyres in the process!

Gordon has always been super active, loving all animals and children, and now lives at St Vincent's Care Services Toowoomba, where the incredible staff tend to his every need. Gordon recently turned 100 and we hope he had a wonderful day celebrating with his loved ones!

Just a Cuppa QUESTIONS



PAULINE FROM HAWTHORN

Q How long have you been at Hawthorn?

Almost 3 years.

Q Did you have a pet growing up? What was its name?

Yes. We had a dog called Rusty, he was a German Shepherd. And another one called Halo.

Q What was your favourite memory with your beloved pet?

My husband used to joke about dogs every day. He would say the same joke

every day and we would laugh: "All the dogs would come around for a pat, but cats would climb up the trees"

Q Are you a dog or cat person?
I like both.

Q What do you think makes a great pet?
German Shepherds are good dogs, but it's good to have a sign of "Beware of dogs" on your gate, even when you don't have one and you live on your own!

Q How long have you been at Hawthorn?

9 months.

Q Did you have a pet growing up? What was its name?

I had a few dogs – Jack, Buffy and Tim. I also had a cat named Smoky.

Q What was your favourite memory with your beloved pet?

Going shopping down the street with my dog running behind.

Q Are you a dog or cat person?

Dog!

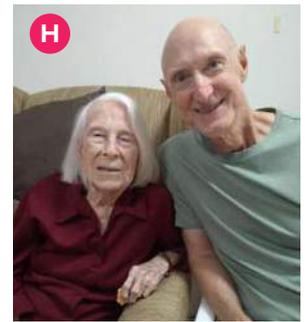
Q What do you think makes a great pet?

They are just good company.



HELEN FROM HAWTHORN

Mother's DAY



- A** A beautiful high tea was held at Werribee to celebrate all the wonderful mothers at site. There was delicious food, warm cups of tea and coffee, and tasty muffins prepared by their own chef. A special thanks to the kitchen staff, pastoral carers, and care staff for all their help!
- B** There was lots of creativity over at Arundel as residents created a beautiful display for Mother's Day!
- C** Yennora went all out for Mother's Day, with plenty of cake, tea, dancing and decorations!
- D** A very happy High Tea for Mother's Day with fabulous entertainment at Heathcote.

- E** What a beautiful Mother's Day high tea celebration at Auburn – lots of smiles, laughs and chatter!
- F** Some delicious Mother's Day baking from Bronte!
- G** At Carseldine, residents celebrated Mother's Day in the courtyard of Coonowrin Cottage. Residents came from other households too to share and enjoy tasty treats and great company.
- H** Some of our mothers at Southport Care Services on Mother's Day. Family, gifts and musical bingo equals smiles all round!



Arts & Crafts WITH LIZ IN LIFESTYLE

At St Vincent's Care Services Maroochydore, they provide a number of exciting arts and crafts activities, up to three times a week for their residents, which reflect the theme for the month. These include Australia Day, Valentine's Day, St Patrick's Day, Easter, Anzac Day, Taste of the World and many more!

These creative activities help promote and maintain residents' fine motor skills, cognitive ability and social skills. This is achieved by engaging residents in a meaningful way, which also allows for self-expression.

The social, emotional and cultural needs are identified,

and then integrated into their client centred programs. A range of arts and craft are also offered and tailored to dementia specific programs.

The completed 'works of art' are then displayed as theme decorations in the dining room for all to see and admire, promoting feelings of pride and accomplishment!

Liz Evans, who runs the program, is an accomplished painter, arts and crafts enthusiast, and whilst very humble, is highly skilled. Liz is a great asset to the Maroochydore team!



Top 5

DOG SCRATCH-SPOTS FOR KEEPING THAT POOCH ALL TO YOURSELF

So, you've finally got the dog on your lap. Maybe it's a therapy dog, or perhaps a visitor.

It's cute, furry and you're thinking to yourself:

'I wonder how I can get this pooch to stay with me just a little longer.'

Well say no more, because this month we're talking about our **very best friends... including dogs!** (We would include cats, but they're a mystery, even to me)

So here are the Top 5 dog scratch spots for keeping that pooch all to yourself...

...all in aid of helping the pooch stay where they'll be loved the most: **with you!**

1 Under the chin

The chin is perfect for a pet. While most people will go for the top of the head, it can sometimes make dogs a little nervous because they can't see what you're doing up there!



2 Chest

This is an area that you can pet if they rolled over for a tummy rub. When you scratch pooches here, they can keep you in full view so they won't feel like you're going to "sneak up" on them.

