

# The Jindajabber

## January & February 2022

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***Happy New Year***

# THE FACILITY MANAGER REPORT

Welcome to 2022! Hoping you were able to catch up with family and friends over Christmas. We were all hoping for a different year than 2021, however we are still looking at many exposures throughout the country, so lockdowns will continue from time to time. We will work with ACT Health and hope each time we can limit the inconvenience for residents to allow friends and relatives to visit again. Still with appointments, however visit will happen, so that's great. Will let you know when we can open again.

COVID Testing: ACT Health set the days that testing is attended. All residents in A,C,D,F & H wings are on regular testing every 72 hours till day 14 of last exposure, which was 29 December to date. Unfortunately, whenever we have another exposure, the testing regime starts again.

Emails: Please ensure you let Reception know if you change your email or haven't received email letters from us. This is the best way to reach everyone, so please give us your emails. Letters go to all residents in the facility that do not have access to email.

The Café will only be open on Fridays 9am -1pm until February, so please enjoy.

Even though we employed new staff in December to bolster our clinical team, we have been hit hard, as other Aged Care facilities, with exposures on the rise. We are trying very hard to eliminate the need for agency staff, however we do need their help.

Management is aware that residents prefer someone that knows them, however, staffing everywhere in the Health Sector is at a critical level, so we do what we can. Please be patient with those staff that are dedicated and come to work.

The Resident Meetings has been postponed to the end of January, to see if we are out of our quarantine. The meetings will continue every month with myself or Leesa in attendance if you need to ask a question or offer your comments on our service. Don't forget to drop us your comments via a Feedback form or make a time to see us during the week.

Lastly, but most importantly, we really want visitors and extended family to all be back to us healthy and well, so take care to use hand sanitizer and social distance, wear face masks when in the community.

Kindest regards

*Kate Chen*



# FROM THE DON'S DESK

We hope you have had a lovely Christmas and New Year. The team are really working very hard to keep up with the workload during this exposure period. We do hope to finally achieve the clinical goals planned for the next 3 months, even with these hiccups in the road. Looking forward to seeing you all again on my rounds.

Kind regards

*Leesa Scott*



Leesa Scott – Director of Nursing  
Kate Chew – Facility Manager

## HEALTH & LEISURE REPORT

Happy New Year and welcome to the first edition of the Jindajabber for 2022!

We hope you all enjoyed a pleasant Christmas and New Year. We also hope you enjoy reading about what happened over the month of December, where we held many events such as the resident Christmas parties, “Christmas Lights Drives” and the return of live entertainment for Happy Hour. Also a special mention to Rosalie Fewster who turned 106 years old on 16th December which is an amazing achievement we had the Canberra Times come and do an interview, a full page article on Rosalie can be found on page 14 & 15.

Unfortunately for the time being Bush Lounge Group activities have been suspended until we are cleared by ACT Health. We are still providing activities on the wings including Exercises, Bingo, coffee afternoons, Moove & Groove, Movies and 1 to 1 activities. As always we are providing Zoom/Facetime calls if you wish to use this service to talk to relatives, please email [richard.cummins@jindalee.org](mailto:richard.cummins@jindalee.org) and Richard can organize a video call. Richard will be on leave from 12 January going overseas to the USA. Richa will be filling in Richards responsibilities while he is away.

Until next Time

*Richard, Richa, Kusum, Gary, Mary, Ella, Radhika & Michael*





# MONTH IN REVIEW

## Christmas Parties

This year Christmas parties were held on the 14th, 15th, 16th December.

Most residents celebrated in the Bush Lounge and while others chose to celebrate on the wing. Only one relative was able to attend, this was to make sure we were able to keep to social distancing requirements .

Once again we were treated to a delicious lunch and Santa came to visit.

The theme was Australian Christmas bush with gum leaves on the table with Australian bush style Napkins and placemats.

### A,B & C Wing Christmas Party

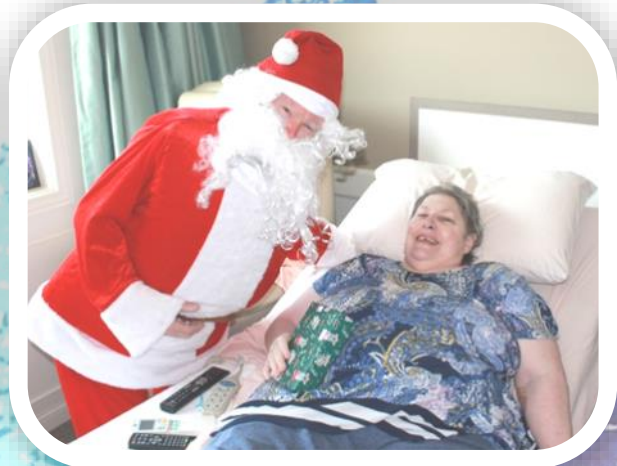
*Tuesday 14th December*















**D,H & J Wing Christmas Party**  
*Wednesday 15th December*









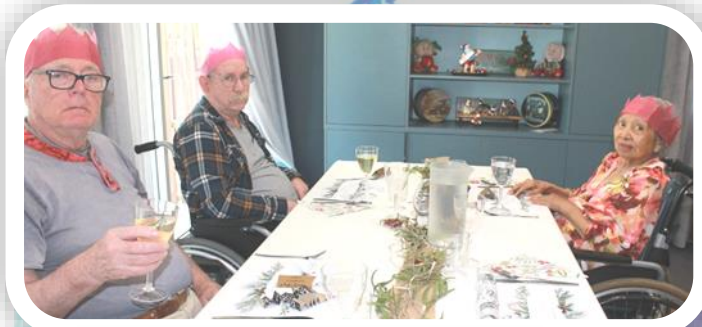


## **F & G Wing Christmas Party**

*Thursday 16th December*











## Musical Entertainment

We were treated to many amazing groups for Happy Hour during December. They were keen to get back to entraining after the ACT lockdown. All the groups all had some Christmas songs to get residents into the festive season.

