



Welcome to the January 2017 edition of;  
“ On the Grapevine”  
Our Myrtleford Lodge  
Residents & Representatives monthly  
Newsletter

## 2016 The Year that was at Myrtleford Lodge:

2016 has been a very busy year for us all at Myrtleford Lodge Aged Care with many residents coming and going, both Respite and Permanent Care Residents.

I have put together a summary of 2016 at Myrtleford Lodge.

### Here is a summary for 2016:

We have seen 47 new residents, a mixture of both respite and permanent residents admitted to Myrtleford Lodge for varying lengths of stay - 28 permanent residents.

Myrtleford Lodge occupancy has been 97% for the 2016 year.

75% of our residents are female.

Currently the average age of residents is 86.4

We have 1 centenarian

33 new staff have commenced as part of our team in 2016

We currently employ 91 staff at Myrtleford Lodge

We have received 740 documented incidents.

We have received 38 documented improvements and suggestions

We have reviewed and updated 142 policies and procedures.

We have completed 70 audits on a full range of areas.

We have completed 28 quality activity reports.

**Resident survey:** satisfaction rate of 95% - which identifies a strong indication that the organisation is meeting the vast majority of needs.

**Resident / Representative survey:** satisfaction rate of 96% - outstanding result. and external services about Myrtleford Lodge and the care services we provide.

It's nice to know that your workplace is held in such regard by surrounding

communities’.

Staff at Myrtleford Lodge are professional and highly skilled

We have received and fixed thousands of maintenance requisitions.

Staff commitment to Myrtleford Lodge for 5 years or longer has been 17 in total and 11 staff members have achieved 10 years of service. · We have dished up countless meals to residents, visitors and staff from our kitchen, with all meals being prepared on site under the guidance from our visiting Dietitian.

We have celebrated all of the residents birthdays during the year.

I would like to thank all the staff for their tireless work, humour, commitment to the residents and professionalism in the care and services they deliver. I know all the residents appreciate your efforts.

We face many challenges every day and celebrate many occasions and although we may not get it right all the time, every effort is made to ensure the residents at Myrtleford Lodge are secure, happy and respected.

We thank all our external services such as hairdresser, volunteers, medical staff, allied health staff and contractors.

We look forward to a successful and happy 2017 and wish you all the best for the coming year. May we continue to face the successes and challenges together at Myrtleford Lodge

I would also like to thank the residents, representatives, volunteers, staff and visitors for the hard work and commitment to making Myrtleford Lodge what it is.

Marita Seamer

Director of Nursing



## Australia Day

The first recorded Australia Day celebrations were held on January 26, 1808 to mark twenty years since Captain Arthur Phillip raised the flag at Sydney Cove.

- Lachlan Macquarie was the first Australian Governor to hold the first "official" Australia Day celebrations in 1818, to mark thirty years of European settlement. The celebrations included a thirty gun salute and a ball at Government House.
- Australia Day was called "Foundation Day" in the early part of the nineteenth century, and was typically marked by sporting events including horse racing and boat races.
- The first colony to declare Australia Day as a public holiday was New South Wales in 1838, on the 50th anniversary of the Sydney Cove landing.
- By 1888 nearly all of the colonies had declared a public holiday to celebrate Australia Day, but it wasn't until the 1940's that January 26th was agreed upon by all states as the proper day to celebrate.
- The two animals featured on the Australian coat of arms are the Emu and the Kangaroo - the reason for this being that neither animal can walk backwards, but instead can always go forwards, symbolising Australia's desire to do the same.



### Birthdays at Myrtleford Lodge

Lorna Wills ~ 4th January

Edna Shephard ~ 14th January

John Davidson ~ 21st January

William Brockfield ~ 23rd January

Alfa Dwyer ~ 24th January

Shirley Drinkwater ~ 29th January

Jean Ellis ~ 30th January

Edna Semmens ~ 30th January

Myrtleford Lodge Staff and Residents wish you all a very Happy Birthday, may you enjoy your special day with your family and friends.