3 Base of the tail

Dogs seem to LOVE being scratched on their lower backs. The main reason being it's a tough spot for them to reach themselves. Just like us, dogs love being scratched in the hard to reach places.

.....

4 Under the collar

Another hard to reach place for dogs where they love a scratch! Plus, wearing a collar may make the area a little itchier, so it's perfect for a well-deserved scratch.

.....

5 Shoulders

This is my favourite. With the shoulders being another hard to reach spot, a good shoulder rub will mean your pooch will be practically BEGGING to stay with you.

Plus, who doesn't love a good shoulder massage?

So there you have it. The top 5 dog scratch spots.

Good luck in all your future petting endeavours.

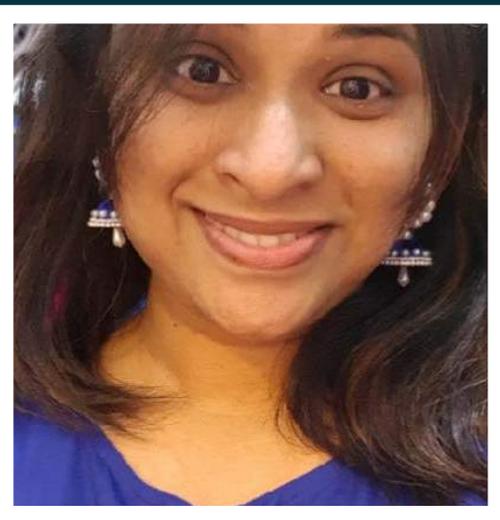
May they be long, prosperous and above all...

loving.



EDITOR'S NOTE

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!



HOME Highlight

KIRAN MATHEW

Kiran Mathew is one of our Residential Nurses at Werribee Care Services and is a calm, smiling and beautiful spirit at SVCS.

Her manner in the way she speaks to residents and their families is just incredible, as she shows compassion in her work, and strives for excellence in all she does.

Well done Kiran for all you do to make our community one of a kind!

Residents SUBMISSIONS

MY BEST FRIEND



Beth and Max are inseparable
Max visits Beth once a week at Mitchelton Care Services, enjoying each other's company and even heading out to dinner together!
Max lives with Beth's son, and she admits that: "It was the hardest part of moving here, leaving him behind."
But they still make sure they spend quality time together
Recently, one of the ladies at Mitchelton Crocheted Max a blanket to keep him warm – look how happy he is!



Helen just ADORED her Pomeranian, who she named 'Honey' after taking one look at her as a puppy and thinking she looked as sweet as honey!

Honey was her little shadow, and fur-baby. She never did anything wrong and had such a devotion to people - a truly loveable pooch.

Honey was always by Helen's side and sadly passed away at 17 years old - it was one of the hardest days in her life...

What a special companion!





Barry Lynch over at Bardon Care Services hangs out with another lady who makes him smile from ear to ear... and his wife Margaret doesn't mind at all!

Her name is Daisy, and she was recently brought in by a visitor to the site.

Daisy is the 'ultimutt' best friend.



Meet Little Man and Goldie, Molly's best friends growing up

Her two canine pals meant the world to her, each with their own personalities and a big love for cuddles, chasing the cat and playing in the yard

It was just wonderful getting to know these two furry pals and we can't wait to hear more!

My dog Snoopy

I had a dog called Snoopy,
He always made me glad,
I loved him very very much
Even when he was bad.

He liked to chew my slippers,
He liked to steal my bread,
He knew that he'd been naughty
As he'd hide beneath my bed!

When I'm feeling sad and down,
And tears flow from my eyes,
He's always there to cheer me up
And take away my sighs.

I miss my dear dog Snoopy,
I miss him every day,
I'll see him up in heaven,
But that is far away.

**By Pauline, Creative Poetry
Group at Kangaroo Point**



As far as she can remember,
Eunice Wyllie at Bardon Care Services was
always surrounded by animals

"I always loved everything and anything fluffy, furry, feathery, and leathery. I had a dog named Raq, a horse I christened Shadow, and a rescue bunny I called Rara. They're all God's beautiful creatures."

Eunice loved to have a heart-to-heart chat with "Silver", a therapy horse that visited residents before COVID hit

It was love at first neigh!

AROUND *the grounds*



A Residents at Arundel were hard at work painting, colouring and cutting out butterflies, to make a beautiful collage piece

B Residents at Bardon celebrated Pentecost Sunday with Fr. Seamus - opening their hearts to the outpouring of the Holy Spirit's gifts

C Don Connolly's birthday was a wonderful occasion at Carseldine Care Services. His wife Olwyn was there to sing Happy Birthday, along with his care partners and fellow residents of Coonowrin Cottage. Happy 82nd Birthday Don!

