A field of red poppies with sunlight filtering through the background. The text is overlaid on the image.

*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.*

Lest we Forget



World Health Day 2024: April 7th 2024

My health, my right. I have the right to:

I mie diritti sanitari

Questi sono I miei diritti

Access. Accesso

- Healthcare services and treatment that meets my needs

Safety: Sicurezza

- Receive safe and high quality of care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect: Rispetto

- Be treated as an individual, and with dignity and respect.
- Have my culture, identity, beliefs and choices recognised and respected.

Partnership: Cooperazione

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision making.

Information: Informazione

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information.
- Be told if something has gone wrong during my healthcare, how it happened, how it may affect me and what is being done to make care safe.

Privacy: Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give Feedback: Dare la mia opinione

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experiences and participate to improve the quality of care and health services

These rights apply to all people in all places where health care is provided in Australia.

The charter describes what you, or someone you care for, can expect when receiving healthcare.

My health, my right. I have the right to information and posters are displayed throughout the facility in both English and Italian, please don't hesitate to request further copies or copies in an additional language should you require to assist when communicating these rights.

Australian commission on Safety and Quality in Health Care

For more information, ask a member of staff or visit

safetyandquality.gov.au/your-rights

“Health is the greatest wealth”



Special events Calendar

3rd April ~ Planting our winter vegetable garden

5th April ~ Morning tea out in the sunshine.

7th April ~ Daylight savings ends
(turn clocks back 1 hour)

7th April ~ World Health Day

10th April ~ Residents & Representatives
meeting.

10th April ~ Wild animal show

12th April ~ Happy hour

18th April ~ Pampering afternoon

19th April ~ Putt Putt Golf

22nd April ~ P12 College students performance

23rd April ~ Outdoor games



25th April
ANZAC Day
Lest we forget

26th April ~ Entertainment by Elysium & Happy hour.

30th April ~ Myrtleford Lodge hosts " Residents have
got talent", sing-along

Residents are welcome to come along and join in the
daily activities, all ideas for additional activities are also
welcomed.

Additional activities are listed daily on the whiteboards,
walks, bus drives, games and more.

Opportunity to improve and Complaints

We are committed to creating a positive, blame-free, resolution – focused culture where concerns are encouraged and viewed as an opportunity to learn why something happened and how it can be improved. These opportunities allow us to strengthen our relationship with you and your representatives.

You are encouraged to provide feedback and/or discuss issues of concern with the staff member providing your care, the care manager, senior manager or at consumer meetings or focus groups which are held from time to time.

The purpose of a focus group is to seek input and feedback about specific matters that affect consumers. The learning from the discussion can then be used to inform future action or it can be used to demonstrate the effectiveness of action that has been taken.

Throughout the year there will be surveys conducted to seek your feedback about different aspects of the care and services we provide.

You are encouraged to complete an Improvement Form to let us know what we are doing well, where we can improve or if you have a concern.

An Improvement form is included in this booklet, further copies are available in main lounge area. Staff can assist you to complete an Improvement Form for you.

You have the right to raise issues of concern without writing your name if you do not wish to be identified.

Completed forms can be;

- Posted to the manager
- Placed in a locked box located in main lounge or
- Given to a staff member

In addition to Improvement Forms you may discuss issues of concern with Director of Nursing/Deputy Director of Nursing during office hours, the Registered Nurse in Charge or at Consumer meetings.

Activities at Myrtleford Lodge

The Myrtleford Lodge activities program continues to grow to include activities that are discussed from the many ideas put forward at our Residents and Representatives Meetings.



Jenny Seewitz enjoyed playing the piano for our enjoyment recently and Janet Martin and Stephanie Kronberger both enjoyed the recent afternoon of art using playdough.



Activities at Myrtleford Lodge

Myrtleford P-12 College, the local kindergarten and playgroups continue to visit Myrtleford Lodge as part of the Intergenerational program. Many activities are enjoyed together each month with so many friendships developing and enjoyed together. The students, parents and teachers are to

be commended for their commitment to the program with participation numbers very high.

