

FITZGERALD NEWS & VIEWS May 2024



10th May - Mother's Day Luncheon
24th May – Rock n Roll Theme Day

Theme Day – Alice in Wonderland



Paul and Sunny



Paula, Robin & Sunny



Lisa, Isabel & Sunny



Lisa and Betty

Manager's Update

Dear Residents, Families, Friends, and Team Members, May has arrived, and with it, the blossoming of new activities and celebrations that enhance our vibrant community spirit at Fitzgerald. This month, we are excited to share not just the events we look forward to but also to reflect on the wonderful happenings of April.

Last month, we were delighted to receive positive feedback from residents, who shared their satisfying experiences at Fitzgerald through our Experience Surveys. Such testimonials reinforce our commitment to providing excellent care and a nurturing environment for all our residents. A heartfelt thank you to everyone who contributed.

What's Happening in May:

- Friday, May 10th: Join us in celebrating International Nurses Day with our hardworking staff — To honour their unwavering commitment, we've prepared a special treat to convey our deep appreciation for our valued team of nurses.
- Sunday, May 12th: We will be celebrating Mother's Day and will be serving a scrumptious lunch for our residents. We will also be holding a luncheon on Friday May 10th for our residents to honour the mother's grandmothers, great grandmothers and mother like figures in our community.
- Friday, May 24th: Get ready to twist and shout during our Rock and Roll Theme Day. Dress up in your best 50's attire and enjoy a day of music, dancing, and lots

lots of fun!

- Monday, May 20th - Sunday, May 26th: Volunteer Week is here, and we are gearing up to celebrate the invaluable contributions of our volunteers. Their efforts bring light and joy to our daily operations, and this week is all about expressing our gratitude.

Each of these events is an opportunity to connect, enjoy, and celebrate the rich tapestry of lives within our Fitzgerald community. As we continue to create a supportive and engaging environment, your participation and feedback are crucial. Please join us in these activities and let's make more unforgettable memories this May.

We are excited to welcome our new Social Wellness Officer, Paula, who is enthusiastic about contributing to our community. Her fresh energy and innovative ideas will surely add to the wonderful atmosphere.

As we welcome new beginnings, we also say goodbye to Sunny, our beloved Wellness Officer. Sunny has been a cornerstone of joy and engagement in our community. While we will miss her dearly, we send her off with best wishes for her future endeavours.

Lastly, as I will be on annual leave for the next three weeks, Felix, our Interim Clinical Supervisor, will be your point of contact. He is well-prepared to manage any needs that arise during my absence.

Thank you for your continued trust and involvement. Here's to a fantastic May filled with joy and community spirit at Fitzgerald!

**Warm Wishes,
Solomon Kebede RN**

Mother's Day 12th May

On this special day dedicated to mothers, let's take a moment to celebrate the remarkable women who fill our lives with unconditional love and boundless care. Whether you're a mother, grandmother, stepmother, or any other maternal figure, your strength, sacrifice, and support do not go unnoticed. May this Mother's Day be a time of reflection, appreciation, and heartwarming moments shared with loved ones. From the countless hugs to the quiet sacrifices made each day, your love shapes our lives in profound ways. Here's to you, the guiding lights of our families, and the embodiment of love itself. Happy Mother's Day!

Mother's Day Facts

- **Origin:** Mother's Day, originated in the United States during the early 20th century, began with Anna Jarvis' memorial for her mother in 1908, held in Grafton, West Virginia.
- **Timing:** Mother's Day isn't always on the same date each year. The holiday is celebrated every year on the second Sunday of May. This year, in case you've forgotten, will be on May 10th.
- **Official Recognition:** President Woodrow Wilson officially established Mother's Day as a holiday in the United States in 1914.
- **Gift Traditions:** Flowers, particularly carnations, hold significance as gifts for Mother's Day, chosen by Anna Jarvis due to her mother's fondness for them.
- **Dining Trends:** Mother's Day ranks among the busiest days for restaurants, with families often treating mothers to special meals out.

- According to the Sydney Morning Herald, Australians spent as much as \$2 billion on Mother's Day in 2017, with up to \$200 million on flowers alone.
- Card Exchanges: Mother's Day stands as the third-largest occasion for exchanging cards in the United States, following Christmas and Valentine's Day, with millions of cards sent annually.
- Global Variances: While celebrated in over 40 countries, Mother's Day is observed on varying dates, such as in the United Kingdom, where Mothering Sunday falls on the fourth Sunday of Lent.
- Anna Jarvis' Legacy: Despite her role in establishing the holiday, Anna Jarvis later expressed remorse for its commercialization and spent her later years attempting to abolish it from the calendar.
- Cultural Customs: Different regions observe Mother's Day with unique customs, including family gatherings, special meals, and outings, reflecting diverse cultural traditions.

