

# ***FITZGERALD***

## ***News & Views***



**Sulphur Crested Cockatoo**

**March 2018**

**FLOWERS DONATED FOR ST. VALENTINE'S DAY**





## ANNAGRAMS

Wow, it's already March, soon Daylight Savings will be ending and cooler weather will be fast approaching.

The retaining wall and asphaltting are done and I hope you agree with me when I say they both look amazing.

Aged Care again has been in the news with meals and nutrition at the forefront with comments unfairly comparing aged care meals with prison meals etc. Prisoners have vastly different dietary needs from residents in aged care.

Meals, nutrition and costs are important factors but the most important component in this debate are our residents. All our residents have different tastes, different needs, likes and dislikes and these can vary from day to day. Staff do their best to ensure that all residents eat the meals we provide, offer choice and variety. However we can only encourage residents to eat, assist those who require assistance but cannot force feed anybody.

If you have any concerns, whether as a resident or family member, about our meals please do not hesitate to come and see me.

Our next relative meeting will be on 9<sup>th</sup> April, 2018 from 6.00 pm, the highlight of which will be a trainer from Dementia Training Australia to speak to you about Dementia. If you have friends or family members who want to learn some more about Dementia please invite them along.

## WELCOME TO NEW VOLUNTEERS

Tina van Dorresteyn is the daughter of John Knibbs and Robert Stalley is a Board member. We welcome them warmly, and ask you to be easy on them for at least a little while.

## COVER PICTURE

Sulphur crested cockatoos were the subject of last month's Memories of Animals story. A single bird is the subject of this month's story, but he looks quite different to the picture.

## ENTERTAINERS

Friday	2 <sup>nd</sup>	10:30am	Helen James - Concert
Tuesday	6 <sup>th</sup>	1:30pm	Historian Visit – John Miller
Wednesday	7 <sup>th</sup>	1:15pm	Bill Sarena - Entertainer
Tuesday	13 <sup>th</sup>	1:15pm	Tim Berthet - Concert
Wednesday	28 <sup>th</sup>	1:15pm	Robyn and Co - Concert

Our carers are a bit like archaeologists: they spend a lot of time amongst ruins and old bones.

## OUTINGS

Friday	2 <sup>nd</sup>	1:15pm	Shopping Trip
Monday	19 <sup>th</sup>	1:15pm	Mystery Bus Trip
Tuesday	20 <sup>th</sup>	10:30am	Lunch at Riverstone RSL Club Cost \$10, Vegas Day – Trivia. Raffle, Kristy Lee Concert Home by 3:30pm

A man was sitting quietly reading his paper one morning, peacefully enjoying himself, when his wife sneaks up behind him and whacks him on the back of his head with a huge frying pan.

MAN: “What was that for?”

WIFE: “What was that piece of paper in your pants pocket with the name Marylou written on it?”

MAN: “Oh honey, remember two weeks ago when I went to the horse races? Marylou was the name of one of the horses I bet on.” The wife looked all satisfied, apologises, and goes off to work around the house. Three days later he is once again sitting in his chair reading and she repeats the frying pan swatting.

MAN: “What in the world was that for this time?”

WIFE: “Your horse called on the telephone.”

