

From the CEO's Desk

Spring has arrived, the days are longer and warmer weather is on the way.

It has been a busy year to date with many things happening in the facility and retirement villages.



Ebenezer Village Inc. has officially amalgamated with Outlook Gardens, with Consumer Affairs Victoria approval granted on 2nd August 2019. The Boards of both Associations are now joined, and we will work hard to make the transition as smooth as possible.

Implementation of the new Aged Care Standards and Charter of Aged Care Rights commenced on 1st July. The focus of the new standards is geared far more towards toward "Consumer Choice" with more consultation and discussion with our residents about their preferences in all aspects of their care.

If you haven't returned the signed acceptance for the Charter of Aged Care Rights for your loved one, please return the signed form as soon as possible.

We have purchased new tables and chairs for the dining, Sunflower and Magnolia rooms as well as recliner chairs in the Lavender room (keep an eye out for photos scattered throughout this newsletter). We have received very positive feedback from our residents and visitors about the furniture. We have also renovated two offices in order to provide an office for our newly appointed Admissions Officer.

Plans are underway for renovation of the kitchen and front entrance, and we have had preliminary discussions with builders.

New guttering and external painting around the village is well underway with several stages now complete.

AGM

The Annual General Meeting for the Association has been scheduled for Saturday the 16th November at 2pm, and the Village Residents meeting at 3pm, both meetings will take place in the Community Centre. Please note the date and time in your diaries.

Dirk Schurink

Chief Executive Officer

From the Residential Services Manager's Desk

Finally the worst of winter is behind us. With the arrival of warmer weather it's easy to forget that flu season has not yet finished—new cases are still being reported around Melbourne. A flu vaccination is the most effective way to prevent flu outbreaks (vaccines are available to those aged over 6 months). Regularly wash hands, disinfect surfaces and always cough/sneeze into a tissue (or into your elbow) to avoid spreading infection.

If you are experiencing any of the symptoms listed below, please refrain from visiting Outlook Gardens until you have recovered:

- Fever (above 38 degrees)
- Cough (dry or with phlegm)
- Nasal congestion
- Sore throat
- Aching muscles
- Chills and/or sweats
- Loss of appetite
- Diarrhoea
- Nausea

SUPPORTING RESIDENTS AND FAMILIES

We recently hosted an information session for interested families on Enduring Powers of Attorney and Medical Treatment Decision Makers. This was run by the Office of the Public Advocate, who also explained their role in supporting and advocating for vulnerable, including the elderly. Their free advice service is available by calling 1300 309 337, and many resources are also available on their website (www.publicadvocate.vic.gov.au). There are also free copies of their 'Take Control' booklet available at reception (with information on appointing a medical treatment decision maker, making an advance care directive, and making an enduring power of attorney).

We have just begun to plan our next resident and family information evening, which we intend to hold in the first half of November. We would like these sessions to be as helpful as possible to you in your Aged Care journey, so please let me know of any topics that would be of interest.

STAFF NEWS

Congratulations to Enrolled Nurses Ashleigh Phillips and Briony Groves, who have recently been accepted to study a Bachelor of Nursing at Latrobe University. They have commenced their studies and are looking forward to new challenges.

Inna Emelianova

Residential Services Manager

Community Spirit

Turn your eyes upon Jesus. Look full in His wonderful face; and the things of earth will grow strangely dim, in the light of His glory and grace!

When I sing this hymn the truth of these words bring a peace and comfort that tell me everything is all right. Why be anxious for anything? Jesus has us all in the palm of His hands.

In times of trouble, our Heavenly Father is teaching us to rely on Him so that our faith grows and our confidence in Him increases. Perseverance in seeking God is crucial in times of difficulty. Hebrews 10:35-36 encourages us; "do not throw away your confidence, which has a great reward. For you have need of endurance, so that when you have done the will of God, you may receive what was promised."