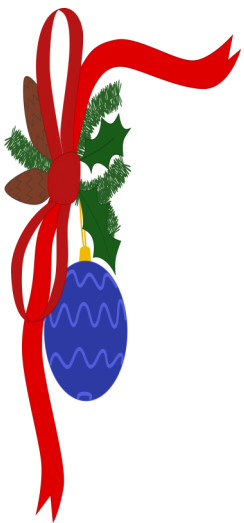
Olga Feltrin and Paola Castagna both celebrated Birthdays during December.

*Happy Birthday*

## Christmas at Myrtleford Lodge

Christmas celebrations commenced early this year at Myrtleford Lodge with the Stanley Choir visiting on the 1st December to sing Christmas Carols. They had the most

beautiful voices that filled the facility bringing a smile to us all along with lovely thoughts of the season ahead.





## Christmas at Myrtleford Lodge

Tuesday 6th December was the afternoon of our Residents, Representatives and friends Christmas Party.

The afternoon commenced with Daryl Mummary performing for us a mixture of Country Music and Christmas Carols, Residents sang and clapped along with Daryl during which Santa Claus himself made a little visit presenting Residents with a small bag of sweets.

Our volunteer Rita Sguaria led our lovely Italian Choir in song, they were just beautiful, we all



very much appreciate the time they gave to practice each Wednesday when they join as a group and then perform so beautifully for us.

### Christmas at Myrtleford Lodge

D Wing Residents were treated to an early Christmas Party on the 6th December with invitations sent to family members wishing to celebrate by enjoying lunch together.

As it was a beautiful day tables were set both inside and out in the courtyard with Residents and guests enjoying the festivities.

Pictured is Beverley Allan enjoying a beautiful sunny day. Lee Smith is pictured



celebrating with her father Colin Rose and Mavis McConville also enjoyed lunch with her daughter Dianne.



Thank you to our families who assisted us on the day making the day a special and memorable one for everyone.





### Christmas at Myrtleford Lodge

Myrtleford Lodge Residents received early Christmas gifts with Arbonne customers asked to make a donation towards the idea of gifting to Residents living in Aged Care Facilities with all 81 Myrtleford Lodge Residents being recipients of a beautiful gift of body lotion.



Gifts were distributed by two local consultants and their children.

Pictured is Molly Love and Kath Evans receiving their gifts.

### Entertainment

Pictured below are two very tiny entertainers who put together a routine

especially for the Residents. They proved to be so popular that they returned by popular demand for another performance in the afternoon for those residents who missed the morning performance.



## Christmas at Myrtleford Lodge



What a wonderful community that we live in, the staff from Niceline Uniforms this year as part of their Christmas Breakup did away with gifting to each other, this year they were all asked to bring in an item consisting of

shortbreads or sweets to place into a basket that they decided to then bring to Myrtleford Lodge to share with the



residents.

A lovely gesture of kindness and the true meaning of Christmas, a lovely morning was enjoyed by all.



## Christmas at Myrtleford Lodge

Christmas Day at Myrtleford Lodge was a very joyous occasion for Residents and Staff. Staff rostered on the day came in

Christmas costume and presented every Resident with a Christmas gift from Myrtleford Lodge.

Catering Staff worked tirelessly to present a traditional Christmas Lunch to both Residents and

Staff who sat together to enjoy each others company, a round of applause and a verse of "For they are jolly good fellows" was sung to the staff from the Residents.

A lovely day was enjoyed by all.

Happy Christmas.





In loving Memory of;  
Ronald “ Ron” Cherry  
20/08/1935 ~ 21/12/2016  
&

Robert “ Bob” Stevens  
30/07/1928 ~ 27/12/2016

Myrtleford Lodge Residents and Staff extend  
sincere condolences to the family and friends of  
Ron and Bob.

May they rest in eternal peace.

### Residents / Representatives Meeting

The Residents & Representatives Meetings will continue to be  
scheduled on the second Tuesday of every month @ 3.00pm.

Next meeting; Tuesday 10th January 2017

Everyone is most welcome to attend, this is a great forum to  
discuss any ideas, suggestions or complaints.