### *“Brite Notes”*





## ***“Two of Us”***



## ***“Ukulele Happy Strummers”***



## ***“Sing along Sue”***







### Christmas Light Scenic Bus Outing

On the 7th and 8th of December we took two groups of residents out to view the Christmas lights.

We traveled down south to Tuggeranong with many amazing displays in Gordon. As you can see from the photos, many houses had breath taking displays.

It was great to be able to get the chance to view these.







Rosalie Fewster is 106 today.  
Picture: Keegan Carroll

## Happy 106th birthday Rosalie

WHEN Canberra grandmother Rosalie Fewster was born on December 16, 1915, World War I was into its second year, Charlie Chaplin had recently released his film *The Tramp* and Albert Einstein had just published his theory of general relativity.

Today, Mrs Fewster celebrates her 106th birthday, surely one of the oldest, if not the oldest resident of Canberra.

"Oh, it's great," she said, of reaching the milestone.

A resident of the Jindalee Aged Care

in Narrabundah for the last decade, Mrs Fewster's birthday was celebrated with her family and friends yesterday as part of Christmas lunch festivities.

"This is the first time I've come across someone reaching 106 and I've been in aged care for 20 years," Jindalee's lifestyle coordinator Richard Cummins said.

Born in Murwillumbah in northern NSW, the daughter of dairy farmers, Mrs Fewster displayed an independent spirit early on. She went to work in solicitors' offices in

Murwillumbah and Sydney and lived in London for a year before she married her husband Eric, who was in the Navy, when she was 39. They had two sons, Alan and Robert, and now have two grand-daughters.

She and her family have lived in Canberra since 1965, settling in Hughes.

A big reader and fan of crosswords and lover of classical music, Mrs Fewster reckons the secret to her very long life is "probably a gin every night".

### 106th Birthday Celebration

We had a special celebration with one of Jindalee Residents Rosalie Fewster who reached an amazing milestone of 106 years old. To celebrate her birthday we had the Canberra Times do an interview which enjoyed reminiscing about her life then followed by Christmas Party lunch with her family attending the day prior. Then on the day of her birthday she had a small party on H wing and received letters from the Governor General and the Prime Minister wishing her a happy birthday.





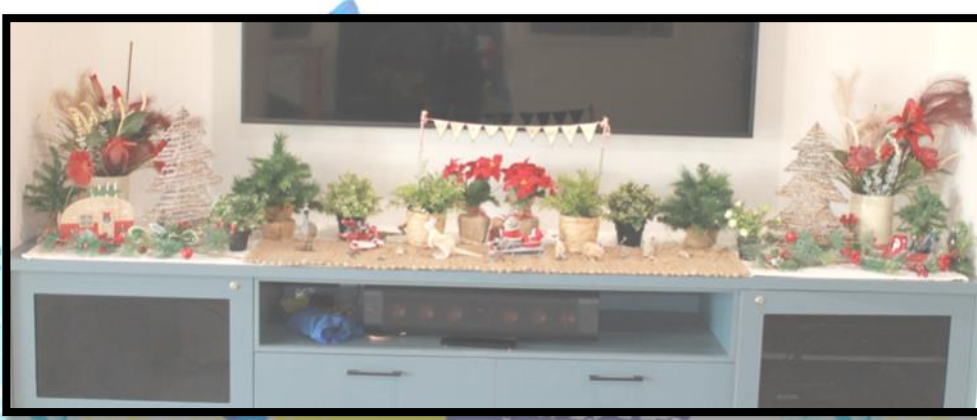
# MUSIC for CANBERRA



## Music for Canberra

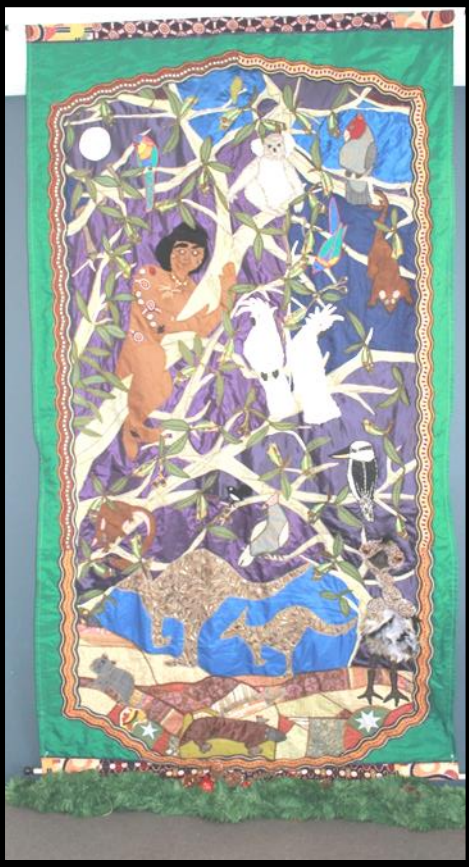
We had a special musical performance from a group called “music for Canberra” who had received a special grant from the ACT government to perform in aged care facility's. We had them scheduled to attend in October but due to the ACT lockdown it had to be changed. They performed on Saturday 11th December. There were around 20 performers at different times (to keep to social distancing rules) all playing woodwind instruments. The residents really enjoyed the classical music performance.