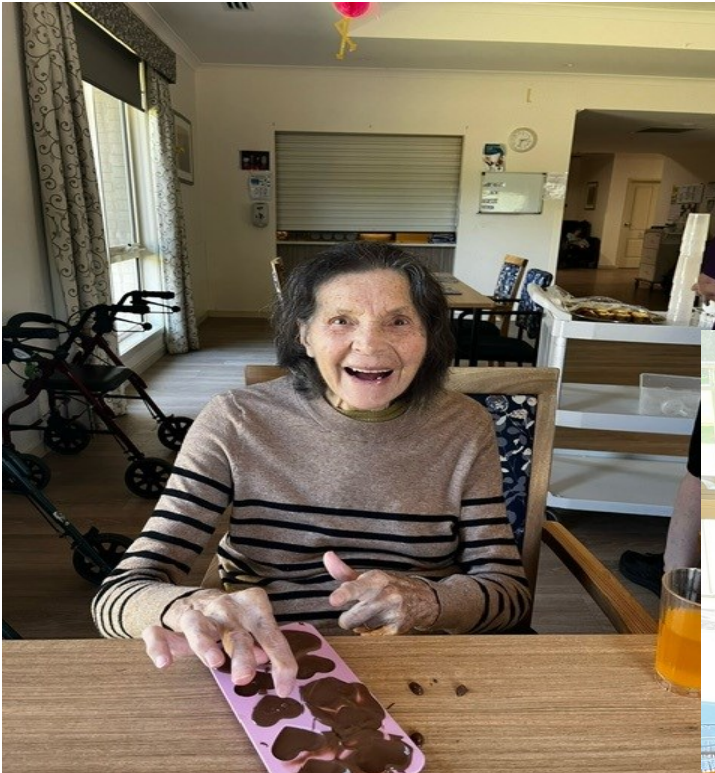
This past month we have enjoyed some easter craft, an easter hunt, story reading, some music and dance activities along with some movement exercises and conversation.



Activities at Myrtleford Lodge

Residents enjoyed making some easter treats for family and friends to share this easter.

.Giuseppina, Joan, Barbara and Stephanie were all a picture of concentration and very busy making delicious easter chocolates.



Activities at Myrtleford Lodge



Myrtleford Lodge residents were joined by the children from the local Mountain View daycare to enjoy an easter hunt together on what was a spectacular sunny day.

The students hunted for the eggs and shared them together with residents.

Bena Costantino was delighted to have joined in the easter hunt.

Activities at Myrtleford Lodge

Doreen McIlroy and Stephen Taylor also joined in the easter hunt with the local preschool students.



It wouldn't be easter without an easter bonnet parade, Maria Bonacci proudly wore her hand made bonnet along with Shirley Mitchell, Grace Reeves, Jill Weight and Jean Heatley.

You all look beautiful ladies.
We hope that you all enjoyed a wonderful easter.



Activities at Myrtleford Lodge

Thankyou to everyone who purchased raffle tickets in the Easter raffle,

Pictured are some of the winners, Judy Johnson, Jeannette Blaxall and Diana Findlay.



Proceeds from the raffle go to the Residents activity program, residents will discuss



ideas at the Residents and Representatives meetings to determine how to spend the funds raised.

Thankyou and Happy Easter to all.



April Birthdays at Myrtleford Lodge

5th April ~Jeanne Kilpatrick

13th April ~Brian Gambold

19th April ~Teresina Novak

23rd April ~Jack Jackson



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



The Consumer Experience and Quality of Life are part of the National Aged Care Mandatory Quality Indicator Program that Myrtleford Lodge reports quarterly (every January, April, July, October) to the Department of Health and Aged Care.