D It was a very busy month for Eltham with lots of cooking, walks in the garden, Scrabble tournaments, Bocce games and making new friends!



E Art classes over at Hawthorn turned into a cultural activity, when Italian residents and those who could speak Italian came together.

F Kangaroo Point Care Services new gardening program is up and running!

G For the wonderful Maroochydore couple, Flora and Erol, the formal dining room was set up for their 70th wedding anniversary. Invitations were sent out and their friends joined them for a beautiful morning tea – including chocolate cheesecake and mint biscuits!

H Mitchelton residents recently enjoyed an armchair travel trip to Egypt! The inflight service gave everyone a taste of Egypt while they enjoyed their trip.

I Residents at Southport enjoyed a Gold Coast scenic ice cream bus outing. Everyone just loves these bus outings twice a week, and they always find somewhere new to explore!”

HAPPY NATIONAL Volunteer WEEK!

This month, we thanked our incredible volunteers at SVCS for all that they do to keep our community safe, well and happy. They continually go above and beyond and we can't wait to welcome them back into our homes!



Carole Green helps every Wednesday to take residents to and from their hairdressing appointments, making sure she spends quality 1:1 time to brighten their day.

She is always willing to jump in and help out wherever and whenever needed.

This was especially true during COVID vaccination days, as she helped to keep everyone calm as they received their jabs.

We are so lucky to have you in our team Carole - thank you for everything.

Dianne Hoiberg is a Pastoral Care Volunteer at Carseldine Care Services and just loves to see her residents laughing and having fun!

“I help bring people into our Shalom Chapel on Tuesday mornings for mass, and bring Holy Communion to those too sick to attend after the service. I also help with the bingo games in Moreton hostel, which I started up 21 years ago!”

Dianne goes on to say that seeing residents having conversations with one other just makes her day.

What another incredible Volunteer we have at SVCS!





Volunteer of the Year, Rina Mandarano, is a shining light at Stella Maris.

Rina runs the “little shoppe” at site, as part of the Auxiliary.

She was initially an employee at Stella Maris for over 20 years, but then couldn't stay away as she came back to volunteer!

When Rina was asked why she came back, she said it was for the residents, as she loves spending time with each and every one of them.

We meet Maria Filo, pastoral volunteer at Southport Care Services who has been with us for many years.

Maria just loves being a sacristan in the chapel, and says it's a blessing that she's able to volunteer in a place like St. Vincent's Care Services.

To Maria, it feels like it's one big family working together.



Ken is an **OUTSTANDING** volunteer at Maroochydore Care Services.

He's obliging, reliable, friendly and follows up with all appointed volunteer tasks.

Ken follows all of our values and consumers just light up when he greets them with his engaging smile.

A big thank you to Ken from the SVCS team - you're just the best!



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.