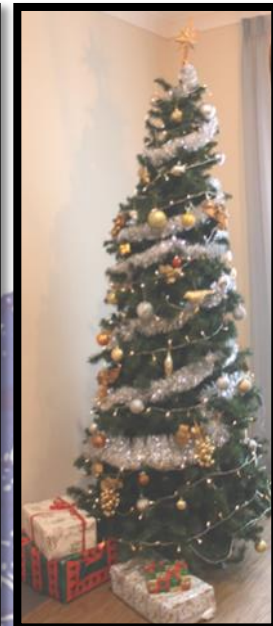
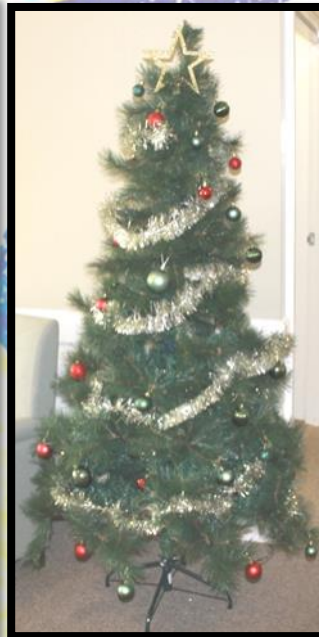


## Christmas Decorations

All the wings were Beautiful decorated and would not be possible unless we had a certain staff member Jenny singh who decorates half of Jindalee, A,B,G & Bush Lounge. She brought in many of her own decorations in and we would like to say a big thank you. The other end is decorated by the Lifestyle staff as you can see by the pictures it gets residents into the Christmas mood.









# RESIDENT TRIBUTE PAGE

In this new section of the Jindajabber we would like to pay tribute to residents who have passed away recently. We have asked family and loved ones if they would like to write a small section of their loved ones to be included in the news letter.

## LES HUMPHREY

19/3/38 - 23/11/21

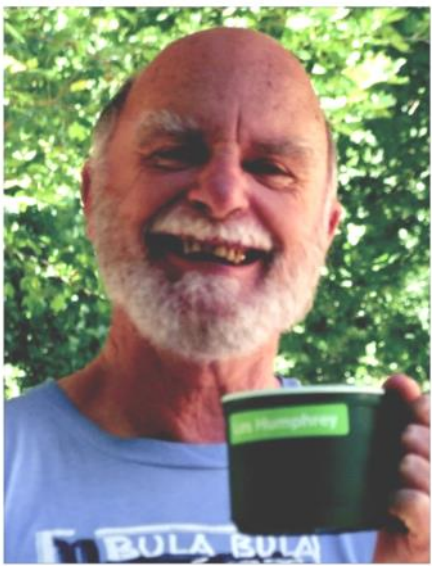
Les grew up in South Australia. In his teenage years he was part of 3 separate gymnastic clubs. After reaching the elite level he was invited to join the demonstration squad of the South Australian Gymnastic Association. He also played cricket, soccer, volley ball, basket ball and was on the State orienteering team.

He joined the Army when he was 17 1/2. He moved his way from Kapooka, Puckapunyal, Balcombe, Tasmania, back to Puckapunyal, Papua New Guinea, ACT, Vietnam and finally back to Duntroon as Warrant Officer Class 1, where he decided to retire after 21 years of service. He then worked in the ANU as the Mail room Supervisor and continued on in the Reserves.

His interests included researching our Family Tree, Woodturning and Bridge which he played for almost 40 years. Also, as most people know, he loved caring for his orchids. Although a diabetic, he had a stash of biscuits, chocolate, ice cream, cashews, and licorice. He used to share his licorice with Jo (the previous Jindalee Director) and he would share a biscuit with his favourite four legged 'fur person' Rosie.

However there was always one thing more important to him and that was a hot cup of coffee!

Les is remembered by his children Sharon Janette, Colin, Sally and grandchildren.





# NOTICE BOARD

## MEDICAL APPOINTMENTS

Due to the increasing number of external appointments that residents are needing, we ask that a relative or friend please organize transport and accompany.

## FIRE ALARMS

If the fire alarm goes off when you are in the building, don't panic! Just wait for guidance from senior staff.

There is a person in charge on every shift who will know what to do and give instructions.

Never put yourself in danger.

## LAUNDRY

Jindalee laundry staff label all new clothing as they arrive to Jindalee. Any new items need to go first to the laundry before 3.00 pm, 7 days a week. Our laundry staff will label them and then redistribute them to the appropriate wings.

For all lost clothing items please see staff on your wing for assistance.

## ELECTRICAL DEVICES

### TESTED & TAGGED

If any electrical items (including new) are brought in, please inform maintenance staff or RN so that the items can be tested and tagged.

## CLOTHING

Residents & relatives are encouraged to provide clothing that is suitable for commercial washing machine. All reasonable care will be taken. However Jindalee is unable to take responsibility for damage to clothing that does not comply e.g. woolens.

