

February 2021

Volume 11, Edition 189



Upon request, Distribution 130

~ ST. ANNA' RESIDENTIAL CARE FACILITY ~
 " CROATIAN, UKRAINIAN AND BELARUSIAN AGED CARE
 ASSOCIATION OF SA INCORPORATED

St Anna's RCF welcomes and encourages all forms of feedback from our consumers and their families.

St Anna's provides a "Feedback Box" to not only ensure that we are giving our consumers and their families the option to provide feedback, but to encourage it as well.

This Feedback Box remains confidential and you may remain anonymous if you wish. The Feedback Boxes are located in the Reception area, Wattle kitchenette entrance, poppy kitchenette entrance, sunflower dining room entrance **if you have any queries, please contact the facility on 8346 0955**



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Coming Events for March

Birthstone / Flower for February

17 th	St Patricks Day.

There will be a Roman Catholic service at St Annas with Fr Lancey will be holding a service once a month on a Tuesday in the PK room.

BIRTHSTONE FOR FEBRUARY

Amethyst

Amethyst variety of Quartz that carries a spectacular purple colour that ranges from a blend of deep violet and red to a lighter lilac hue. Ancient Greeks believed that the stone protected the wearer from drunkenness and enabled them to keep a balanced mindset.



FLOWER FOR FEBRUARY

Violet

This purple-hued bloom is a symbol of modesty, faithfulness and virtue. In the Victorian age, a gift of violets was a declaration to always be true, and it still serves as a wonderful reminder of loyalty, thoughtfulness and dependability



Please note that St Anna's endeavours to reduce the amount of paper used by the facility. To help our efforts, please let us know if there is a more efficient way to provide you with our monthly newsletter e.g. email.

people's choice

COMMUNITY LOTTERY



St. Anna's

Residential Care Facility

Tickets \$2

Purchase ONLINE at

<https://communitylottery.peopleschoice.com.au/collections/not-for-profit/products/st-anna-s-residential-care-facility>

Ends February 19th

You could win!



1st Prize

Toyota RAV4 GX 2WD Hybrid (RRP Drive Away \$41,289)



2nd Prize

Toyota Corolla Ascent Sport Hybrid Hatch (RRP Drive Away \$31,426)



3rd Prize

Harvey Norman Grand Home Package (RRP \$19,373)

2020 Community Lottery Prize List



No. Prize	RRP*	No. Prize	RRP*
Early Bird All-New 2020 Toyota Yaris SX Hybrid Hatch CVT.....	\$33,305	35. LG 65" 4k smart TV	\$1,787.00
1. Toyota RAV4 GX 2WD Hybrid	\$41,289.00	36. LG 10kg Front Load Washer	\$1,699.00
2. Toyota Corolla Ascent Sport Hybrid Hatch	\$31,426.00	37. LG 10kg Front Load Washer	\$1,699.00
3. Harvey Norman Grand home package	\$19,373.00	38. Lenovo Ideapad 14"	\$1,649.00
4. Everett Brooks Custom Diamond Ring.....	\$12,500.00	39. Lenovo Ideapad 14"	\$1,649.00
5. Harvey Norman Ultimate entertainment package	\$10,627.00	40. Lenovo Ideapad 14"	\$1,649.00
6. Phil Hoffmann Travel Voucher.....	\$7,000.00	41. LG 9/5kg Washer/Dryer	\$1,379.00
7. Harvey Norman House appliances package	\$5,577.00	42. LG 9/5kg Washer/Dryer	\$1,379.00
8. Harvey Norman House appliances package	\$5,577.00	43. Klipsch Soundbar Bar48.....	\$1,339.00
9. Harvey Norman House appliances package	\$5,577.00	44. Klipsch Soundbar Bar48.....	\$1,339.00
10. Harvey Norman Kitchen appliances package.....	\$5,378.00	45. LG Stick vacuum A9Ultimute.....	\$1,199.00
11. Harvey Norman Kitchen appliances package.....	\$5,378.00	46. LG Stick vacuum A9Ultimute.....	\$1,199.00
12. Harvey Norman Kitchen appliances package.....	\$5,378.00	47. Drummond Golf Pack.....	\$1,171.67
13. Family portrait 5 people - Art by Jamie Osborne	\$5,300.00	48. Drummond Golf Pack.....	\$1,171.67
14. Focus E-Bike - 20 PLANET2 6.8 TR 48M RED	\$5,199.00	49. Drummond Golf Pack.....	\$1,171.67
15. Focus E-Bike - 20 PLANET2 6.8 TR 48M RED	\$5,199.00	50. KitchenAid Artisan	\$949.00
16. Focus E-Bike F20 PLANET2 6.8 - F20 PLANET2 TR 6.8 53L RED	\$5,199.00	51. KitchenAid Artisan	\$949.00
17. Focus E-Bike F20 PLANET2 6.8 DI 48M RED	\$5,199.00	52. Kurvings Juicer.....	\$899.00
18. Focus E-Bike F20 PLANET2 6.8 DI 53L RED.....	\$5,199.00	53. Kurvings Juicer.....	\$899.00
19. Focus E-Bike F20 PLANET2 6.8 DI 53L RED.....	\$5,199.00	54. JBL Partybox 300 Portable Speaker	\$699.00
20. LG 706Ltr French Door Fridge.....	\$4,599.00	55. JBL Partybox 300 Portable Speaker	\$699.00
21. Family portrait 4 people - Art by Jamie Osborne	\$4,300.00	56. JBL Partybox 300 Portable Speaker	\$699.00
22. Mitsubishi 710ltr Fridge.....	\$4,199.00	57. LG Convection Microwave	\$649.00
23. Harvey Norman Entertainment package.....	\$3,825.00	58. LG Convection Microwave	\$649.00
24. Harvey Norman Entertainment package.....	\$3,825.00	59. Art by Jamie Osborne Print Packs.....	\$500.00
25. Harvey Norman Entertainment package.....	\$3,825.00	60. Art by Jamie Osborne Print Packs.....	\$500.00
26. Family portrait 3 people - Art by Jamie Osborne.....	\$3,000.00	61. Art by Jamie Osborne Print Packs.....	\$500.00
27. LG Steam Styler.....	\$2,999.00	62. Art by Jamie Osborne Print Packs.....	\$500.00
28. LG Steam Styler.....	\$2,999.00	63. Maxxia & Interleasing Fuel Voucher	\$500.00
29. LG Steam Styler.....	\$2,999.00	64. Maxxia & Interleasing Fuel Voucher	\$500.00
30. Gaggia Academia Coffee Machine.....	\$2,990.00	65. Maxxia & Interleasing Fuel Voucher	\$500.00
31. Gaggia Academia Coffee Machine.....	\$2,990.00	66. Maxxia & Interleasing Fuel Voucher	\$500.00
32. LG Robotic Vacuum	\$1,799.00	67. Tefal Cook4me Pressure Cooker.....	\$399.00
33. LG Robotic Vacuum	\$1,799.00	68. Tefal Cook4me Pressure Cooker.....	\$399.00
34. LG 65" 4k smart TV	\$1,787.00	69. Tefal Cook4me Pressure Cooker.....	\$399.00