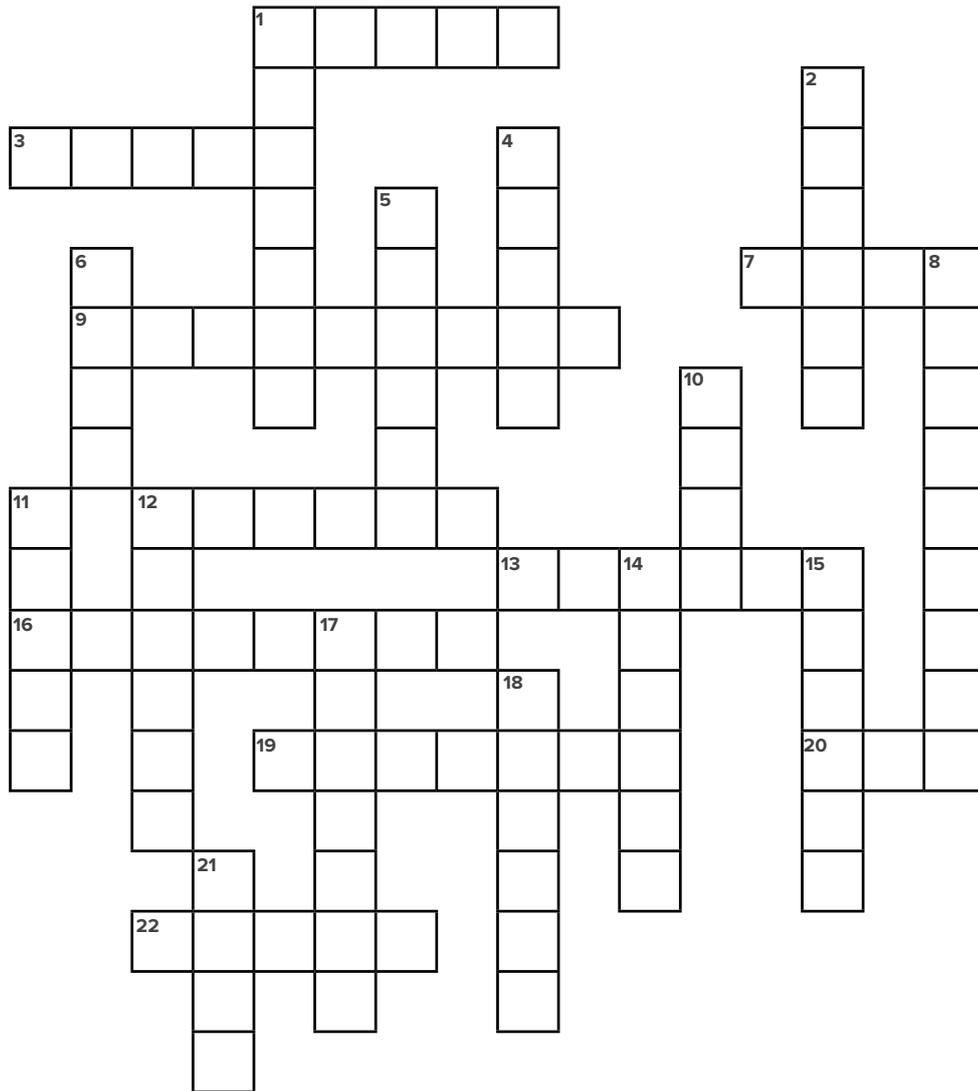
MOTHER

D	M	O	T	D	H	E	R	S	H	O	L	D	T
H	A	E	I	R	R	C	H	I	L	D	R	E	N
S	H	U	A	A	N	S	H	U	S	B	A	N	D
D	W	S	G	C	F	O	D	R	A	S	H	M	O
L	R	I	T	H	F	W	H	N	E	I	O	L	D
E	O	B	S	A	T	E	R	M	E	T	U	T	I
T	H	V	M	D	F	E	O	E	H	I	E	E	N
M	I	I	E	I	O	H	R	E	T	R	R	R	N
A	L	L	W	H	E	M	R	A	A	S	R	F	E
Y	T	E	U	Q	U	O	B	C	T	S	I	F	R
O	R	V	T	E	M	E	M	O	R	I	E	S	V
E	R	A	F	G	C	H	I	L	D	R	E	N	K
R	H	R	I	W	T	E	L	E	P	H	O	N	E
Z	V	T	G	L	N	T	V	M	E	D	I	R	P

Bouquet
Card
Care
Children
Daughter
Dinner
Family

Friends
Gift
Home
Husband
Love
May
Memories

Mother
Pride
Sister
Telephone
Travel
Wife
Wisdom



CROSSWORD

MOTHER'S DAY

ACROSS

- 1 Young human
- 3 Send a letter
- 7 Female Spouse
- 9 Child or descendant
- 12 Person whom you know well and like and who likes you
- 13 Sound judgement
- 16 Call to mind
- 19 Bunch of flowers
- 20 Embrace affectionately
- 22 Flowers with thorny stems

DOWN

- 1 To care for
- 2 Have extreme fondness
- 4 Put into the ground to grow
- 5 Area used for growing flowers
- 6 Place where a person lives
- 8 Expressing warm affection
- 10 Printed document sent on a special occasion to a friend
- 11 Act of bringing a new baby into the world
- 12 Group made up of parents and their children
- 14 Female having the same parents as another person
- 15 Female parent
- 17 Male having the same parents as another person
- 18 First day of the week
- 21 Piece of writing with words that rhyme



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.

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.

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

NSW State Manager: sonia.liddell@svha.org.au

VIC State Manager: 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.

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



SERIOUS INCIDENT REPORTING SCHEME (SIRS)

You may have heard of the new SIRS legislation which came into effect on 1 April 2021. The purpose of this legislation is to reduce the risk of abuse and neglect for people living in residential aged care homes. In addition to our existing internal incident management processes, there are additional types of incidents we are now required to report to our external regulator, the Aged Care Quality and Safety Commission.

The Agency has prepared some information for all family members and representatives, which includes a factsheet, as well as videos and other information. If you would like access to these, or have any further questions about this reporting scheme, please reach out to your Facility Manager or staff onsite.

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.





1800 778 767 | svcs.org.au

St Vincent's Care Services
Level 3, East Tower, 25 Montpelier Road
BOWEN HILLS QLD 4006



**ST VINCENT'S
CARE SERVICES**