



LEST WE FORGET

25th

APRIL

ANZAC DAY

**Age shall not weary them
nor the years condemn
with the going down of the sun
and in the morning
we will remember them**

**LEST WE
FORGET**

April 2019

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

1.6 Human Resource Management

Human Resource Management requires that:

There is appropriately skilled and qualified staff sufficient to ensure the services with the standards.

Myrtleford Lodge ensures that appropriate numbers of skilled staff are available to provide quality care and services to residents by analysing:

Current and projected occupancy rates

Resident ACFI classification

Residents' specialised care needs

Hospitality service needs

Maintenance service needs

A staffing plan is developed according to ACFI care levels and occupancy which determines effective full time positions, appropriate number and skills mix required to provide care and service for current residents, and to meet the strategic and operational plans.



Human resources management also identifies opportunities to improve through:

- Human resources audits
- Review of professional guidelines and best practice
- Care and service audit outcomes
- Incidents
- Complaints
- Observation of practice
- Feedback
- Surveys
- Exit questionnaires

The home is staffed by a Registered Nurse at all times .



Human resources policies and procedures guide the recruitment and orientation processes and monitor compliance with legislation, regulations and professional guidelines.

The comprehensive education program includes a wide variety of opportunities for skill development and enhancement. Staff appraisal are completed with a senior staff member at 6 months from commencement and then annually.

Management is committed to supporting staff who wish to progress through the organisation. The performance appraisal process allows staff to identify strengths, opportunities for improvement and plans for professional development.

Management utilizes this process to provide performance feedback, encouragement and support and to discuss individual plans for future skill development and direction.

We hear that staff report they are short staffed – this is not actually a correct statement and our staffing numbers are in line with best practice in the industry. When the roster is completed all shifts are full, however there are some occasions when staff take planned or unplanned personal leave which is sometimes unavoidable. We do our best to fill these shifts, however when there are a number of staff that fail to attend their contracted shifts – this does leave us short which is disappointing for us all.

However on these occasions the Registered Nurse, Deputy Director of Nursing, Director of Nursing and activity staff all work together to ensure the resident's needs are met. I will be discussing staff numbers at the next Resident / Representative meeting and happy for any feedback regarding this.

We are always overwhelmed by the positive feedback received from residents and families with regards to the care and

services that are provided by the staff. However if you have a concern about a staff members performance or an issue that you would like clarified or discussed confidentially please do not hesitate to contact me. This enables residents to feel assured that issues are identified with the aim of improving. If we do not know we cannot do anything about your concern.

If at any time you have any questions please do not hesitate to contact me at any time.

Marita Seamer

Director of Nursing

April Birthdays

2nd April ~ Don Cunnington

8th April ~ Dawn Arbuthnot

9th April ~ Antonia Lobianco

10th April ~ Mary Cleeland

13th April ~ Ivan Jelinic

15th April ~ Peter Ross

19th April ~ Teresina Novak

23rd April ~ Rosina Perri

24th April ~ Don Arnold

Myrtleford Lodge Residents and Staff wish
you all a very Happy Birthday, may you enjoy



Activities at Myrtleford Lodge

Myrtleford Lodge Staff and Residents enjoyed being Irish for the Day on St Patricks Day. Well done to everyone who dressed in green for the day, lots of Irish Jokes were enjoyed along with some green cordial with lunch.



Myrtleford P-12 College continue to visit Myrtleford Lodge assisting with the Activities program during the school terms, Residents enjoy the company of the students and are enjoying being part

of the classes that are held at the Facility.

How lovely do our flower arrangements look on the tables, we thank Isabel Robertson for her floral displays.



Activities at Myrtleford Lodge

Myrtleford Lodge Residents thoroughly enjoyed getting involved with the local community to celebrate the "Love the Life" ,Myrtleford Festival held over the Labour Day weekend.

As part of the festival, the Princesses and their partners are presented to the Residents at Myrtleford Lodge where they received a lace handkerchief from Faye Fear, Dennis Garoni and



Margaret Oakley. The judging committee also this year held

the interviews at Myrtleford Lodge enabling the Residents to spend time with all of the participants prior to them being presented to the wider community.



Activities at Myrtleford Lodge

Alpine Spirit Bus lines assisted Myrtleford Lodge to transport Residents to the Grand Parade at the Myrtleford Showgrounds as part of



the festival.

Brian Hays, Elsje Mull and Judith Johnson enjoyed the outing and catching up with friends.

Fay Fear was joined by her family who were surprised and delighted to catch up with her during the parade.



Activities at Myrtleford Lodge



Marg Oakley, Teresina Nero, Kath Evans, Morrie Gaylard, Merle Broughton, Dennis Garoni, Fran Bailey, Silvia Cabai, Virginnia Broz and Dawn

Arbuthnot also enjoyed the festival parade. Myrtleford Lodge would like to thank the Bonacci family for providing their services free of charge so that a large



number of our Residents could attend the festival event, we feel very fortunate to be part of such a wonderful community.

Special Events Calendar

1st April ~ April Fools Day

5th April ~ Happy Hour 2.30pm

9th April ~ Lunch outing to the Savoy Club

10th April ~ Birthday Breakfast

Easter 2019

14th April ~ Palm Sunday

19th April ~ Good Friday

20th April ~ Easter Saturday

21st April ~ Easter Sunday

22nd April ~ Easter Monday



24th April ~ ANZAC service at Myrtleford Lodge, please gather from 10.30am for 11am service conducted by the Myrtleford RSL sub branch.

25th April ~ ANZAC Day

Monthly Calendar includes; Italian social morning every Wednesday, Craft with Judith Neumann every Tuesday afternoon, garden walks, bus drives, board games, knitting group, movie afternoons, footy tipping competition and much more. Diversional Therapy Staff always welcome new ideas and suggestions.

Activities at Myrtleford Lodge

Myrtleford Lodge are fortunate to be enjoying some new craft activities with Judith Neumann. Judith has been introducing the ladies to some new and very intricate craft ideas.

The craft group would like to ask our families for any unwanted lace doilies, table cloths, lace material, tulle, threads, costume jewellery, crochet thread, pins, sewing hoops, needles or scissors that you may be happy to donate so they may be reused by our craft group.

Entertainment

Local group Elysium provided some musical entertainment



during March, one of our Diversional Therapists, Lorraine Hughes joined the group on the ukulele much to the delight of the Residents.

A note from the Administration Desk

Sponsorship:

BentleyWood Health & Aged Care Group are again this year sponsoring the Myrtleford Football/Netball Club, as part of the sponsorship Season tickets are available to our Residents and their families which allows for entry to all home games.

Please see Administration Staff should you wish to attend any of the games and we will supply you with a membership to use on the day.

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.

Resident / Representatives Newsletters:

The Resident / Representative Newsletter is compiled and distributed monthly with copies made available to Residents on the large notice boards within the facility and from front reception.

Many of our families receive an emailed copy, should you wish to be included in our contacts to receive a copy please let administration staff know your email address ,or alternatively send an email to; admin@myrtlefordlodge.com.au

Till next month Take Care



Buona Pasqua

*Easter
greetings!*

*Myrtleford
Lodge wish
everyone a
very Happy
Easter.*

*May you enjoy
this special
time with your
family and
friends.*