*Recommended Retail Price
For detailed prize descriptions and conditions, visit communitylottery.com.au

PLATINUM SUPPORTERS

We live to see you CHIRING

CMI TOYOTA **Harvey Norman** **LG** **CGU** **10**

GOLD SUPPORTERS **SILVER SUPPORTERS** **BRONZE SUPPORTERS**

QBE **CMV GROUP** **EVERETT BROOKES** **Phil Hoffmann** **FOCUS** **drummond golf** **Art by Jamie Osborne** **Maxxia** **interleasing**

AUSTRALIA'S BIGGEST

Lifestyle Update

BREAD TAGS



FOR



WHEELCHAIRS

COLLECTION

Collecting Bread Tags

Please save your Bread Tags.

Bring in your collections and we will send them off to Robe,SA where they will help fund wheelchairs for people in Africa who are in need.

Thank you.



CONSUMER/REPRESENTATIVE MEETING

To be held on Tuesday 2nd of February 2021 at 2.00pm in the Peter Kurko Room

This meeting will be an opportunity to have a say and be involved in the issues that affect your care and the quality process. If you are unable to attend but would like to have some input please speak to Lifestyle Staff.

Day: Tuesday

Date: 2nd February

Time: 2.00pm

All Welcome

We look forward to seeing you!!

2021

Consumers' Lifestyle Choices – CHECK YOUR AREA BOARDS FOR CHANGES TO DAILY PROGRAMS
 PLUS: *Walks will be on nice days. All activities are subject to change and weather permitting. Please speak to staff if you are interested in going for a drive with our volunteers.*

February
 Week
 One

Monday 1st	Tuesday 2nd	Wednesday 3rd	Thursday 4th Polish Volunteer visits	Friday 5th	Saturday 6th
10.30am	10.30am	10:30am	10.00am	10.30am	11.15am
Magical Moments (individual consumers in all areas)	Magical Moments (individual consumers in all areas)	Magical moments (individual consumers in all areas)	Hairdresser	Magical Moments (individual consumers in all areas)	Magical Moments (individual consumers in all areas)
11.30am	11.00am	12:00pm	10.30am	11.15am	2.30pm
Music and movement Under the pergola	Chi Ball Under Pergola	BBQ Lunch In All Areas	Magical Moments (individual consumers in all areas)	Newspaper discussion In the Peter Kurko Room	Movie Afternoon on the Big Screen In All Areas
2.30pm	2.00pm	2.30pm	11.30am	1.30pm	
Scattergories In the Peter Kurko Room	Consumer meeting In the Peter Kurko Room	Gardening Under Pergola	Music/Movement Under the Pergola	Ukrainian Memories In the Peter Kurko Room	
			2.30pm	3.00pm	
			Pamper Group In the Peter Kurko Room	Bingo In the Peter Kurko Room	