Each month we are profiling some of the expected outcomes of the Accreditation Standards. This month we focus on Expected Outcome:

### **STANDARD 4.6 – FIRE, SECURITY AND EMERGENCIES**

**This expected outcome requires that:**

***Management and staff are actively working to provide an environment and safe systems of work that minimise fire, security and emergency risks.***

***This is some of the ways we actively seek to comply with this standard:***

Emergency management includes identifying potential internal and external emergency risks, prevention strategies, emergency preparedness, emergency response, business continuity and recovery response. The overall objective of emergency management is to minimise injury to staff, residents, and visitors and damage to property during an emergency event.



Facility emergency planning occurs in conjunction with other agencies and where appropriate is aligned with the local, State/Territory and national plans.

Emergency Management Plans for specific emergency events are developed with key stakeholder input, evaluated for effectiveness and annually reviewed for ongoing relevance.

These plans incorporate fire detecting and acting upon a fire risk, breaches of security and other emergencies.

Myrtleford Lodge fire alarm system is designed to detect heat or smoke and provide an automatic notification of a fire and its location. The fire detectors are wired to the fire indicator panel and fire bell.



Once a detector is activated:

- its location is shown on the fire indicator panel
- the fire bell commences to ring continuously
- a signal is sent automatically to the fire brigade and
- the emergency warning system is started in the ALERT mode. The system provides a loud signal throughout the building to warn staff of a fire.
- As each sprinkler is activated independently when the designated temperature is reached the number of sprinklers that become operational is limited to those close to the fire.

Monthly fire panel testing and fire detection system is conducted by an accredited external contractor.

Regular checks by an external contractor of the smoke doors and fire detectors are completed as well as the sound system for emergency procedures, sprinkler system and fire hydrant mains.

The entire facility is compartmentalized to reduce the need for external evacuation. This will be at the direction of the staff member in charge.

Emergency Procedure action plans are distributed around facility – at all phone points





All facility and resident's electrical equipment must be tagged and tested every 2 years so can you please advise maintenance or reception if you bring in new electrical equipment.

Fire and emergencies training scheduled regularly to ensure all staff attends an annual update.

Staff are trained to remember R-A-C-E when responding to a fire emergency:

**Rescue** – remove anyone from immediate danger, if safe to do so, stay low and do not block corridors or exits.

**Alarm** – break fire alarm glass and ring 000 and ask for the Fire Brigade, notify staff in the area.

**Contain** – close windows and doors behind you, if safe to do so.

**Extinguish** – attempt to extinguish the fire if trained and it is safe to do so.

Prepare to Evacuate ( you will be instructed by the RN in charge only if required)

Resident evacuation lists are maintained with photographs of residents and mobility status. This is utilized in the event of an emergency evacuation.

Regular inspection checklists are conducted for every area. A summary of the inspection checklist is tabled at staff and OH&S committee meeting. The inspection checklists identify potential and actual hazards related to the physical environment. Inspection checklist involves checking of all emergency exits to ensure free from obstruction.

All emergencies that occur are reviewed with actions implemented to prevent further occurrences.

Marita Seamer  
Director of Nursing



## ***A note from the Administration desk.***

### Suggestions, Complaints, Improvement forms;

Residents /Resident Representatives are reminded that we welcome your thoughts and feedback. Improvement forms are available from the front entrance area, please ask Administration Staff for assistance should you require it.

### Electrical testing & Tagging;

All electrical items are required to be tested and tagged annually. Should you have purchased or received any new items, please let staff know so that the items can be added to your property list as well as notify our Maintenance staff to test and tag the item for you.

### Residents / Representatives Newsletter and Calendars;

As we have welcomed many new Residents and Families to Myrtleford Lodge during the last few months of 2016, Newsletters are published monthly, we find that this is a great way to distribute information and articles of interest. Newsletters are available at the Front Reception in a booklet as well as on our website; [www.bentleywoodpl.com.au](http://www.bentleywoodpl.com.au), alternatively leave your email address with Administration Staff to be included in our contacts list to receive a copy each month.

We wish each and everyone a very safe and Happy New Year, we look forward to the privilege of being part of your everyday lives again in 2017.

From all of the staff, we thank you for your lovely cards, chocolates, shortbreads and kind wishes that were showered upon us this Christmas.