



*Hello
June!*

*Welcome to the June Edition of
"On the Grapevine"*

*The Myrtleford Lodge Resident
and Representatives Newsletter*

A Winter's Poem

Kindness is like snow - It beautifies everything it covers.

Special Calendar Events

1st June ~ First day of Winter

10th June ~ Queens Birthday Public Holiday



11th June ~ Residents Meeting

~ Lunch Outing

12th June ~ Birthday Breakfast

19th June ~ Walk to local Bakery/ afternoon tea



21st June ~ Blumes Fashions



~ Tony Houseman Entertainment

~ Happy Hour

22nd June ~ Winter Solstice

Winter solstice is the moment in time when the Earth's tilt away from the Sun is at its maximum and the Sun's maximum elevation in the sky is at its lowest.

Also known as the shortest day of the year as we experience the least amount of daylight hours.



24th June ~ Entertainment by Elysium

25th June ~ Country Drive

Monthly calendars are displayed on the notice boards within the facility with daily activities including, bus drives, games afternoons, morning tea's, birthday celebrations, football tipping, movie afternoons and much more. Should you have an idea for an activity please let us know or come along to the monthly Residents/Representatives Meeting to discuss.

Annual Surveys

Representatives survey:

Myrtleford Lodge Aged Care as part of Continuous Improvement conducts yearly Surveys to assess, how well the organisation is meeting the care recipient's needs, professional and reasonable expectations, allow us to identify areas for improvement, and to provide the opportunity for all resident representatives to participate in continuous improvement.

Representatives have either been sent the survey by email or hard copy, further surveys are available from reception, the link to complete the survey is;

<https://www.surveymonkey.com/r/MLodgeRepSurvey2019>

Thank you to the many representatives who have completed the survey, your time is much appreciated, we ask that surveys be completed prior to 30th June 2019 please, results will then be collated and distributed.

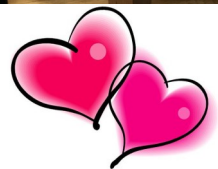
Resident Surveys will be distributed during June, Residents that require some assistance to complete the survey are encouraged to ask a staff member, a volunteer or Representative to assist them.



Mothers Day at Myrtleford Lodge

Our beautiful mother's enjoyed a lovely day on Sunday May 12th at Myrtleford Lodge. Many families came to visit, flowers were received and a beautiful afternoon tea was enjoyed by all.

Pat Hogg is pictured enjoying afternoon tea, Fran Bailey was one of many who enjoyed receiving flowers Kath Evans and Ingrid Lein enjoyed Afternoon tea with Kath's daughter Linda.



Birthdays at Myrtleford Lodge

2nd June ~ Lynne Hulley

3rd June ~ Betty Forbes

13th June ~ Tony Baldori

17th June ~ Zena Atkinson

~ Nello Pellizoni

21st June ~ Patricia Henson

25th June ~ Pat Hogg

27th June ~ Luigina Degrazia

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



All Residents enjoy a special afternoon tea in their honour to celebrate their birthday, pictured is Gwyneth Millar who celebrated her 102nd Birthday during May.



Australia's Biggest Morning Tea

Myrtleford Lodge once again hosted morning tea as part of the Nation wide Australia's Biggest Morning Tea. Thankyou to staff and volunteers who brought in such a large selection of delicious cakes and slices, your help in hosting this important fundraiser assisted us to reach a total of \$337.20.



Fresh seasonal fruit



Residents are reminded that the kitchen has a supply of fresh seasonal fruit available each day.

Please ask one of the Catering Staff for assistance.

Residents / Representatives Meeting

Residents / Representatives meetings are held on the second Tuesday of each month.

Next scheduled meeting ~ Tuesday 14th June

11.30am.

Everyone is most welcome to attend this open forum.



In Loving Memory of;

Virginia Broz

29th November 1929 ~ 22nd May 2019

Myrtleford Lodge Residents and Staff extend sincere condolences to Virginia's family and friends.

May she rest in eternal peace.



Activities at Myrtleford Lodge



Residents have been thoroughly enjoying the craft activities at Myrtleford Lodge. Judith Neumann one of our newest volunteers assists the group with some

very intricate pieces that we hope they will display once finished. As the cold weather arrives, spending the hours chatting together is a



lovely way to spend the afternoon.