Game Page - Sports



Find all the sport related words in the puzzle below

BASKETBALL
BASEBALL
FOOTBALL
TENNIS
SPORT
SOCCER
SKATEBOARD
BICYCLE
SURFBOARD
RUNNING
SWIMMING
BOWLING

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

2021

Consumers' Lifestyle Choices – CHECK YOUR AREA BOARDS FOR CHANGES TO DAILY PROGRAMS
 PLUS: *Walks will be on nice days. All activities are subject to change and weather permitting. Please speak to staff if you are interested in going for a drive with our volunteers.*

February
 Week
 Two

Sunday 7 th	Monday 8 th	Tuesday 9 th	Wednesday 10 th	Thursday 11 th Polish Volunteer visits Croatian Volunteer visit	Friday 12 th	Saturday 13 th
11.15am	10.30am	10.30am	10.30am	10.00am	10.30am	2.30pm
Magical Moments (Individual Consumers in Iris)	Magical moments (Individual Consumers in Iris)	Magical moments (individual consumers in iris)	Magical Moments (Individual Consumers in Iris)	Hairdresser	Magical Moments (Individual Consumers in Iris)	Movie Afternoon on the big screen In the Peter Kurko Room
11.30am	11.30pm	10.30am	10.30pm	10.30am	11.15am	
Songs of Praise On ABC TV	EMAA Exercise Under Pergola	Roman Catholic Service with Father Lancey In the Peter Kurko Room	Craft in the peter Kurko room	Magical Moments (Individual Consumers in Iris)	Newspaper Discussion In the Peter Kurko Room/ Iris Lounge	
2.00pm	2.30pm	11.00am	12.00pm	11.15am	2.30pm	
Movie Afternoon In the Peter Kurko Room/ Iris Lounge	Cooking In the Peter Kurko Room	Chi Ball In the Peter Kurko	BBQ Lunch In All Areas	Music/Movement Under the Pergola	Valentine's Day Celebration In the Peter Kurko Room	
3.00pm		2.30pm	2.00pm	2.30pm		
Quoits Under the pergola		Bingo In the Peter Kurko	Chavel travels Chinese New Year In the Peter Kurko Room	Choir In the Peter Kurko Room		

Recipe Page – Tiramisu

Ingredients

- 1 cup heavy whipping cream
- 1 cup mascarpone cheese, room temperature
- 1/3 cup sugar
- 1 teaspoon vanilla extract
- 1 tablespoon Amaretto liquor or Brandy (optional but yummy!)
- 2 cups (16oz/450ml) espresso or STRONG coffee at room temperature
- 1 pack Ladyfingers
- Cocoa powder for dusting the top

Instructions

- Beat whipping cream, sugar, and vanilla until soft peaks form.
- Add in mascarpone cheese and amaretto (if using) and continue to whip to stiff peaks.
- Dip ladyfingers in coffee (and brandy if using) and place in an 8x8 pan to make the first layer – you can fit about 7 cookies in each layer. Don't let them soak as they will fall apart, just a quick dunk in the coffee is enough.
- Spread half of the whipped cream mixture on top of the first layer of ladyfingers. Repeat process with the second layer of ladyfingers and cream mixture.
- Dust the top of dessert with cocoa powder using a sieve. Refrigerate for about 2-4 hours (it gets even better in the fridge and is a perfect make-ahead dessert).



A Message from the CEO



Happenings at St Anna's Welcome to February!

The Australian Quality and Safety Commission visited St Annas between the 19th -21st of January to undertake our reaccreditation audit. We will let you know the outcome but it may take a couple of weeks to receive the final report. The auditors were positive in their feedback. And wanted to thank all staff residents and visitors for assisting them throughout the audit, they were also very complimentary about the lunch they were provided with each day.

Our staff are completing this week the Government Mandatory training on COVID 19 and this will be an ongoing requirement for all staff in aged care – I congratulate our staff on being so responsive and organised with their training requirements. We will keep everyone informed with regards to the upcoming COVID19 vaccination program – as soon as we know the schedule for immunisation. We will be providing information and seeking consent soon from residents and families. Please ask if you have any queries or concerns – our clinical team is more than happy to answer any questions.

This last month here at St Anna's has been a busy one... we have hit the ground running in the New Year. We currently have contractors onsite installing the new call bell system. You may have also noticed the annunciator panels located around the corridors, these will also alert staff to call bells. We envisage this will improve our responsiveness and communication.

The St Anna's building was originally designed to cater for residents with low care needs but, as has been the trend throughout Australia – care needs have increased and as such the original door openings in the original part of the building need widening to cater for large clinical equipment - allowing ease of movement, particularly for those with limited mobility. This project will commence initially with works on 11 rooms. Bathrooms will be upgraded and floor coverings replaced. I apologise in advance for any inconvenience however the benefits will far outweigh the inconvenience... We will commence consultation with residents and families prior to any works commencing to seek your approval for temporary relocation (possibly 7-10 days in another area).