## RESIDENTS, RELATIVE & CARERS MEETING

The Residents, Relative & Careers Meeting has been an active group at Jindalee. It provides an avenue for consultation between residents relatives, careers, community and management.

Meetings are held monthly with management chair person & coordinated by Health & Leisure. Meeting dates can be found on the special events page.

## GLASSES MAINTENANCE

Glasses worn by residents need ongoing maintenance to keep them in good working order. Could we suggest that next of kin could check when they visit to tighten screws in glasses every so often to prevent glasses from coming apart. (lenses and arms coming away).



## **HAIRDRESSER**

Hairdressing Salon is open on Mondays. Appointments can be made by speaking to staff on the wing or via Reception

## **TAKING RESIDENTS OUT OF BUILDING**

If you are taking a resident out of the building it is essential that the staff on the wing are informed. It also requires completing Residents visitors Register at the front reception to communicate that someone is away from the facility & who they are with.

## **ALCOHOL POLICY**

Relatives are more than welcome to bring in alcohol for their loved ones but it must be handed to a senior member of staff to be stored securely and safely monitored.

## **LIBRARY SERVICE**

We have a mobile library service that delivers & picks up library books to resident's rooms. If you would like this service, please talk to a Health & Leisure staff member. They can sign you up for the service.

## **RELATIVES DETAILS**

EPOAs/Next of Kin or relevant persons please alert staff if you;

change your address, phone number or contact details.

We can then update your details.

For Email updates, please give reception your e mail address so we can contact you. Thank you.

## **BUYING SOCKS**

When buying socks for loved ones please consider buying "diabetes friendly" or "Bonds All Day" socks as these reduce the problems of tight bands and pressure from the seams.

## **NEWSPAPERS**

If you would like a newspaper delivered to your room please talk to reception about which newspaper you would like and it will be organized.

## **JINDALEE CAFE**

Every Friday morning 9:00am-12:00pm Jindalee has a café (located next to reception). Relatives, residents & staff can purchase coffee and cakes to take away or enjoy the beautiful outdoor area.



Health & Leisure Program A,B, & G Wing January 2022						Jindalee ASSISTANCE & REHABILITATION
	Mon 3rd	Tues 4th	Weds 5th	Thurs 6th	Fri 7th	
AM	New Years Day	Tai Chi (DVD) 11:00 BL, BBQ Lunch OW	Moove & Groove B Wing Exercises 11:00 BL Café Open 9:00-12:00	Massage OW Exercises 11:00 BL	Café Open 9:00-12:00 Exercises 11:00 BL	
PM	Public Holiday	Staff Meeting (H & L) 1:45 BL 1 on 1 Activities OW	Skittles 2:00 BL	Bingo 2:00 DR Movie Afternoon OW	Happy Hour 2:00 BL (Sing a long Sue)	
	Mon 10th	Tues 11th	Weds 12th	Thurs 13th	Fri 14th	
AM	Gardening OW Yoga Class 10:45 BL	Walking Group 10:00 H Tai Chi (DVD) 11:00 BL	Moove & Groove B Wing Exercises 11:00 BL Café Open 9:00-12:00	Manicures OW Exercises 11:00 BL	Café Open 9:00-12:00 Exercises 11:00 BL	
PM	Bingo 2:00 H Wing Moove & Groove A Wing	Bus Outing Departing 2:00 Residents Meeting 2:00 BL	Bus Outing Departing 2:00 Board Games 2:00 BL	Bingo 2:00 DR Movie Afternoon OW	Happy Hour 2:00 BL (Music sing a long)	
	Mon 17th	Tues 18th	Weds 19th	Thurs 20th	Fri 21st	
AM	Gardening OW Yoga Class 10:45 BL	Walking Group 10:00 H Tai Chi (DVD) 11:00 BL	Moove & Groove B Wing Exercises 11:00 BL Café Open 9:00-12:00	Ladies Morning Tea 10.30 DR Exercises 11:00 BL	Café Open 9:00-12:00 Exercises 11:00 BL	
PM	Bingo 2:00 H Wing Moove & Groove A Wing	Men's Group 2:00 BL	Movie Afternoon 2:00 BL	Bingo 2:00 DR Movie Afternoon OW	Happy Hour 2:00 BL (John on Guitar)	
	Mon 24th	Tues 25th	Weds 26th	Thurs 27th	Fri 28th	
AM	Gardening OW Yoga Class 10:45 BL	Walking Group 10:00 H Tai Chi (DVD) 11:00 H	Australia Day	Manicures OW Exercises 11:00 BL	Café Open 9:00-12:00 Exercises 11:00 BL	
PM	Bingo 2:00 H Wing Moove & Groove A Wing	Australian High Tea 2:00 BL	Public Holiday	Bingo 2:00 DR Movie Afternoon OW	Happy Hour 2:00 BL (Bill on the Accordion)	
	Mon 31st					
AM	Gardening OW Yoga Class 10:45 BL					
PM	Bingo 2:00 H Wing Moove & Groove A Wing					
						