## MARCH HAPPENINGS

Thursday	1 <sup>st</sup>	9:30am	Exercise Program
Thursday	1 <sup>st</sup>	10:30am	Trivia
Thursday	1 <sup>st</sup>	11:30am	One-on-One Time
Thursday	1 <sup>st</sup>	1:30pm	Whiteboard Game
Friday	2 <sup>nd</sup>	9:30am	Exercise Program
Friday	2 <sup>nd</sup>	10:30am	Helen James - Concert
Friday	2 <sup>nd</sup>	11:00am	Knitting Group
Friday	2 <sup>nd</sup>	11:00am	Room Visits
Friday	2 <sup>nd</sup>	1:15pm	Shopping Trip
Friday	2 <sup>nd</sup>	1:15pm	DVD – We visit Egypt
Friday	2 <sup>nd</sup>	3:30pm	Student Volunteers
Saturday	3 <sup>rd</sup>	10:30am	Bingo
Sunday	4 <sup>th</sup>	1:30pm	Afternoon Movie
Monday	5 <sup>th</sup>	9:30am	Exercise with Physio
Monday	5 <sup>th</sup>	10:00am	Bingo
Monday	5 <sup>th</sup>	1:30pm	Sing-Along
Monday	5 <sup>th</sup>	3:30pm	Relaxation Music
Monday	5 <sup>th</sup>	3:30pm	Student Volunteers
Tuesday	6 <sup>th</sup>	9:00am	Hairdresser
Tuesday	6 <sup>th</sup>	9:30am	Strength and Balance
Tuesday	6 <sup>th</sup>	10:30am	Quiz
Tuesday	6 <sup>th</sup>	1:30pm	Historian Visit – John Miller
Wednesday	7 <sup>th</sup>	9:00am	Bingo
Wednesday	7 <sup>th</sup>	11:00am	Men’s Group
Wednesday	7 <sup>th</sup>	11:30am	Barbecue Cooking

Wednesday	7 <sup>th</sup>	12:00pm	Barbecue Lunch
Wednesday	7 <sup>th</sup>	1:15pm	Bill Sarena - Entertainer
Thursday	8 <sup>th</sup>	9:30am	Exercise Program
Thursday	8 <sup>th</sup>	10:00am	Walking Group
Thursday	8 <sup>th</sup>	10:00am	Short Stories
Thursday	8 <sup>th</sup>	1:00pm	Connect with the Bridges Community - Visit
Thursday	8 <sup>th</sup>	2:00pm	Board Games
Friday	9 <sup>th</sup>	9:30am	Exercise Program
Friday	9 <sup>th</sup>	10:00am	Birthday Cake
Friday	9 <sup>th</sup>	10:30am	Quiz
Friday	9 <sup>th</sup>	11:00am	Knitting Group
Friday	9 <sup>th</sup>	11:00am	Room Visits
Friday	9 <sup>th</sup>	1:30pm	Board Games
Friday	9 <sup>th</sup>	3:30pm	Student Volunteers
Saturday	10 <sup>th</sup>	10:30am	Bingo
Sunday	11 <sup>th</sup>	1:30pm	Afternoon Movie
Monday	12 <sup>th</sup>	9:30am	Exercise with Physio
Monday	12 <sup>th</sup>	10:00am	Anglicare Visit
Monday	12 <sup>th</sup>	1:30pm	Name That Tune
Monday	12 <sup>th</sup>	3:30pm	Student Volunteers
Tuesday	13 <sup>th</sup>	9:00am	Hairdresser
Tuesday	13 <sup>th</sup>	9:00am	Easter Craft
Tuesday	13 <sup>th</sup>	10:30am	Yesteryear with Fred
Tuesday	13 <sup>th</sup>	1:15pm	Tim Berthet - Concert
Tuesday	13 <sup>th</sup>	2:30pm	DVD – Russia Visit
Wednesday	14 <sup>th</sup>	9:00am	Bingo

Wednesday	14 <sup>th</sup>	10:00am	Catholic Service
Wednesday	14 <sup>th</sup>	10:30am	Card Making
Wednesday	14 <sup>th</sup>	2:00pm	Walk in Garden
Wednesday	14 <sup>th</sup>	3:00pm	Room Visits
Thursday	15 <sup>th</sup>	9:30am	Exercise Program
Thursday	15 <sup>th</sup>	10:30am	Active Games
Thursday	15 <sup>th</sup>	11:30am	One-on-One Time
Thursday	15 <sup>th</sup>	1:30pm	Short Stories
Thursday	15 <sup>th</sup>	2:30pm	Hang Man
Friday	16 <sup>th</sup>	9:30am	Exercise Program
Friday	16 <sup>th</sup>	10:30am	Quiz
Friday	16 <sup>th</sup>	11:00am	Knitting Group
Friday	16 <sup>th</sup>	11:30am	Room Visits
Friday	16 <sup>th</sup>	1:30pm	Word Game
Friday	16 <sup>th</sup>	3:30pm	Student Volunteers
Saturday	17 <sup>th</sup>	10:30am	Bingo
Sunday	18 <sup>th</sup>	1:30pm	Afternoon Movie
Monday	19 <sup>th</sup>	9:30am	Exercise with Physio
Monday	19 <sup>th</sup>	10:00am	One-on-One Time
Monday	19 <sup>th</sup>	1:15pm	Mystery Bus Trip
Monday	19 <sup>th</sup>	3:30pm	Student Volunteers
Tuesday	20 <sup>th</sup>	9:00am	Hairdresser
Tuesday	20 <sup>th</sup>	10:30am	Lunch at Riverstone RSL Club Cost \$10, Vegas Day – Trivia. Raffle, Kristy Lee Concert Home by 3:30pm
Wednesday	21 <sup>st</sup>	9:00am	Exercise Program