We are moving ahead with our new logo and branding and we are striving to ensure a sense of uniformity, this goes a long way to boost the facilities reputation and that St Anna's is always thought of as professional, trustworthy and reliable. We are currently organising the delivery and installation of a new sign in entry system – hopefully a better, more accurate and quicker sign in process for everyone.

We appreciate your feedback and encourage you to let us know if you have any suggestions or concerns via feedback forms (located throughout the facility) via email, phonecall or in person. We have sent out regularly "Happy or Not" Surveys via a QR code or an email link and thanks to those that have responded – it really does help in our endeavour to continually improve.

I do thank our homecare clients, residents, staff and families for working together and keeping everyone safe and your continued vigilance and understanding throughout what continues to be ever changing times.

The team has posted some great photos of our residents, friends and staff to Facebook and Instagram and I encourage you all to "like and share" our social media stories – we will endeavour to regularly share what is happening around the place.....

Amanda Birkin CEO

Staff Stories – Juliana - Cook



In December 1963 I was born in Paris, to parents of Croatian heritage and they arrived in Australia by ship in 1964 for a better future, I was 6 months old.

They could not speak the language, so like most Europeans they used their hands to say what they want and we still do, our hands waved everywhere, eventually they learnt to speak Australian but still waved their hands about.

It was hard for me at school when I started as we only spoke our language in our home, it was whole another world out there but we got there.

I studied at Gepps X Girls High School and Home Economic was one of the subjects which I excelled in, I had entered a competition and won first prize for my Tiramisu cake, I had to go in front of everyone in the Assembly hall and hard to believe I know but I was shy everyone was looking at me and I thought I was going to pass out, thankfully I didn't.

My first job was at the Flinders lodge Motel I think I started around 1983, I where I was kitchenhand and eventually became the Cook there, I loved it, I have such a passion for Cooking that no one understands how I can go home after a day at work and cook again.

I have worked in Child Care, Hilton, Hyatt, Indian Tea Centre, and my worst job was working at the Chicken Factory ah huh not for me, cooking the chicken and eating it no problem.

St. Anna's put me through Tafe College to get my Certificates in Age Care and Commercial Cooking and Front-Line Manager Course.

My life has always revolved around Cooking for others, no one goes home hungry.

I love to dance and go out and have fun, with friends, family, colleagues. Though I am not as young as I use to before, it takes my poor feet to recover for a week, after dancing the night away.

I have travelled pretty much where I wanted to in my early days, 1980's was my year for everything, they were fabulous years.



Croatia was my first travelling experience overseas, met lots of my family, and had a fantastic time, now my cousins have children and I would hope to meet them one day. I visited the Croatian Church and found it amazing. My Cousins from Australia and me in Zagreb. From there we went to Canada, for a wedding and see family.

In 1995 I visited the USA and went to Graceland as I am a devoted Elvis Presley Fan it was so surreal and emotional and I felt he was right there with me, walking through the house was so eerie but so Amazing to think that he lived in this house with his family, whole of America was fascinating. I especially loved New Orleans. Travelling has been a big part of my life, and hope to enjoy these adventures one day again soon.

On March 17th 2021 I will have worked for St. Anna's for 24 years. I love every day that I come to work, I feel I come to work to see my Grandparents as I never knew mine, I love chatting with them, laughing and joking with them, I think I have a great friendship with the Residents and I am happy they can come to me for anything and will advocate for them.

I like joking around with the staff, but also am very work oriented and serious at the same time. The Change in the Staff has been a challenge but also wonderful as I have learnt so much from them, it's a relaxed and happy environment.

I hope I can continue my journey at St. Anna's as long as I am able to.

To me this is not just my job, it's my extended family as I see you all more than my own.

Thank you to all of you for being who you are, look forward to working along each of you as long as I am able to.

Thank you, Jules



2021

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 PLUS: *Walks will be on nice days. All activities are subject to change and weather permitting. Please speak to staff if you are interested in going for a drive with our volunteers.*

February
 Week
 Three

Sunday 14th	Monday 15th	Tuesday 16th	Wednesday 17th	Thursday 18th Polish Volunteer visits	Friday 19th	Saturday 20th
11.15am	10.30am	10.30am	10.30am	10.00am	10.30am	2.30pm
Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Hairdresser	Magical Moments (Individual Consumers in Iris)	Movie on the Big Screen In the Peter Kurko Room
11.30am	2.30pm	11.00am	11.30am	10.30am	11.15am	
Songs of Praise On ABC TV	Scattergories In the Peter Kurko Room	Chi Ball Under the pergola	Music/movement Under the Pergola	Magical Moments (Individual Consumers in Iris)	Newspaper Discussion In the Peter Kurko Room/ Iris Lounge	
2.30pm		2.30pm	12.00pm	11.30am	2.30pm	
Movie Afternoon In all Areas		Shrove Tuesday Afternoon Tea In the Peter Kurko Room	BBQ Lunch In all areas	Ukrainian Catholic Service with Father Taras In the Peter Kurko room	Bingo In the Peter Kurko Room	
			2.30pm	2.30pm		
			Rap ball In the Peter Kurko Room	Pamper Group In the Peter Kurko Room		

Reminders / News / Invitations

Croatian club and Ukrainian club lunches

Monthly lunches held at the Croatian and Ukrainian club have been cancelled until further notice.