Hairdressing Available		Mondays 9:00am-4:00pm				
Weekend Activities		Movies & Music on Wings				
Library Service		Weds 12th January, Pick up returns Tues 11th				
Diosma Café-		Wednesdays & Fridays 9:00am-12:00pm				
Key :		BL=Bush Lounge DR=Main Dining Room OW=On Wings, H=H Wing				
John Music Roving Schedule						
		2:45pm-3:15pm	3:15pm-3:45pm	4:00pm-4:30pm	4:30pm-5:00pm	
Monday		A	G	F	C	
Tuesday		B	D	J	C	
Wednesday		G	H	F	C	
Thursday		A	B	J	C	



# Health & Leisure Program A,B, & C Wing February 2022

		<b>Tues 1st</b>	<b>Weds 2nd</b>	<b>Thurs 3rd</b>	<b>Fri 4th</b>
		Walking Group 10:00 H Tai Chi (DVD) 11:00 BL	Moove & Groove B Wing Exercises 11:00 BL Café Open 9:00-12:00	Catholic Mass 10:30 BL Exercises 11:00 H Wing	Café Open 9:00-12:00 Exercises 11:00 BL
AM		Anglican Church 2:00 BL	Movie Afternoon 2:00 BL	Bingo 2:00 DR Movie Afternoon OW	Happy Hour 2:00 BL (Music sing a long )
PM					
	<b>Mon 7th</b>	<b>Tues 8th</b>	<b>Weds 9th</b>	<b>Thurs 10th</b>	<b>Fri 11th</b>
	Gardening OW Yoga Class 10:45 BL	Tai Chi (DVD) 11:00 BL, BBQ Lunch OW	Moove & Groove B Wing Exercises 11:00 BL Café Open 9:00-12:00	Manicures OW Exercises 11:00 BL	Café Open 9:00-12:00 Exercises 11:00 BL
AM		Residents Meeting 2:00 BL	Richard Holiday Slide Show 2:00 BL	Bingo 2:00 DR Movie Afternoon OW	Happy Hour 2:00 BL (Sing a long Sue )
PM					
	<b>Mon 14th</b>	<b>Tues 15th</b>	<b>Weds 16th</b>	<b>Thurs 17th</b>	<b>Fri 18th</b>
	Gardening OW Yoga Class 10:45 DR	Walking Group 10:00 H Tai Chi (DVD) 11:00 BL	Moove & Groove B Wing Exercises 11:00 BL Café Open 9:00-12:00	Exercises 10:00 H Wing Music Magic 11:00 BL	Café Open 9:00-12:00 Exercises 11:00 BL
AM		Take Away Lunch 12:15 DR Men's Group 2:00 BL	Serbian Day Slide Show 2:00 BL	Bingo 2:00 DR Movie Afternoon OW	Happy Hour 2:00 BL (Music sing a long )
PM					
	<b>Mon 21st</b>	<b>Tues 22nd</b>	<b>Weds 23rd</b>	<b>Thurs 24th</b>	<b>Fri 25th</b>
	Gardening OW Yoga Class 10:45 BL	Walking Group 10:00 Tai Chi (DVD) 11:00 BL	Moove & Groove B Wing Exercises (Dance Moove & Groove) 11:00 BL	Ladies Morning Tea 10:30 DR Exercises 11:00 BL	Café Open 9:00-12:00 Exercises 11:00 BL
AM		Bus Outing Departing 2:00 Boards Games 2:00 BL	Bus Outing Departing 2:00 Virtual Travel 2:00 BL	Bingo 2:00 DR Movie Afternoon OW	Happy Hour 2:00 BL (Bill on the Accordion)
PM					
	<b>Mon 28th</b>				
	Gardening OW Yoga Class 10:45 BL				
AM					
PM					
	Bingo 2:00 H Wing Moove & Groove A Wing				
AM					
PM					

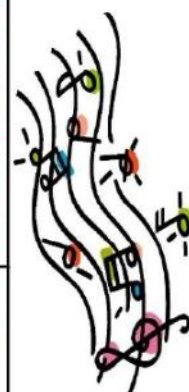
John Music Roving Schedule				
	2:45pm-3:15pm	3:15pm-3:45pm	4:00pm-4:30pm	4:30pm-5:00pm
Monday	A	G	F	C
Tuesday	B	D	J	C
Wednesday	G	H	F	C
Thursday	A	B	J	C

**Hairdressing Available** Mondays 9:00am-4:00pm  
**Weekend Activities** Movies & Music on Wings  
**Library Service** Thurs 10th February, Pick up returns Weds 9th  
**Diosma Café-** Wednesday & Friday 9:00am-12:00pm  
**Key :** BL=Bush Lounge DR=Main Dining Room OW=On Wings, H=H Wing