RESIDENTS' BIRTHDAYS THIS MONTH

1st May	Pamela Everingham
1st May	June Schofields
7th May	Anne Jagt
9th May	Betty Pitt
14th May	Isabel Simpson

Volunteer Week

From Monday the 20th to Sunday the 26th, we're celebrating the extraordinary contributions of our volunteers. Their dedication brightens our community and ignites positive change. Let's express

our heartfelt thanks for their endless compassion and unwavering support!

Volunteer Opportunity

Are you ready to make a difference in the lives of our elderly community members? We are seeking compassionate volunteers to join our team. Whether it's lending a listening ear, assisting with activities, or simply sharing a smile, your time and care can brighten someone's day. Join us in creating meaningful connections and enhancing the quality of life for our residents. Contact us today to learn more about how you can get involved!

ADDITIONAL LINKS AVAILABLE FOR FAMILY & FRIENDS

If you wish to arrange a Face time or Zoom with your loved ones. Please contact the facility during office hours 9am-5pm Monday to Friday, so we can arrange a suitable time with you to make these calls. We are more than happy to help.

Activities in May

SPECIAL EVENTS

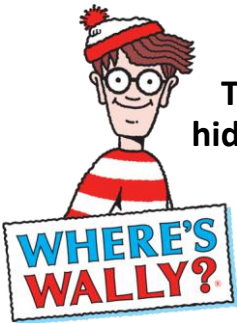
Friday	10th	Mother's Day Luncheon
Saturday	12th	Mother's Day
Friday	24th	Rock n Roll theme day

Wednesday	1st	9:15am	Armchair yoga
	1st	10:30am	Quizzes
Thursday	2nd	9:15am	Armchair yoga
	2nd	10:30am	Memory Games
	2nd	1:30pm	Games afternoon
Friday	3rd	9:15am	Armchair Yoga
	3rd	10:30am	Conversation group with Margeret and Melinda
	3rd	1:30am	Denise facial + nail care
Saturday	4th	9:15am	Armchair Yoga
		10:30am	Bingo with Maureen

	4 th	12:45pm	Read the news
Sunday	5 th	1:30pm	Sunday Movie
Monday	6 th	9:15am	Exercises
	6 th	10:30am	Online games
Tuesday	7 th	9:00am	Hairdresser
	7 th	9:15am	Bingo with Judy
	7 th	11:00am	Whiteboard games with Judy
	7 th	3:00pm	Exercises with physio
Wednesday	8 th	9:15am	Armchair Yoga
	8 th	10:30am	Fiona Reads
	8 th	11:00am	Catholic church service online
	8 th	1:30pm	Sensory Activity
Thursday	9 th	9:15am	Armchair yoga
	9 th	10:30am	Quizzes
	9 th	1:30pm	Shopping bus
Friday	10 th	9:15am	Armchair yoga
	10 th	10:30am	Conversation group with Margaret and Melinda
	10 th	1200pm	Mother's Day Luncheon
	10 th	1:30pm	Music Therapy with Pete
Saturday	11 th	9:15am	Armchair yoga
	11 th	10:30am	Bingo with Maureen
	11 th	12:45pm	Read the News
Sunday	12 th	1:30pm	Sunday Movie
Monday	13 th	9:15am	Exercises
	13 th	10:30am	Hangman games
	13 th	1:30pm	Greg Dimock's entertainment
Tuesday	14 th	9:00am	Hairdresser
	14 th	9:15am	Bingo with Judy
	14 th	11:00am	White board games with Judy
	14 th	3:00pm	Exercises with Physio
Wednesday	15 th	9:15am	Armchair Yoga
	15 th	10:30am	Fiona reads stories
	15 th	1:30pm	Sensory Activity

Thursday	16th	9:30am	Stay on Bus trip
	16th	1:30pm	Games Afternoon
Friday	17th	9:15am	Armchair yoga
	17th	10:30am	Conversation group with Margaret and Melinda
	17th	1:30pm	Denise facial + nail care
Saturday	18th	9:15am	Armchair yoga
	18th	10:30am	Bingo with Maureen
	18th	12:45pm	Read the News
Sunday	19th	1:30pm	Sunday Movie
Monday	20th	9:15am	Armchair Yoga
	20th	10:30am	Trivia
	20th	11:15am	Residents focus group meeting
Tuesday	21st	9:00am	Hairdresser
	21st	9:15am	Bingo with Judy
	21st	11:00am	Whiteboard games with Judy
	21st	3:00pm	Exercises with Physio
Wednesday	22nd	9:15am	Armchair Yoga
	22nd	10:30am	Fiona reads stories
	22nd	11:00am	Catholic church service online
Thursday	23rd	9:15am	Armchair Yoga
	23rd	10:00am	Kindy visit
	23rd	1:30pm	Sing-a-long
Friday	24th	9:15am	Armchair Yoga
	24th	10:30am	Conversation group with Margaret and Melinda
	24th	1200pm	Rock N Roll theme day
	24th	1:30pm	Music Therapy with Pete
Saturday	25th	9:15am	Armchair yoga
	25th	10:30am	Bingo with Maureen
	25th	12:45pm	Read the News
Sunday	26th	1:30pm	Sunday Movie
Monday	27th	9:00am	Podiatry
	27th	9:15am	Exercises

