

A close-up photograph of pink azalea flowers in bloom. The flowers are in various stages of opening, with some showing prominent stamens. The background is a soft, out-of-focus blur of more pink flowers and green foliage, creating a warm and inviting atmosphere.

Welcome to the September
Edition of the
Myrtleford Lodge
Residents & Representatives
Monthly Newsletter

As the pandemic continues and the negative media of residential aged care seems to be the focus on television – you will be pleased to know staff are working hard to stay upbeat and ensure resident's needs are being met.

We have discussed the many activities that are keeping residents busy and the contact residents continue to have with families through technology in previous newsletters.

A few tips to help residents during this time that you can do:

- Supply a phone, Ipad or computer so you can have contact with the resident at any day or time. We are very happy to assist with the set up. They will then be able to see and hear you.
- Send care packages to let them know you are thinking of them
- Write letters to the resident sharing stories.
- Send photos
- Send flowers – everyone loves receiving flowers
- Visiting is still occurring for those that live within the area through the booking system. Any changes to visiting will be sent through our SMS system. We hope to relax the visiting over the next few months; however we will be guided by case numbers and guidelines to maintain the safety of our most vulnerable.
- We do ask that you maintain the 1.5 metre social distancing rules as well as adherence to the wearing of masks and infection control standards.



We thank you for your cooperation and patience during this most challenging year we have all faced and happy to continue to work with you to ensure you have contact and connections with your loved one.

If you have any concerns, please do not hesitate to contact during office hours and we will be happy to discuss.

On weekends, we do not have any administration staff working so we ask that you only telephone for urgent matters after hours. For non urgent matters, please call during business hours. This ensures the clinical and care staff has the time to attend to residents needs.

This is also the case for delivering items after hours. Please only deliver during business hours.

Standard 4 - services and supports for daily living.

Consumer outcome

I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.

Organisation statement

The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.

Services and supports for daily living include, but are not limited to, food services, domestic assistance, home maintenance, transport and recreational and social activities.

Once again the best way to achieve this standard is through effective communication between residents/representatives and staff so we can ensure the residents care needs and wishes are expressed and provided.

Receiving safe and effective services and supports for daily living can help consumers to be as independent as possible and maintain a sense of well-being. When these are tailored to their needs, goals and preferences, this helps to improve the consumer's quality of life.



The level and number of services and supports for daily living a consumer uses will vary and is all based on assessments undertaken and communication between residents, representatives and staff.

We require feedback from you to say if you are satisfied that the services and supports for daily living you receive and the help enables you to do the things you want to. We want you to feel connected and engaged in meaningful activities that are satisfying to you.

We are constantly assessing, reviewing, meeting, discussing and requesting feedback

on all aspects of the services we provide including meals, activity care needs and This provides us information to to meet these



on all services we menu and program, services. with the enable staff needs.

Please continue to provide this information.

If you have any concerns about your care and services being offered that are not as you wish, please discuss with a staff member or arrange to meet the Director of Nursing, Deputy Director of Nursing, or Registered Nurse in charge to discuss your concerns.

Thank you once again to all those that have passed on the supportive comments – we have received many from residents and representatives which is appreciated and keeps us all motivated.

Please continue to adhere to the rules so we can all be safe.

Marita Seamer
Director of Nursing

Activities at Myrtleford Lodge



Have you seen Don Arnold riding laps of the driveway? Don rides a minimum of five complete laps from the front entrance to the back gate and back again every day setting an example for us all to continue to keep up our daily exercises. Don tells me he is looking forward to exploring the Myrtleford Loop track once the spring weather arrives.

Carpet bowls continues to be a popular activity, with large numbers either enjoying a friendly game or choosing to attend to watch and socialise.



Congratulations to Arthur and Laurel Quonoey on 66 years of marriage, Friday 28th August.

Laurel and Arthur celebrated with morning tea and some reminiscing looking back on their wedding photos.

Activities at Myrtleford Lodge



Audrey Busst enjoyed a special visitor who arrived as a surprise with her daughter, Carol.



Many more Residents have now become familiar with Skype, enjoying catching up with loved ones and being amazed with modern technology.

The store is open!



Each month Myrtleford Lodge's pop up shop opens with an array of products for sale from some local businesses including, personal items, writing paper and pens, sweets and small items of clothing. Pictured is Jean O'Neill looking through the merchandise on sale.

Next opening is Tuesday 1st September.

Activities at Myrtleford Lodge

Residents remain very active with many varied activities planned daily. Our Italian ladies group on a Wednesday morning continues to be well attended, pictured are Vera Traini, Cecelia Sguariglia and Silvia Cabai who are regular attendees cutting up fresh apples for the kitchen who made apple crumble for dessert.



When the weather permits, bus drives are always popular especially on some of these sunny days of late. Pictured are one of the groups who were treated to seeing Mt Buffalo blanketed in snow recently.