Parking at St Anna's

The Charles Sturt Council has installed yellow lines out the front of St Anna's and at the car park entrance in which no parking is allowed. Please ensure your car is not parked on these lines as fines may be incurred.

Infection control

We remind our wonderful visitors that if you are experiencing any flu/virus/ gastro like symptoms, please do not come into the facility until you are feeling better to protect our consumers. Please remember to use the hand sanitizer that is provided when entering and exiting the facility. Please follow all measures in place when entering the facility: taking temperatures and filling in required documentation. Thank you

PODIATRY:

The podiatrist will be visiting St Anna's in December. Please advise staff if you would like to receive a visit. Please note that podiatry services are only available to St Anna's consumers in **PERMANENT** care.

Reminders / News / Invitations

LAUNDRY: LOST PROPERTY.

Clothing on our lost property rack is kept in the main laundry. All items on the rack are unlabelled and many items have been there for over 6 months. If you are concerned that you have missing items of clothing please contact Lifestyle and they can show you the clothing in the laundry.

PLEASE REMEMBER

All Consumer's clothing is required to be labelled. St Anna's RCF does not take responsibility for any lost clothing which is unlabelled. Currently we have a large quantity of consumer's un-labelled clothing in our laundry. Labels can be purchased from St Anna's RCF, forms are available at reception or from the housekeeping staff.

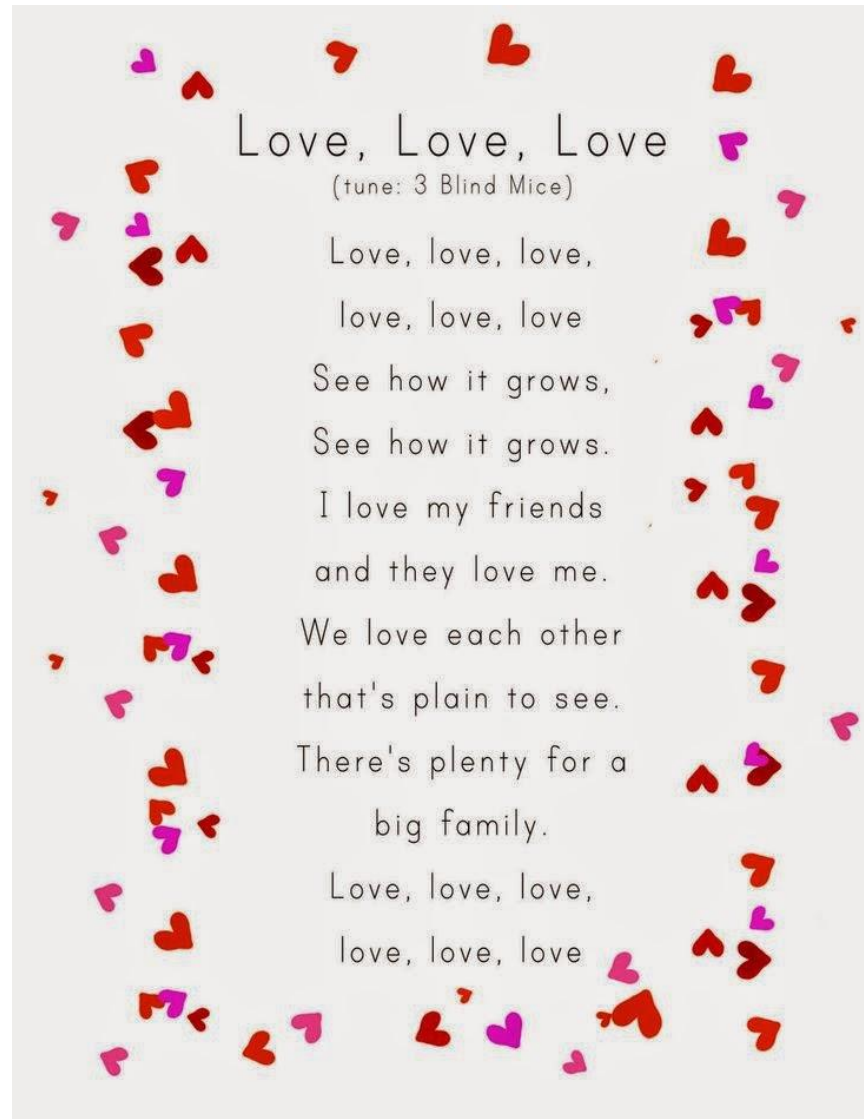
ALL ELECTRICAL ITEMS FOR CONSUMERS

All electrical items purchased by family/friends for consumers, must not be used until St Anna's maintenance department has tested and tagged each item. Please notify a staff member of your purchase and they will ensure that our maintenance department is contacted. As the season is changing, please don't hesitate to contact staff if you feel your family member's air conditioning needs adjusting.