# Health & Leisure Program C & J Wing January 2022

	<b>Mon 3rd</b>	<b>Tues 4th</b>	<b>Weds 5th</b>	<b>Thurs 6th</b>	<b>Fri 7th</b>
<b>AM</b>	<b>New Years Day</b>	<b>BBQ Lunch</b> OW (All Clubs)	<b>Reminiscence Group</b> OW (Sunshine)	<b>Massage</b> OW (Sunshine)	<b>Music with Sheila</b> OW 10:30
<b>PM</b>	<b>Public Holiday</b>	<b>Staff Meeting (H &amp; L) 1:45 BL</b> 1 on 1 Activities OW	<b>Skittles</b> 2:00 BL (All Clubs)	<b>Bingo 2.00 DR (Sunshine)</b> Moove & Groove Music OW	<b>Happy Hour 2.00 BL</b> Sing a long Sue (All Clubs)
	<b>Mon 10th</b>	<b>Tues 11th</b>	<b>Weds 12th</b>	<b>Thurs 13th</b>	<b>Fri 14th</b>
<b>AM</b>	<b>Gardening</b> OW (All Clubs)	<b>Bus Outing 10:15</b> (All Clubs)	<b>Balloon Games</b> OW (Sunshine)	<b>Manicures</b> OW (Sunshine)	<b>Music with Sheila</b> OW 10:30
<b>PM</b>	<b>Bingo 2.00 H Wing (Sunshine)</b> <b>Coffee Afternoon OW (Rainbow)</b>	<b>Story Reading</b> OW (Sunshine)	<b>Board Games</b> 2:00 BL (Sunshine)	<b>Bingo 2.00 DR (Sunshine)</b> Moove & Groove Music OW	<b>Happy Hour 2.00 BL</b> John on Guitar (All Clubs)
	<b>Mon 17th</b>	<b>Tues 18th</b>	<b>Weds 19th</b>	<b>Thurs 20th</b>	<b>Fri 21st</b>
<b>AM</b>	<b>Gardening</b> OW (All Clubs)	<b>Walking Group</b> 10:00 H Wing (All Clubs)	<b>Reminiscence Group</b> OW (Sunshine)	<b>Ladies Morning Tea</b> 10:30 DR (Sunshine)	<b>Music with Sheila</b> OW 10:30
<b>PM</b>	<b>Bingo 2.00 H Wing (Sunshine)</b> <b>Coffee Afternoon OW (Rainbow)</b>	<b>Men's Group 2:00 BL</b> Manicures (Rainbow)	<b>Movie Afternoon</b> 2:00 BL (Sunshine)	<b>Bingo 2.00 DR (Sunshine)</b> Moove & Groove Music OW	<b>Happy Hour 2.00 BL</b> Music sing a long (All Clubs)
	<b>Mon 24th</b>	<b>Tues 25th</b>	<b>Weds 26th</b>	<b>Thurs 27th</b>	<b>Fri 28th</b>
<b>AM</b>	<b>Gardening</b> OW (All Clubs)	<b>Walking Group</b> 10:00 H Wing (All Clubs)	<b>Australia Day</b>	<b>Massage</b> OW (Sunshine)	<b>Music with Sheila</b> OW 10:30
<b>PM</b>	<b>Bingo 2.00 H Wing (Sunshine)</b> <b>Coffee Afternoon OW (Rainbow)</b>	<b>Australian High Tea</b> 2:00 BL	<b>Public Holiday</b>	<b>Bingo 2.00 DR (Sunshine)</b> Moove & Groove Music OW	<b>Happy Hour 2.00 BL</b> Bill on the Accordion (All Clubs)
	<b>Mon 31st</b>				
<b>AM</b>	<b>Gardening</b> OW (All Clubs)				
<b>PM</b>	<b>Bingo 2.00 H Wing (Sunshine)</b> <b>Coffee Afternoon OW (Rainbow)</b>				





**Hairdressing Available-** Monday 9:00am-4:00pm  
**Weekend Activities** Movies & Music on Wings  
**Diosma Café-** Wednesdays & Fridays 9:00am-12:00pm  
**Key :** BL=Bush Lounge DR=Main Dining Room  
OW=On Wings H=H Wing

John Music Roving Schedule

	2.45pm-3.15pm	3.15pm-3.45pm	4.00pm-4:30pm	4:30pm-5:00pm
Monday	A	G	F	C
Tuesday	B	D	J	C
Wednesday	G	H	F	C
Thursday	A	B	J	C



Health & Leisure Program C & J Wing February 2022						Jindalee ASSISTANT REGIONAL
		<b>Tues 1st</b>	<b>Weds 2nd</b>	<b>Thurs 3rd</b>	<b>Fri 4th</b>	
AM		Walking Group 10:00 H Wing (All Clubs)	Reminiscence Group OW (Sunshine)	Catholic Mass 10:30 BL Dart Games OW	Music with Sheila OW 10:30	
PM		Anglican Church 2:00 BL 1 on 1 Activities OW	Movie Afternoon 2:00 BL (Sunshine)	Bingo 2.00 DR (Sunshine) Moove & Groove Music OW	Happy Hour 2.00 BL Music sing a long (All Clubs)	
	<b>Mon 7th</b>	<b>Tues 8th</b>	<b>Weds 9th</b>	<b>Thurs 10th</b>	<b>Fri 11th</b>	
AM	Gardening OW (All Clubs)	BBQ Lunch OW (All Clubs)	Balloon Games OW (Sunshine)	Manicures OW (Sunshine)	Music with Sheila OW 10:30	
PM	Bingo 2.00 H Wing (Sunshine) Coffee Afternoon OW (Rainbow)	Story Reading OW (Sunshine)	Richard Holiday Slide Show 2:00pm BL (All Clubs)	Bingo 2.00 DR (Sunshine) Moove & Groove Music OW	Happy Hour 2.00 BL Sing a long Sue (All Clubs)	
	<b>Mon 14th</b>	<b>Tues 15th</b>	<b>Weds 16th</b>	<b>Thurs 17th</b>	<b>Fri 18th</b>	
AM	Gardening OW (All Clubs)	Walking Group 10:00 H Wing (All Clubs)	Reminiscence Group OW (Sunshine)	Music Magic 11:00 BL	Music with Sheila OW 10:30	
PM	Bingo 2.00 H Wing (Sunshine) Coffee Afternoon OW (Rainbow)	Men's Group 2:00 BL Manicures (Rainbow)	Serbian Slide Show 2:00 BL 1 on 1 Activities OW	Bingo 2.00 DR (Sunshine) Moove & Groove Music OW	Happy Hour 2.00 BL Music sing a long (All Clubs)	
	<b>Mon 21st</b>	<b>Tues 22nd</b>	<b>Weds 23rd</b>	<b>Thurs 24th</b>	<b>Fri 25th</b>	
AM	Gardening OW (All Clubs)	Bus Outing 10:15 (All Clubs)	Balloon Games OW (Sunshine)	Ladies Morning Tea 10.30 DR (Sunshine)	Music with Sheila OW 10:30	
PM	Bingo 2.00 H Wing (Sunshine) Coffee Afternoon OW (Rainbow)	Boards Games 2:00 BL (Sunshine)	Virtual Travel Group 2:00pm BL (All Clubs)	Bingo 2.00 DR (Sunshine) Moove & Groove Music OW	Happy Hour 2.00 BL Bill on the Accordion (All Clubs)	
	<b>Mon 28th</b>					
AM	Gardening OW (All Clubs)					
PM	Bingo 2.00 H Wing (Sunshine) Coffee Afternoon OW (Rainbow)					
						