Bus trips are listed on the calendar regularly with Diversional Therapy staff ensuring that everyone has the opportunity to be involved in one of the outings, additional trips occur when the sun shines luring us all into the outdoors.



September Birthdays at Myrtleford Lodge

7th September ~ Ingrid Lein

7th September ~ Dorothy Matthews

10th September ~ Audrey Busst

16th September ~ John Byrne

18th September ~ Vittorio Bonacci

24th September ~ Beryl Morgan

30th September ~ Eva Meier



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



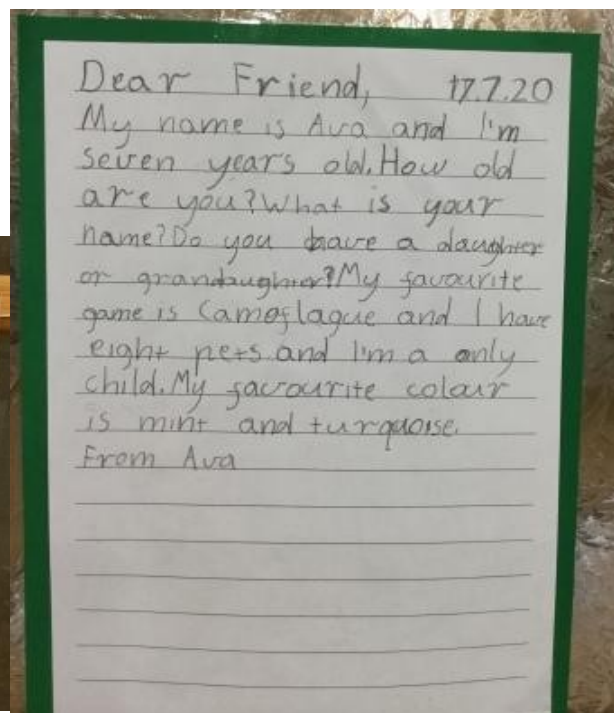
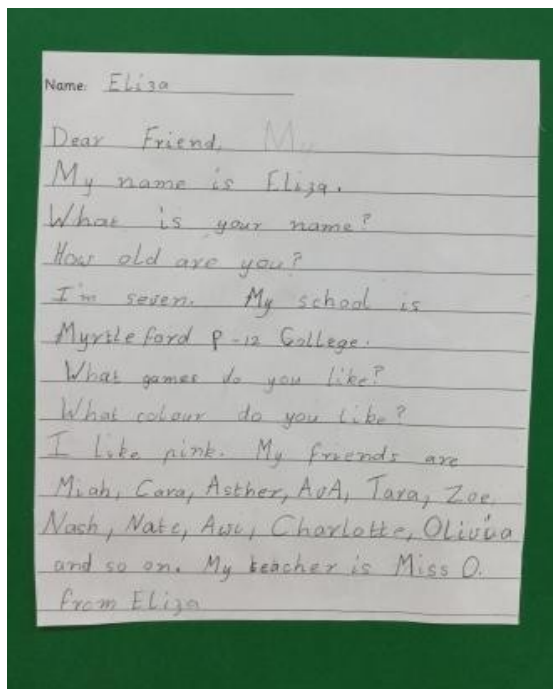
Pictured are just three of the recent Birthdays celebrated at Myrtleford Lodge, Teresina Nero, Federico Briotti and William Naughton.

We hope that you all enjoyed the day and the afternoon tea in your honour.