	27 th	1:30pm	Online games
Tuesday	28 th	9:00am	Hairdresser
	28 th	9:15am	Bingo with Judy
	28 th	11:00am	White board games with Judy
	28 th	3:00pm	Exercises with physio
Wednesday	29 th	9:15am	Armchair yoga
	29 th	10:30am	Fiona reads stories
	29 th	1:30pm	Sensory Activities
Thursday	30 th	9:30am	Armchair yoga
	30 th	10:30am	Trivia
	30 th	1:30pm	Ron plays the organ
Friday	31 st	9:15am	Armchair Yoga
	31 st	10:30am	Conversation group with Margaret and Melinda
	31 st	1:30pm	Denise facial + nail care



This is Wally. Can you help us locate him? He's hiding somewhere in the facility, possibly in a spot you see every day. Once you find him, please inform a staff member!

Description: Tall and slim, wearing glasses and a long-sleeved shirt with white and red stripes, along with a matching beanie. They've got on blue jeans too.

“The spirit never ages. It stays forever young.” – Lailah Gifty Akita.

While our bodies may grow older, the core essence or spirit within us remains eternally youthful. It indicates that despite the passing of time, there's a part of us that retains its freshness and vitality.

Anzac Day service last month

In a touching tribute, residents and staff came together on the 24th of April to honour the bravery and sacrifice of the Anzacs. With heartfelt reverence, they stood united, reflecting on the legacy of courage and camaraderie. Through shared stories and a moment of silence, the spirit of remembrance filled the air, reminding all of the enduring gratitude for those who served.

“They shall grow not old, as we that are left grow old; Age shall not weary them, nor the years condemn. At the going down of the sun and in the morning, we will remember them”.

IMPORTANT INFORMATION FOR RESIDENTS BRINGING IN FOOD FOR RESIDENTS POLICY:

Fitzgerald Aged Care cannot accept responsibility for food that is prepared outside of the facility and is brought in for Residents by relatives and visitors. Our facility has a legal obligation to comply with the Food Standards Code.

Residents, relatives, and visitors please inform the nursing staff about food you bring and clearly label this with the residents' name, the date the food was prepared and the time the food arrived in our facility.

In compliance with our policies, all perishable food brought into the facility must be consumed immediately or it will be discarded. All food items stored over 24 hours in the fridges provided will be discarded and any undated food will be discarded immediately. This will minimize the risk of food poisoning.

Residents, relatives, and visitors please be aware of potentially hazardous foods including raw and cooked meats, poultry, seafood and fish, rice and pasta, dairy products, eggs, soft cheeses, deli meats, pates, dips, soups and sauces, unpasteurized fruit, vegetable, salad, and juice.

TAKING RESIDENTS OUT

This is a friendly reminder to check with the Team Leader before taking your family resident out, to ensure they do not miss out on their medication.

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, personal and social life, including where choices involve personal risk.
- 8) Have control over, and to 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.

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 and action. Fitzgerald Aged Care has a process of documentation and reporting for improvements and complaints. This process involves the:

- Feedback form- Use for Complaints, Comments and Compliments.
- Continuous Improvement Log- Management use
- Feedback Register- Management use

Feedback forms are available from the side of the red Mailbox near the Activity Room. These forms can be lodged directly by posting them into this Mailbox or by handing them to management.

If a complaint cannot be resolved to the complainant's satisfaction, this will be referred to the Fitzgerald Board of Directors for further investigation and action.

Other avenues for complaints are as follows:

Aged Care Quality Safety Commission

Phone Free call 1800 951 822

Or online to:

agedcarequality.gov.au

Or in writing to:

Aged Care Quality Safety Commission

GPO Box 9819

Sydney NSW 2000

RESIDENT ADVOCACY SERVICES

If you are concerned about the quality of the aged care service you or the person you represent is receiving, an advocacy service may be able to help.

An advocate is someone who can listen to your concerns, give you information and speak up on your behalf if you want them to. They will work at your direction in a way that represents your expressed wishes.

An advocate is confidential and will seek your permission before taking action.

An advocate can:

- provide you with information about your rights and responsibilities
- support you in making decisions that affect your quality of life
- discuss your options for taking action

- support you to raise a concern with Fitzgerald or the Commission
- support you at any stage throughout a complaint process.

If you or your advocate are not satisfied with Fitzgerald's response to your concern, you or your advocate can contact the Aged Care Quality and Safety Commission on **1800 951 822** or lodge a complaint online through **agedcarequality.gov.au**.

Other option available are:

OPAN (Older Persons Advocacy Network) **1800 700 600**.
Seniors Rights Service **1800 424 079**



Hawkesbury Show



June



Tammy and Jean



Paul



Catherine, Lisa and Slyvia

ANZAC DAY service



Valma



Ken