For all consumers and representatives, there is now a framed copy of the Charter of Rights and Responsibilities in the foyer.


Please be aware that food is only to be served by St Annas staff from the Bain Marie to our residents. Staff have completed Food Safety Handling. Specific snack pack fruit/custards and ice-cream that are in Kitchenette areas are only for residents. There are Policies and Procedures that need to be adhered to regarding Food Safety and Handling. We thank you for your understanding in following the correct processes at St Anna's.

POEM - 😊



Multicultural Programs

Tune in to your favourite
RADIO PROGRAM on 5EB1 103.1FM

	Croatian Radio	Thursday	5:00pm – 7:00pm
		Sunday	12:00pm -1:00pm
	Ukrainian Radio is on air:	Monday	4:30 – 5:00pm
		Wednesday	3:00 – 4:00pm
		Sunday	2:30 – 3:30pm
	Russian Radio is on air:	Monday	7:00pm – 7:30pm
		Tuesday	5:00pm – 5:30pm
		Wednesday	6:00pm – 7:00pm
		Sunday	8:30pm – 9:30pm
	Greek Radio is on air:	Tuesday	6:00am – 7:00am 3:00pm – 4:00pm
		Wednesday	4:00pm – 5:00pm
		Thursday	8:00am – 9:00am 2:00pm – 3:00pm
		Friday	8:00am – 9:00am 2:30pm – 3:30pm
		Sunday	5:00pm – 6:00pm

	German Radio is on air:	Monday	6:00am - 6:30am 6:30am – 7:30am 2:00pm – 4:00pm 11:00pm – 12:00am
		Tuesday	12:00pm – 12:30pm 5:00pm – 6:00pm
		Wednesday	12:00pm – 12:30pm
		Thursday	12:00pm – 12:30pm 4:00pm – 5:00pm
		Friday	12:00pm – 12:30pm 10:30pm - 11:30pm
		Saturday	7:30pm – 8:00pm
		Sunday	10:00am – 10:30am
	Polish Radio is on air:	Monday	5:00pm – 6:00pm
		Thursday	4:00pm – 5:00pm
		Saturday	8:00pm – 9:00pm

**Please note: This page is for all Nationalities to advertise Community programs if they wish; please contact St Anna's*

2021

Consumers' Lifestyle Choices – CHECK YOUR AREA BOARDS FOR CHANGES TO DAILY PROGRAMS
PLUS: Walks will be on nice days. All activities are subject to change and weather permitting.
Please speak to staff if you are interested in going for a drive with our volunteers.

**February
Week
Four**

Sunday 21 st	Monday 22 nd	Tuesday 23 rd	Wednesday 24 th	Thursday 25 th	Friday 26 th	Saturday 27 th
11.00am	10.30am	10.30am	10.30	10.00am	10.30am	2.30pm
Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Magical Moments (Individual Consumers in Iris)	Hairdresser	Magical Moments (Individual Consumers in Iris)	Movie Afternoon In all Areas
11.30am	11.30am	10.30am	12.00pm	10.30am	11.30pm	
Songs of Praise On ABC TV	Music and Movement Under The Pergola	Roman Catholic Service with Father Lancey Under the Pergola	BBQ Lunch In the Peter Kurko Room	Magical Moments (Individual Consumers in Iris)	Newspaper Discussion Under The Pergola	
2.00pm	2.30pm	2.30pm	2.30pm	11.15am	2.30pm	
Movie Afternoon In all Areas	Cooking In The Peter Kurko Room	Chi ball Under the pergola	Memory Lane In The Peter Kurko Room	Music/Movement In the Peter Kurko Room	Bingo In The Peter Kurko Room	
3.00pm		2.30pm		2.30pm		
Rap-ball Under the Pergola		Bingo In The Peter Kurko Room		Quiz In the Peter Kurko Room		

Clinical Care Update

Dementia therapies and communication approaches.

Music Therapy.

Activities that involve music are another effective way of communicating with a person who has dementia. Often when other skills have gone, the person can still enjoy old familiar songs and tunes. A certain piece of music can unlock memories and feeling. It is important to be prepared to respond to the release of these feelings.

The big advantage of music is that it does not require a long attention span and it can also be a valuable trigger for reminiscing. Knowing a person's musical likes and dislikes is vital for this to be a successful approach.

Music can be used as a formal therapy or simply for enjoyment. It can also help in the management of difficult behaviours. Music therapists have training in the use of music with people with dementia and can address some very complex behaviours





Australian Government

Aged Care Quality and Safety Commission

You have received this information as part of the Aged Care Quality and Safety Commission's (Commission) commitment to support you during the COVID-19 pandemic.

The Commission had planned a visit to your aged care home to assess whether the quality of care and services being provided to you and other residents meets the Aged Care Quality Standards. This assessment is called a site audit.