Marj Moore is often joined by her daughter who is also happy to assist the ladies with their craft.

Charter of Rights

From 1 July 2019, providers must give consumers a copy of the new Charter of Aged Care Rights signed by the provider. They must also ensure that the consumer or their representative has been given a reasonable opportunity to sign a copy of the Charter.

Asking for the consumer's signature allows them to acknowledge they have received the Charter and had assistance to understand it. Consumers are not required to sign the Charter and can commence, and/or continue to receive care and services, even if they choose not to sign the Charter.

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

Charter of Rights

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

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;

Charter of Rights

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.

Consumer

Provider

Consumer (or authorised person)'s signature (if choosing to sign)

Signature and full name of provider's staff member

Full name of consumer

Name of provider

/ /

Full name of authorised person (if applicable)

Date on which the consumer was given a copy of the Charter

/ /

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

The forms will be sent out with billing or the DON/DDON will meet with the consumer (resident) / representative to go through the form and sign.

If you have any questions do not hesitate to contact Marita Seamer, Director of Nursing.

Communication tips for the Hard of hearing

Face to Face:

It is really important to face the person you want to hear/ talk to, and to keep your face clear of hands and obstacles. This will give as much sound from the speaker's voice as possible, as well as conversational clues from the person's expression and lip movement.

Speak Clearly:

Take the time to say things clearly, this may mean you need to speak slower, but this allows the individual listening to make sense of anything they may have missed.

Reduce Background noise:

Where possible turn down the TV, radio, or move to a quieter part of the room, as this allows you to hear more of the softer sounds in conversation.

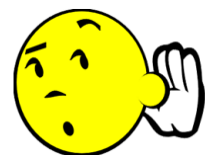
Rephrase and Recycle:

If you are not being heard by a person hard of hearing, repeat your information in a different way, emphasising the key information. If you are hard of hearing let the person know what you did catch and ask for what is missing.

Good Light:

It is easier to see a person's face if the light is good, but be sure that it is not in the eyes of the hard of hearing individual.

Establish Empathy with Your Audience:



- Be patient if response seems slow.
- Talk to a hard of hearing person, not about him or her to another person.
- Show respect to help build confidence and have a constructive conversation.
- Maintain a sense of humour, stay positive and relaxed.

A note from the Administration Desk

Skype:

Myrtleford Lodge have set up a computer in the main lounge area for Residents use. Residents and their families are encouraged and welcome to communicate via skype however we are unable to set this computer up in a private room as we find that most residents require assistance from staff which we are able to provide to them in the public area with staff coming and going. We encourage families that would prefer to use skype in a private area to perhaps look at purchasing an IPAD that could be used in private in the residents room.

Valuables and spending money:

Page 14; No 17 Residents Handbook

Valuables and spending money

Residents are discouraged from having valuables or large amounts of cash. We are not able to take responsibility for the loss of valuables or money despite all endeavours to maintain and promote a secure environment. If you or your family have valuables in your room you do so at your own risk.

Mothers Day/Autumn raffle:

Thank you to everyone who purchased tickets in our Autumn raffle, our winners were;

1st Prize ~ Olga Feltrin

2nd Prize ~ Bena Costantino

3rd Prize ~ Denise Ling

4th Prize ~ Margaret Oakley

[Congratulations](#)

A note from the Administration Desk

Visitors Meals:

Whilst Myrtleford Lodge are more than happy for Residents to have family members come in to enjoy a meal together, we ask that you ring to book giving our Catering Department 24 hours notice, we also ask that the number of visitors per Resident be restricted to only 2 people please to ensure that the Catering Department are able to provide meals to residents in a timely manner.

The A Wing Kitchen and kitchenette's are also available for our visitors to bring in meals to enjoy together.

Bentley Wood—Myrtleford would like to inform family and friends that due to increasing costs of produce and wages, the prices of meals from 1st June 2019 are as follows:

- Lunch weekdays—\$15. . Evening meal weekdays—\$10
- Weekends lunch —\$20 and \$15 for evening meal
- Public holidays—\$25

These costs excludes partners

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