Wednesday	21 <sup>st</sup>	10:00am	High Tea
Wednesday	21 <sup>st</sup>	11:30am	Room Visits
Wednesday	21 <sup>st</sup>	2:00pm	DVD – We Visit South Africa
Thursday	22 <sup>nd</sup>	9:30am	Exercise Program
Thursday	22 <sup>nd</sup>	10:00am	Walking Group
Thursday	22 <sup>nd</sup>	10:00am	Short Stories
Thursday	22 <sup>nd</sup>	11:30am	One-on-One Time
Thursday	22 <sup>nd</sup>	1:30pm	Board Games
Friday	23 <sup>rd</sup>	9:30am	Exercise Program
Friday	23 <sup>rd</sup>	10:30am	Quiz
Friday	23 <sup>rd</sup>	11:00am	Knitting Group
Friday	23 <sup>rd</sup>	11:00am	Room Visits
Friday	23 <sup>rd</sup>	1:30pm	Word Game
Friday	23 <sup>rd</sup>	3:30pm	Student Volunteers
Saturday	24 <sup>th</sup>	10:30am	Bingo
Sunday	25 <sup>th</sup>	1:30pm	Afternoon Movie
Monday	26 <sup>th</sup>	9:00am	Podiatrist
Monday	26 <sup>th</sup>	10:00am	Let's Laugh
Monday	26 <sup>th</sup>	2:00pm	Hawkesbury City Library Visit
Monday	26 <sup>th</sup>	3:00pm	Painting
Tuesday	27 <sup>th</sup>	9:00am	Hairdresser
Tuesday	27 <sup>th</sup>	9:00am	Craft and Nails
Tuesday	27 <sup>th</sup>	10:30am	Yesteryear with Fred
Tuesday	27 <sup>th</sup>	1:30pm	DVD – We Visit Japan
Tuesday	27 <sup>th</sup>	3:30pm	Music Therapy
Wednesday	28 <sup>th</sup>	9:00am	Bingo
Wednesday	28 <sup>th</sup>	10:30am	Cake Decorating

Wednesday	28 <sup>th</sup>	1:15pm	Robyn and Co - Concert
Wednesday	28 <sup>th</sup>	3:00pm	Room Visits
Thursday	29 <sup>th</sup>	9:30am	Exercise Program
Thursday	29 <sup>th</sup>	10:30am	Trivia
Thursday	29 <sup>th</sup>	1:30pm	Easter Lucky Squares Draw
Thursday	29 <sup>th</sup>	2:00pm	Word Game
Friday	30 <sup>th</sup>		Public Holiday – Good Friday No RAO or Office Staff
Saturday	31 <sup>st</sup>	10:30am	Bingo
<b>Check the program board for daily activities</b>			

**THANK YOU** to:

Bridges Disability Services for use of their bus,  
Chandlers Funerals for all of their support,  
Kellyville Flower Spot and Angels Florist for donating  
flowers on St Valentine’s Day  
David and Jim, our volunteer bus drivers,  
and all of our merry band of volunteers.

Our band of volunteers,  
the ever entertaining performers, and  
Bob, our excellent Barbecue cook.