Due to the latest advice regarding COVID-19, this site audit will not take place during the pandemic. We want to ensure that we minimise infection risks to people living at the home and the staff who work there. We will let you know at the relevant time when the site audit is able to go ahead. We will let you know how you can talk to the Commission's quality assessors as part of that site audit.

While the timing of the site audit has changed, we continue to monitor and support the quality and safety of services you receive. The Commission would still like to hear from you (or your representative) on your experience of the quality and safety of your care. You can provide this feedback by speaking to us by phone on **1800 951 822** and press **Option 2**.

We will respect the privacy of your information and will not share details with your aged care provider unless you agree to this, or we are concerned about your care. For information on the Commission's privacy policy and practices, please refer to the Commission's website agedcarequality.gov.au or contact the Commission via phone on **1800 951 822** and press **Option 2**.

If you need interpreter assistance, please call Translating and Interpreting Service (TIS) on **131 450** and ask for the Aged Care Quality and Safety Commission.

Regards
Janet Anderson
Aged Care Quality and Safety Commissioner

Home Care Package- Information Page



Happy New Year to all our valued Home Care Clients!

This year we have decided to run a few ‘human interest’ additions to the monthly newsletter including a little get to know you from some of the wonderful St. Anna’s team! To kick things off I’d like to introduce myself and Shan! While you may know us from our roles at St. Anna’s, we’d like to let you know a little about us.

Rebecca - I have worked in the Aged Care industry for around 20 years starting as a Personal Care Worker and am currently a Registered Nurse. I am married with a daughter who is 2 ½ years old and definitely rules the roost! Our little roost also includes 2 red hens who are extremely tolerant of our toddler’s cuddles. We love to travel (pre covid of course!) and have been lucky enough to have visited a number of different countries including Mexico, Hong Kong, North America, France, Italy and Singapore. We also enjoy camping when we can. We are looking forward to taking our little one for her first camp this year. I love to garden and cook. In 2021 I am looking forward to being able to see friends and family more.

Shan – I joined the Home Care team in 2020 and have a background in business administration and event management for the South Australian government. I settled in SA about 25 years ago with my husband and 2 young children, after living in various states of Australia and overseas. I love my garden and socialising, I am currently learning mosaics with a class and I am an avid quilter! My husband and I are now empty nesters (and thoroughly enjoying it!) with our daughter serving in the Royal Australian Navy, stationed in Sydney and our son is a university student in Queensland. We love to travel when we can and highlight trips for us have been Antarctica, Northern Lights in Norway and several visits to England. In 2021 I am looking forward to another year at St. Anna’s and looking to revamp and enjoy my garden.

Keep a look out for the next St. Anna’s team member in future newsletters! ☺

Lifestyle Activities at St Anna's

New Year Eve Party, Ukrainian Christmas eve, Art, Memory Lane the royal family, Flower Arranging and Australia day Celebrations.





Resident's Corner- Calisthenics by Dianne Weatherald

Hello everyone.

I would like you to have some knowledge of Calisthenics. It was a big part of my life.

It's a sport for all groups of girls, no matter what age. We do have completions that happen throughout the Year.

Most suburbs have a calisthenics club and practice through out the year. Calisthenics is a combination of different 'items' such as Marching, free arm exercises, dancing, clubs and rods. Poor mum's need to make all the costumes for the various items. Lots of beads, glitter and sewing. At the end of each year, we have an end of year concert most mums and dads attend that.

Calisthenics is a great pastime and hard work. The Majority of girls love it. I Started Calisthenics at 8 years old and did it for many many years! My 2 daughters also did it and it was an amazing thing to do with them.



In Loving Memory



It is with sadness we announce that Nancy Rodger passed away peacefully on the 27th of December we offer our sincere condolences to family and friends



In Loving Memory



It is with sadness we announce that Nadzieja Paluszek passed away peacefully on the 24th of January we offer our sincere condolences to family and friends



In Loving Memory



It is with sadness we announce that Marie Wakefield passed away peacefully on the 26th of January we offer our sincere condolences to family and friends



Your feedback

At St Anna's Residential Care Facility & Home Care Packages, we welcome your feedback in an environment that is safe and comfortable for you and your family and friends.

In order for us to provide the best possible care and services, we rely on constructive feedback that will enable us to learn about ways in which we can improve outcomes for our consumers.

Management operates under an 'open disclosure' approach and ensures that all feedback is treated in strict confidence.

Feedback is welcomed in all methods, including formally, informally, written or verbally to the organisation:

You can let us know by:

1. Telling a staff member – Our staff members will listen and assist consumers and representatives to raise issues. Please feel free to approach a staff member and indicate that you have a concern or would like to provide some feedback.
2. Consumers Meetings – If you have an item that you would like to discuss, please attend the monthly Consumers Meetings. These meetings are a friendly and open environment where concerns or issues can be raised and discussed.
3. Feedback Forms – Throughout the facility, particularly in the foyer, Feedback Forms can be found that will let us know the details we need to address a concern. There is a confidential Suggestion box located outside of the staff room, or alternatively you can hand it to Reception or mail it in.