You may ask *Why do I need endurance? Why can't God just answer my prayer and give me what I need, now? Why is God allowing me to suffer?* But the word of God has a lot to say about that. Romans 5:3-4 exhorts us - "We can rejoice, too, when we run into problems and trials for we know that they are good for us – they help us learn to be patient. And patience develops strength of character in us and helps us trust God more each time we use it, until finally our hope and faith are strong and steady". Once through the trial we find ourselves at the door of a new beginning!

Spring is a wonderful time to reflect on new beginnings. It reminds us that although we have journeyed through a long, cold Winter, where everything seemed bleak and dormant, God has been at work in His creation, preparing it for a new beginning. Trees are budding with fresh new leaves and the air smells sweet with blossom trees promising delicious fresh fruit to come. This is evidence of God's promises of new life, new beginnings and is a reminder that He is with us even in our 'Winter trials'. So just as we eagerly anticipate the coming of Spring, let's apply that same eager anticipation in our faith walk and wait expectantly and joyfully for God to answer our prayers in His perfect timing. Let us reflect on His word:- for "We know that all things work together for good to them that love God, to them who are the called according to His purpose" (*Romans 8:28*).

Our Heavenly Father knows just what is needed in our circumstances and is working in and through people and other measures to bring about what is best for all involved. So be encouraged that God hears your prayers and that His timing is perfect, always! When we wait upon the Lord, we are being obedient to His will. (*Psalm 37:7*) "Rest in the Lord; wait patiently for Him to act." so that we "may receive what was promised."

God bless you abundantly.

Cheryl Ebsworthy

Pastoral Care

Could you volunteer some time and talent?

We are always looking for volunteers to join our community for an activity! If you are interested please contact Georgie our Lifestyle Co-ordinator on 9795 7566. We would particularly love more people to be involved with reading, board games, craft or any other special skills or talents.

Leisure and Lifestyle

Once again it's been a busy few months at Outlook Gardens, with lots of activities and outings for everyone! Throughout July we celebrated **Scotland** which included trying some great Scottish fare and playing highland games.



Danni And Karl trying their skills at a Caber Toss, a traditional Scottish athletic event

As well as all of the above (plus our regular activity groups), there have also been some special outings. See the next page for some more of our adventures!

In August the residents in our new **Italian Club** organised afternoon tea, consisting of a selection of fine Italian fare for our residents to enjoy!



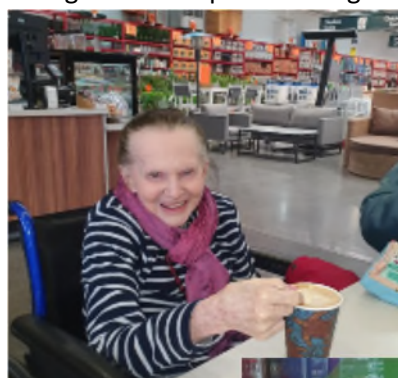
A visit to 'A Touch of **Dutch**' in Berwick was well attended.



In September the residents watched a movie matinee in the Sunflower Lounge, enjoying brand new furniture and newly installed audio visual equipment



As well as all of the above (plus our regular activity groups) there have also been some special outings including a ladies trip to Bunnings



Residents have been enjoying creating some beautiful art works, making bath fizzers and sand art



Caterina showing off her admin skills helping out with collating the winter 2019 newsletter





The following residents are celebrating Milestone Birthdays

September	Johanna (Jos) Berends celebrates her 100th birthday!! Wilma Van Brussel celebrates her 95th birthday Romolo Ercoles celebrates his 85th birthday
October	Ernest Vanderzeil celebrates his 95th birthday Anastasia Bishop celebrates her 90th birthday
November	Johanna Suk celebrates her 97th birthday Olga De Mello, William Fernando and Jenny Van Der Wolde all celebrate their 90th birthday

Wishing all our residents that are celebrating a birthday in the months of
September, October and November very many happy returns and
God's blessings for your birthday

Having a birthday?

Lounge areas may be booked via Reception for resident birthday celebrations. In order to ensure everyone's safety, please do not use birthday candles or sparklers (no naked flames) within the facility as our heat & smoke detectors are very sensitive!