Activities at Myrtleford Lodge

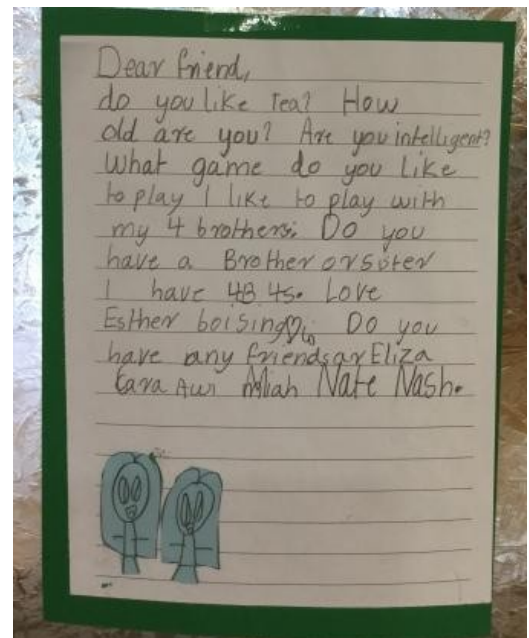
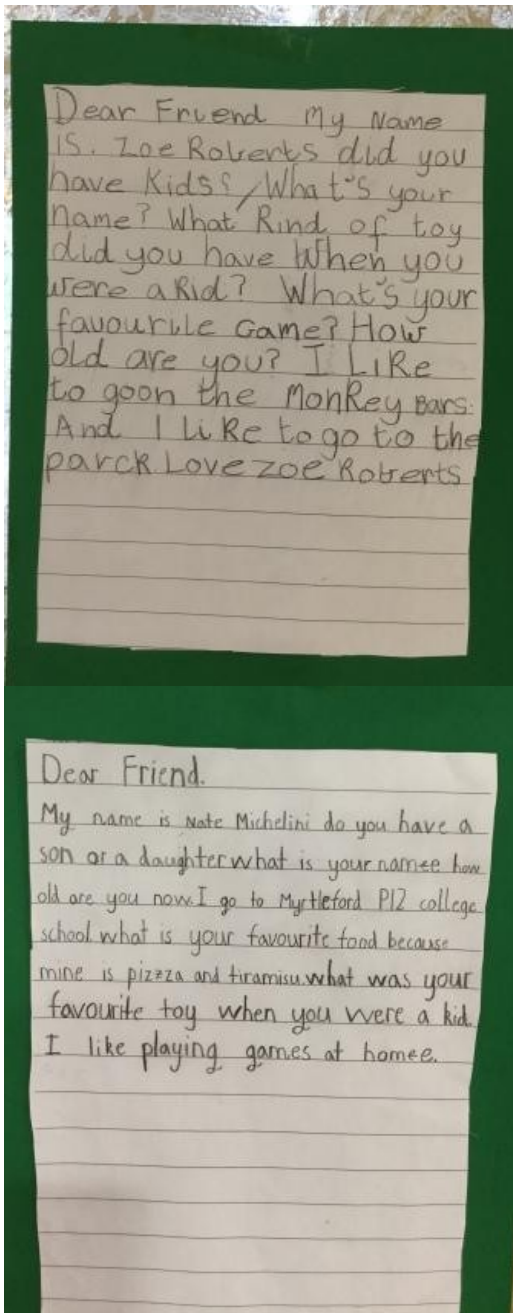
Myrtleford Lodge have received two very special deliveries of late from our student friends from Myrtleford P-12 College.

First some letters arrived from the Grade 2 students which Residents are busily responding to, answering the many questions the students have asked.



Activities at Myrtleford Lodge

Thankyou to the students who are currently home schooling, along with Rosemary Bunge the college Health Nurse who coordinates all of these activities, we very much appreciate the beautiful friendships that have been made between the facility and the college.



We all look forward to returning to our face to face meetings, we will certainly have much to talk about, we miss you all.



Activities at Myrtleford Lodge



Happy hour was an enjoyable activity last week with a large crowd gathering to enjoy fun and friendship, with spring in the air it is hoped more gatherings can be held outside in the courtyards or under the gazebo.



An afternoon of pampering was also enjoyed with hand & feet massages and nail painting.



The weekend sunshine brought us all outdoors.



Staying hydrated; With the onset of spring and the expected warmer weather we remind our Residents of the importance of drinking water and being mindful of their fluid intake.

Sun smart: A further little reminder that it's time to be sun smart and apply sunscreen and a hat when going outdoors to sit in the sun.

Could we also ask our families to provide Residents with a hat to wear whilst enjoying the many scheduled outdoor activities.

Dementia awareness week;

National Dementia awareness week will begin on 21 September, which is World Alzheimer's Day.

Without a medical breakthrough, the number of people living with dementia is expected to grow from 447,000 Australians today to almost 1.1 million by 2058, with many more families, friends and carers impacted.

Myrtleford Lodge will help to raise awareness by providing information to both Residents and staff.

Newsletter: 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.

Should you wish to be included in our contacts list to receive a copy, please let administration staff know your email address, alternatively send an email to; admin@myrtlefordlodge.com.au

Till next month Take Care



Myrtleford Lodge Representatives Survey 2020

Myrtleford Lodge Aged Care as part of Continuous Improvement is currently conducting the annual Representatives Survey to assess how well the organisation is meeting the care recipient's needs, professional and reasonable expectations. Your responses allow us to identify areas for improvement, and provides the opportunity for all consumer representatives to participate in continuous improvement. Representatives who have forwarded an email address to Administration previously will have received this information by email.

Hold your device over a **QR Code** so that it's clearly visible within your Smartphone's screen (like when you are taking a photo of something). Two things can happen when you correctly hold your Smartphone over a **QR Code**. The phone automatically scans the **code**.

If necessary, press the button. Presto! You will be directed to the survey.



Alternatively, copy this link below to an internet browser to complete the survey.

<https://www.surveymonkey.com/r/MLodgeRepSurvey2020>

Thank you for your participation!



A Dad is a person
who is loving and kind,
and often he knows
what you have on your mind.
He's someone who listens
suggests and defends.

A dad can be one
of your very best friends;
He's proud of your triumphs,
but when things go wrong,



a Dad can be patient,
helpful and strong.



In all that you do
a Dad's love plays a part,
there's always a place for him
deep in your heart.

And each year that passes,
your even more glad,
more grateful and proud,
just to call him your Dad!



Thank you Dad.....
for listening and caring,
for giving and sharing,
but, especially for just being you.

Happy Fathers Day, Sunday 6th September