Complaints Process Stages

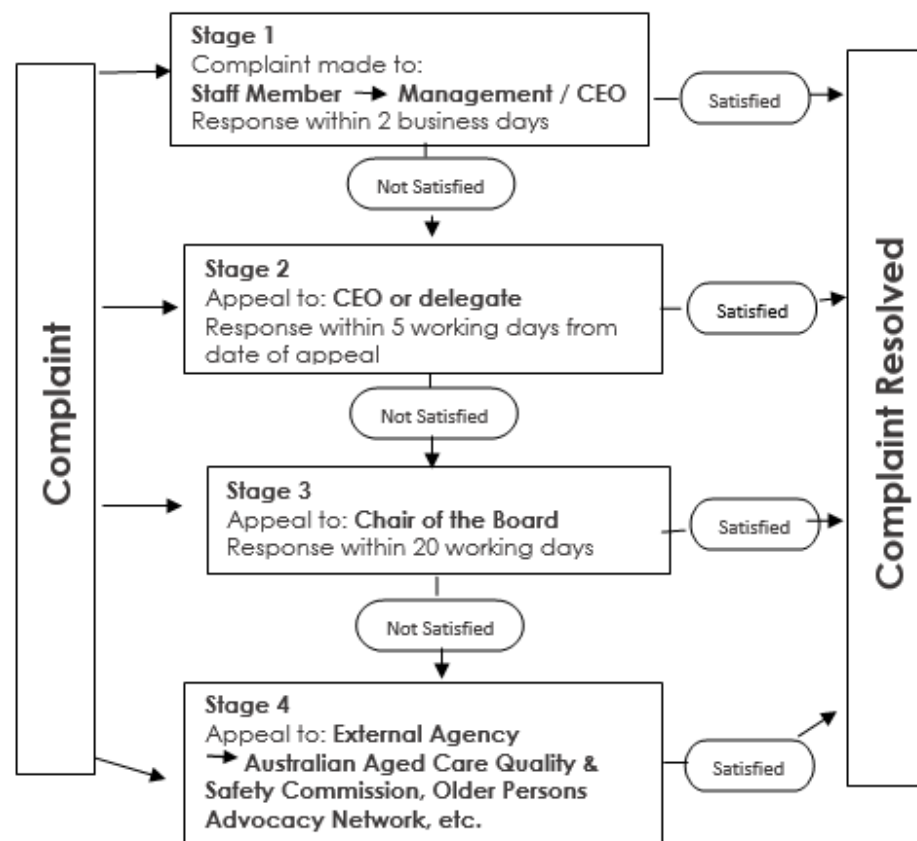
Stage 1 - You may raise any feedback or concerns with any member of staff in person, by phone, in writing or by using this form. Complaints are usually handled by the CEO, Management team or a senior staff person. Complaints will be addressed promptly, with the aim of providing a formal acknowledgement if not resolution within 48 business hours. We recognise that some complaints may take longer to investigate, and in this instance we will communicate with you openly and regularly whilst we work to resolve the concern. Once a resolution has been reached, we will ensure you are satisfied with the outcome.

Stage 2 - If you are not satisfied with the outcome, you are welcome to appeal to the CEO directly in person, by phone or in writing. The CEO or delegate will investigate and respond to you within 5 business days from the date of appeal.

Stage 3 - If you are not satisfied with the appeal outcome, you may take your complaint to the Chair of the Board in person, by phone or in writing. The Board will re-investigate and will respond within 20 business days from contact with the Chair of the Board.

Stage 4 - You are welcome to appeal the outcome by taking your concern directly to the Aged Care Quality and Safety Commission – see the back page for details.

It is important to note that you are welcome to contact an Advocacy service at any stage of the complaint to help advocate on your behalf, assist you with the process and act on your behalf – see below for details



Other Support:

If you are not satisfied with the outcome of your concern with us directly, you are welcome to contact the Aged Care Quality and Safety Commission to address your concern.

Aged Care Quality & Safety Commission

1800 951 822

agedcarequality.gov.au

Advocacy Services

There are services available to help you address your concern. An advocate will provide support to assist you at any stage of the complaint process. It is a free, confidential service.

Older Persons Advocacy Network

1800 700 600

My Aged Care

1800 200 422

Language Services

If you feel you need an interpreter you can ask us to arrange one. Alternatively, you can contact the below service and ask them to contact us.

Translating and Interpreting Services (TIS)

131 450

St Anna's Vision & Mission Statement



*Croatian, Ukrainian & Belarusian
Aged Care Association of South Australia Inc.
Comprising: St. Anna's Residential Care Facility & Home Care Packages*

Vision Statement

“ A PLACE WITH A HEART ”

Mission Statement

The Croatian, Ukrainian and Belarusian Aged Care Association of South Australia Inc. strives to be a leading accredited provider of culturally sensitive and dedicated Aged Care Services primarily for the Croatian, Ukrainian and Belarusian ethnic communities.