Activities and Games in Aged Care

In our last newsletter we touched on the value of music in aged care. In this newsletter we'll look at the value of activities and games. At Outlook Gardens we recognise that the participation in games and activities has many benefits for our residents. Indoor games can be one of the best ways to keep seniors' minds healthy and active. It offers a lot more than just entertainment; it creates happiness and reduces stress, may help lower blood pressure and can assist in improving our immune systems.

While participating in games, there is always a good amount of laughter. Laughing together and having fun can keep the residents at Outlook Gardens happy and healthy. Another important outcome is that it gives our residents an opportunity to spend time together and socialise.

Board games or any indoor games help us to practice essential cognitive skills and enhance the parts of the brain responsible for complex thought and memory formation. Indoor games help the brain retain and build cognitive associations well in old age. Keeping the minds of our residents active and engaged means they are exercising the brain and building it stronger. A stronger brain has lower risks of losing its power and thus reduces the risk of cognitive decline, such as associated with dementia and Alzheimer's. Many board games require the use of fine motor skills to pick up or move pieces, actions that take both coordination and dexterity. Regular practice and activity improve basic skills which are important to elderly.



Getting together for a game of Rummikub

CARE PLANS

As we incorporate the new Aged Care Standards into our procedures at Outlook Gardens, we encourage every resident and/or a family member to become familiar with their care plan. As part of our commitment to providing the best possible care for your loved one, we invite you to participate in care-planning. We encourage you to chat with the person-in-charge and have input into the planning of their care.



Going out?

If you are going out/taking a resident out, please
tell the nurse's station before you go

Lost something?

If you or your loved ones are missing
clothing items, please ask Reception or
care staff.

New Medicare or Pension Card?

If your family member receives a Medicare or Pension card
with a **changed expiry date**, please provide the details or a
copy to Reception or nursing staff so we can update our
records.

New Clothes?

If you or family members are bringing new clothes, please leave them in a named bag at reception or with care staff to
be **labelled**. Unfortunately we cannot take responsibility for lost clothing if it is not labelled.



- **Podiatrist Visits— October 29 and December 10**
- **Family/Resident information night coming up in November—date to be confirmed. Please let us know what topics interest you.**
- **Association Annual General Meeting will be held at 2pm Saturday 16 November, followed by Village Residents meeting at 3pm**

APPROACHING END OF LIFE

At Outlook Gardens we are committed to ensuring the best care for our residents and support for families, especially as a resident approaches the end of their life. As care needs change, you will be kept fully informed and involved in making decisions. Our staff are always available for support and any concerns.

As part of this process, the following is available for family members who wish to keep vigil at the bedside of their loved one:

Meals can be provided and hot drinks are available for family members if/when required;

Family members may stay overnight in the resident's room or nearby—this can be arranged with the Residential Services Manager; and

Pastoral Care staff are also available to walk alongside family as well as residents.

It is our aim to support our residents and families with holistic care during this difficult time, please talk to us about ways in which we can support you.

**Residents and their families enjoying the new furniture in the Sunflower Lounge
and the dining room**





Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

The Older Persons Advocacy Network has created a short video to help you understand the new Charter of Aged Care Rights.

You can view it here: <https://vimeo.com/341691673>

Village Happenings

At last Spring is with us again and we can look forward to warmer days. There is plenty of evidence in the gardens – with the daffodils, blue bells and blossom all showing off their lovely colours.

At morning coffee this month we had an interesting lady by the name of Joanne from Pelican Tours tell us about the many trips available from her company. Please see below for information about an upcoming outing to Alowyn Gardens.

We encourage all residents in the village to support Thursday coffee mornings – a chance to stock up from the kiosk – and a good time to catch up on any news from around the village.

ALOWYN GARDENS OUTING DETAILS



Date – Friday 11th October

Times – Leaving at 9:30am and returning at approximately 4:00pm

What is included - Tour and entry to Alowyn Gardens, Yarra Valley Chocolaterie and shopping in Healesville (if time permits)

Lunch - sandwich, cake, cheese, biscuits and a drink.

Cost - \$58 per person

If you would like to come, please pay and confirm at our office by