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A turkey was chatting with a bull “I would love to be able to get to the top of that tree,” sighed the turkey, but I haven’t got the energy.” “Well, why don’t you nibble on my droppings?” replied the bull. “They’re packed with nutrients.” The turkey pecked at a lump of dung and found that it gave him enough strength to reach the lowest branch of the tree. The next day, after eating some more dung, he reached the second branch. Finally after a fourth night, there he was proudly perched at the top of the tree. Soon he was spotted by a farmer, who shot the turkey out of the tree. The moral of the story: Bullshit might get you to the top, but it won’t keep you there.

## **IMPORTANT INFORMATION FOR RESIDENTS**

### **CHARTER OF RESIDENTS' RIGHTS AND RESPONSIBILITIES**

Fitzgerald Aged Care values the privacy of all people. We adhere to the Privacy Act 1988, the Privacy Amendment Act 2012 and the Australian Privacy Principles.

All residents have the right to comment, make suggestions or complain and Fitzgerald Aged Care has a Policy and Procedure which allows complaints to be heard. The Complaints and Comments "Birdhouse" is located in the foyer. See the manager or staff for more information on this procedure. (See section titled Complaints & Suggestions in this booklet).

Each resident of Fitzgerald Aged Care has the right to full and effective use of his/her personal, civil, legal and consumer rights.

- to quality care appropriate to his/her needs
- to full information about his/her own state of health and about available treatment
- to be treated with dignity and respect, and to live without exploitation, abuse or neglect
- to live without discrimination or victimisation, and without being obliged to
- feel grateful to those providing his/her care and accommodation
- to personal privacy
- to live in a safe, secure and homelike environment, and to move freely both within and outside the residential care service without undue restriction
- to be treated and accepted as an individual, and to have his/her individual preferences taken into account and treated with respect
- to continue his/her cultural and religious practices and to keep the language of his/her choice without discrimination
- to select and maintain social and personal relationships with anyone else without fear, criticism and restriction
- to freedom of speech
- to maintain his/her personal independence
- to accept personal responsibility for his/her own actions and choices, even though these may involve an element of risk, because the resident has the right to accept the risk

and not to have the risk used as grounds for preventing or restricting his/her actions and choices

- to maintain control over, and to continue making decisions about the personal aspects of his/her daily life, financial affairs and possessions
- to be involved in the activities, associations and friendships of his/her choice, both within and outside the residential care facility
- to have access to services and activities available generally in the community
- to be consulted on, and to choose to have input into, decisions about the living arrangements of the residents care service
- to have access to advocates and other avenues of redress
- to be free from reprisal, or a well-founded fear of reprisal, or a well-founded fear of reprisal, in any form for taking action to enforce his/her rights
- to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole
- to respect the rights of staff and to the proprietor to work in an environment free from harassment
- to care for his/her own health and well-being, as far as he/she is capable to inform his/her medical practitioner, as far as he/she is able, about his/her relevant medical history and current state of health.

## **COMPLAINTS AND SUGGESTIONS**

Any problems, complaints or suggestions regarding the care or procedures and practices should be brought to the attention of management directly, by phone, email or in writing for discussion. Fitzgerald Aged Care has a documented process for reporting suggestions, improvements and complaints.

These forms are as follows:

- Feedback form for Complaints, Comments, Compliments
- Continuous Improvement Log
- Feedback Register

These forms can be located in the front foyer. If a concern, comment or complaint cannot be resolved to the complainant's satisfaction, the facility has a Complaints Committee available, made up of the Facility Manager, a resident and a Board Member. For further information please contact management.

Other avenues for further external complaints if required are as follows:

Aged Care Complaints Commissioner

Free call 1800 550 552

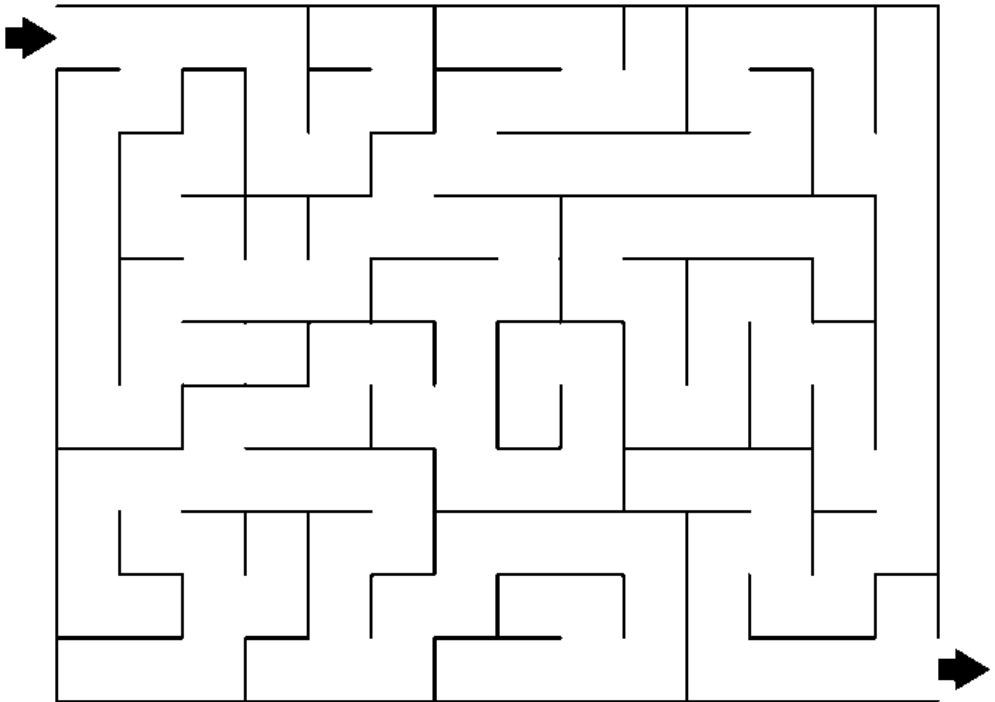
or in writing to:

Aged Care Complaints Commissioner

GPO Box 9848

Sydney NSW 2001

## **IT'S AMAZING**



## LAKES OF NSW

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

ALBINA	ILLAWARRA	TUGGERAH
AVOCA	MACQUARIE	WALLAGA
BATHURST	MENINDEE	WATTLE GROVE
BLUE LAKE	MUNGO	WILLANDRAS
BUDGEWOI	MUNMORAH	WOLLUMBOOLA
COOTAPATAMBA	MYALLS	WONBOYN
COWAL	NARRANS	WOYTCHUGGA
GEORGE	TABOURIE	
HEADLEY TARN	TERRIGAL LAGOON	

## THE MEN'S GROUP DURING THE BARBECUE





## SAD FAREWELL

This month we say goodbye to Betty Cox. Betty will be sadly missed, and our deepest sympathy goes out to **her** family and friends.

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## Robin's Memories of Animals

Glossodia, near Windsor NSW

George is a sulphur crested cockatoo. At least I think he is. I have never seen his feathers, because he has Psittacine Beak and Feather Disease, which causes some parrots to lose all of their feathers. George is quite happy, but in cold weather he must wear a knitted pullover to keep him warm. I lived next door to him on a half-acre block, so the telephone could be a bit hard to hear and I wanted a louder bell. I could hear the neighbour's telephone bell anywhere on the block. I asked the neighbours where they got their bell and they told me about George. He likes company. He noticed that whenever a thing in the kitchen made a particular noise, someone would go and talk to it. So, George started to make the noise and got the attention he wanted. This was certainly more than a bird imitating a sound as lyre birds do. It had a purpose and achieved that purpose. Cockatoos are very intelligent.



## RESIDENTS' BIRTHDAYS THIS MONTH

Anna Sardyga	March 3 <sup>rd</sup>
Maria Kay	March 6 <sup>th</sup>
Frank Lawn	March 6 <sup>th</sup>
Yvonne Soper	March 21 <sup>st</sup>
Avon Watson	March 25 <sup>th</sup>
Rita Taylor	March 28 <sup>th</sup>
Pam Hawkins	March 30 <sup>th</sup>

The monthly birthday cake will be celebrated on **Friday, 9<sup>th</sup> March at 10:00am.**