<b>John Music Roving Schedule</b>						
		2.45pm-3.15pm	3.15pm-3.45pm	4.00pm-4.30pm	4.30pm-5.00pm	
Monday		A	G	F	C	
Tuesday		B	D	J	C	
Wednesday		G	H	F	C	
Thursday		A	B	J	C	
<b>Hairdressing Available-</b> Monday 9:00am-4:00pm						
<b>Weekend Activities</b> Movies & Music on Wings						
<b>Diosma Café-</b> Wednesdays & Fridays 9:00am-12:00pm						
<b>Key :</b> BL=Bush Lounge DR=Main Dining Room						
OW=On Wings H=H Wing						



# Health & Leisure Program D & H Wing January 2022

	<b>Mon 3rd</b>	<b>Tues 4th</b>	<b>Weds 5th</b>	<b>Thurs 6th</b>	<b>Fri 7th</b>
<b>AM</b>	<b>New Years Day</b>	Scrabble 10:30 Dining Room <b>Tai Chi (DVD)</b> 11:00 BL <b>BBQ Lunch</b> 12:30 OW	Café Open 9:00-12:00 <b>Exercises</b> 11:00 BL	<b>Exercises</b> 11:00 BL	Café Open 9:00-12:00 <b>Exercises</b> 11:00 BL
<b>PM</b>	<b>Public Holiday</b>	<b>Staff Meeting (H &amp; L)</b> 1.45 BL Moove and Groove H Wing	<b>Skittles</b> 2.00 BL Moove and Groove D Wing	<b>Bingo</b> 2.00 DR Coffee Afternoon 2:30 OW	<b>Happy Hour</b> 2.00 (Sing a Long Sue) Movie Afternoon 2:00 OW
	<b>Mon 10th</b>	<b>Tues 11th</b>	<b>Weds 12th</b>	<b>Thurs 13th</b>	<b>Fri 14th</b>
<b>AM</b>	<b>Yoga Class</b> 10:45 BL	Walking Group 10:00 H Scrabble 10:30 Dining Room <b>Tai Chi (DVD)</b> 11:00 BL	Coffee Outing 10:00 <b>Exercises</b> 11:00 BL	<b>Exercises</b> 11:00 BL	Café Open 9:00-12:00 <b>Exercises</b> 11:00 BL
<b>PM</b>	<b>Bingo</b> 2.00 H Wing 1 on 1 Activities OW	<b>Resident Meeting</b> 2:00 BL Moove and Groove H Wing	<b>Bus Outing Departing</b> 2:00 <b>Board Games</b> 2:00 BL	<b>Bingo</b> 2.00 DR Coffee Afternoon 2:30 OW	<b>Happy Hour</b> 2.00 (Music Sing a Long) Movie Afternoon 2:00 OW
	<b>Mon 17th</b>	<b>Tues 18th</b>	<b>Weds 19th</b>	<b>Thurs 20th</b>	<b>Fri 21st</b>
<b>AM</b>	<b>Yoga Class</b> 10:45 BL	Walking Group 10:00 H Scrabble 10:30 Dining Room <b>Tai Chi (DVD)</b> 11:00 BL	Café Open 9:00-12:00 <b>Exercises</b> 11:00 BL	<b>Ladies Morning Tea</b> 10.30 DR <b>Exercises</b> 11.00 BL	Café Open 9:00-12:00 <b>Exercises</b> 11:00 BL
<b>PM</b>	<b>Bingo</b> 2.00 H Wing 1 on 1 Activities OW	<b>Men's Group</b> 2:00 BL Moove and Groove H Wing	<b>Movie Afternoon</b> 2.00 BL Moove and Groove D Wing	<b>Bingo</b> 2.00 DR Coffee Afternoon 2:30 OW	<b>Happy Hour</b> 2.00 (John on Guitar) Movie Afternoon 2:00 OW
	<b>Mon 24th</b>	<b>Tues 25th</b>	<b>Weds 26th</b>	<b>Thurs 27th</b>	<b>Fri 28th</b>
<b>AM</b>	<b>Yoga Class</b> 10:45 BL	Walking Group 10:00 H Scrabble 10:30 Dining Room <b>Tai Chi (DVD)</b> 11:00 H Wing	<b>Australia Day</b>	<b>Exercises</b> 11:00 BL	Café Open 9:00-12:00 <b>Exercises</b> 11:00 BL
<b>PM</b>	<b>Bingo</b> 2.00 H Wing 1 on 1 Activities OW	<b>Australian High Tea</b> 2:00 BL	<b>Public Holiday</b>	<b>Bingo</b> 2.00 DR Coffee Afternoon 2:30 OW	<b>Happy Hour</b> 2.00 (Bill Accordion) Movie Afternoon 2:00 OW
	<b>Mon 31st</b>				
<b>AM</b>	<b>Yoga Class</b> 10:45 BL				
<b>PM</b>	<b>Bingo</b> 2.00 H Wing 1 on 1 Activities OW				