'For the purposes of the Quality Indicator program, proxy-completion is when a care recipient is unable to answer on their own behalf. The proxy version is used by a person who knows the care recipient well and sees them regularly to facilitate completion. The proxy respondent should answer based on the knowledge of the care recipient and the quality of life and quality of care experience at the time of administration using the proxy version.'

You are invited to complete the questionnaires once every quarter if you wish to participate in the QIP data collection. Kindly let the staff know if you prefer a hard copy sent to you. Printed copies are also available near the residents' sign in/out area in the main lounge.

If you would like to know more about the National Aged Care Mandatory Quality Indicator Program, please visit the Department of Health and Aged Care website.

From the Administration Desk

Guest books:

Myrtleford Lodge have introduced Consumer guest books for many of the residents that have been identified for these to be an important communication tool for all, they are designed for visitors to enter a few details of their visit so the consumer can read and reminisce with staff and other consumers of the days events.

Email details:

Do we have your email address on file?, please if you can advise Administration of your email address, we would be pleased if all correspondence from the facility could be sent by email including, all accounts, newsletters and to also update our fire and emergency contacts list in case of any emergencies that we may encounter at the facility.

Visitors to the facility:

Myrtleford Lodge welcome many visitors regularly to the facility on a daily basis, we ask if visitors could please be mindful of noise levels during their visits as at times we have residents that may be resting in their rooms or not feeling well and needing to rest quietly.



Dignified Respectful Decisions: Palliative care:

Palliative Care Victoria have introduced a unique initiative to provide invaluable information and support for families and substitute decision makers caring for a loved one in residential aged care.

The web address www.pallcarevic.asn.au/dard will take family members to the website which has detailed information and support along with video and animation stories from family decision makers and people from the medical field.

Myrtleford Lodge have received some resources from Palliative Care which is available from the front entrance information stand, please ask for assistance should you require any further assistance with resources in languages other than English.

Improvement Forms;

As part of our Continuous Improvement, Myrtleford Lodge welcome your feedback should you have a Suggestion, Complaint or Compliment.

All Improvement forms are followed up and actioned by the Director of Nursing and Deputy Director of Nursing.

Forms are available near the Front Reception or alternatively ask one of our staff members to assist you or contact us by phone or email.

Visitors to Myrtleford Lodge:

Myrtleford Lodge reminds all visitors coming in to the facility that a negative Rapid Antigen Test is required daily as per the Department of Health and Ageing guidelines. Masks are no longer required to be worn. We ask all visitors to please adhere to these guidelines as the Health and Safety of our Residents is paramount.

Should you be feeling unwell, we ask that you please visit when you are feeling better.

Newsletters and Calendars of events:

Newsletters and Calendars of daily events are distributed throughout the facility however if you would like to receive the Newsletter by email, please advise Administration Staff of your email address or alternatively send an email to;

admin@myrtlefordlodge.com.au

and we will happily add you to our contacts list., alternatively the Newsletter can be viewed on our Website;

www.bentleywoodpl.com.au

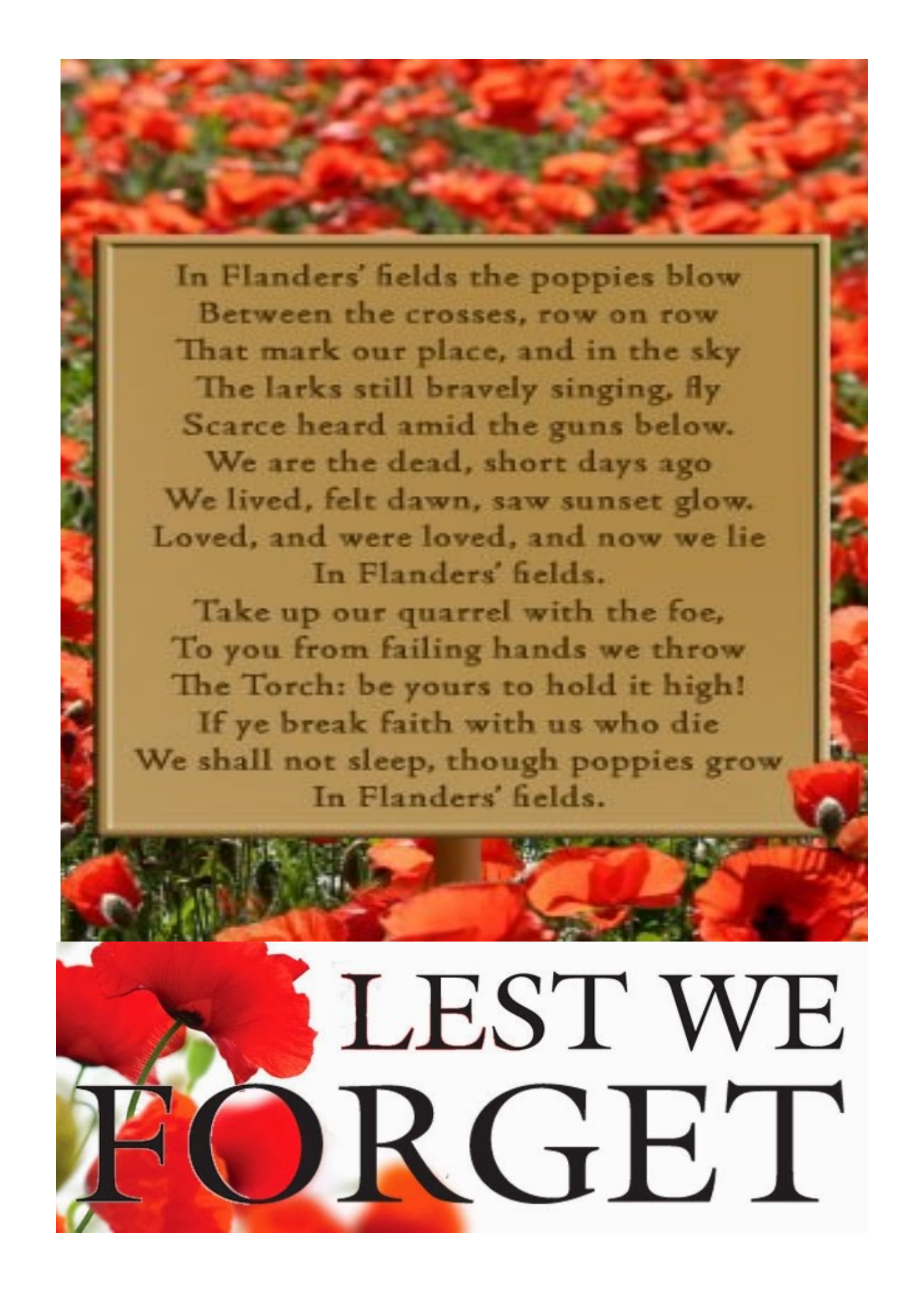


**Bentley Wood Aged Care acknowledges the
Traditional Custodians of the land and pays respect
to Elders both past and present.**



**Bentley Wood Aged Care acknowledges and respects the diversity of our
community and our consumers.**



A dense field of bright red poppies with dark centers, filling the entire background of the image. The flowers are in various stages of bloom, some fully open and others as buds.

In Flanders' fields the poppies blow
Between the crosses, row on row
That mark our place, and in the sky
The larks still bravely singing, fly
Scarce heard amid the guns below.
We are the dead, short days ago
We lived, felt dawn, saw sunset glow.
Loved, and were loved, and now we lie
In Flanders' fields.

Take up our quarrel with the foe,
To you from failing hands we throw
The Torch: be yours to hold it high!
If ye break faith with us who die
We shall not sleep, though poppies grow
In Flanders' fields.

A close-up photograph of several red poppies, showing their delicate petals and dark centers. The flowers are in sharp focus against a blurred background.

LEST WE
FORGET