**Hairdressing Available** Mondays 9:00am-4:00pm  
**Weekend Activities** Movies & Music on Wings  
**Library Service** Weds 12th January. Pick up returns Tues 11th  
**Diosma Café-** Wednesday & Friday 9:00am-12:00pm  
**Key :** BL=Bush Lounge DR=Main Dining Room OW=On Wings, H=H Wing

**John Music Roving Schedule**

	2.45pm-3.15pm	3.15pm-3.45pm	4.00pm-4.30pm	4.30pm-5.00pm
Monday	A	G	F	C
Tuesday	B	D	J	C
Wednesday	G	H	F	C
Thursday	A	B	J	C



Health & Leisure Program D & H Wing February 2022						Jindalee ASSISTANT TO RESIDENCE
		<b>Tues 1st</b>	<b>Weds 2nd</b>	<b>Thurs 3rd</b>	<b>Fri 4th</b>	
AM	Walking Group 10:00 H Scrabble 10:30 Dining Room <b>Tai Chi (DVD) 11:00 BL</b>	Café Open 9:00-12:00 <b>Exercises 11:00 BL</b>	<b>Catholic Mass 10:30 BL</b> <b>Exercises 11:00 H Wing</b>	Café Open 9:00-12:00 <b>Exercises 11:00 BL</b>	<b>Happy Hour 2.00 (Music Sing a Long)</b> Movie Afternoon 2:00 OW	
PM	<b>Anglican Church 2:00 BL</b> Moove and Groove H Wing	<b>Movie Afternoon 2:00 BL</b> Moove and Groove D Wing	<b>Bingo 2.00 DR</b> Coffee Afternoon 2:30 OW	<b>Happy Hour 2.00 (Sing a Long Sue)</b> Movie Afternoon 2:00 OW		
	<b>Mon 7th</b>	<b>Tues 8th</b>	<b>Weds 9th</b>	<b>Thurs 10th</b>	<b>Fri 11th</b>	
AM	<b>Yoga Class 10:45 BL</b>	Scrabble 10:30 Dining Room <b>Tai Chi (DVD) 11:00 BL</b> <b>BBQ Lunch 12:30 OW</b>	Café Open 9:00-12:00 <b>Exercises 11:00 BL</b>	<b>Exercises 11:00 BL</b>	Café Open 9:00-12:00 <b>Exercises 11:00 BL</b>	
PM	<b>Bingo 2.00 H Wing</b> 1 on 1 Activities OW	<b>Resident Meeting 2:00 BL</b> Moove and Groove H Wing	<b>Richards Holiday Slide Show 2.00 BL</b> Moove and Groove D Wing	<b>Bingo 2.00 DR</b> Coffee Afternoon 2:30 OW		
	<b>Mon 14th</b>	<b>Tues 15th</b>	<b>Weds 16th</b>	<b>Thurs 17th</b>	<b>Fri 18th</b>	
AM	<b>Yoga Class 10:45 DR</b>	Walking Group 10:00 H Scrabble 10:30 Dining Room <b>Tai Chi (DVD) 11:00 BL</b>	Café Open 9:00-12:00 <b>Exercises 11:00 BL</b>	<b>Exercises 10:00 H Wing</b> <b>Music Magic 11:00 BL</b>	Café Open 9:00-12:00 <b>Exercises 11:00 BL</b>	
PM	<b>Valentines Day Ball 2:00 BL</b>	<b>Take Away Lunch 12:30 OW</b> <b>Men's Group 2:00 BL</b>	<b>Serbian Day Slide Show 2.00 BL</b> Moove and Groove D Wing	<b>Bingo 2.00 DR</b> Coffee Afternoon 2:30 OW	<b>Happy Hour 2.00 (Music Sing a Long)</b> Movie Afternoon 2:00 OW	
	<b>Mon 21st</b>	<b>Tues 22nd</b>	<b>Weds 23rd</b>	<b>Thurs 24th</b>	<b>Fri 25th</b>	
AM	<b>Yoga Class 10:45 BL</b>	Walking Group 10:00 H Scrabble 10:30 Dining Room <b>Tai Chi (DVD) 11:00 BL</b>	<b>Coffee Outing 10:00</b> <b>Exercises 11:00 BL</b>	<b>Ladies Morning Tea 10.30 DR</b> <b>Exercises 11.00 BL</b>	Café Open 9:00-12:00 <b>Exercises 11:00 BL</b>	
PM	<b>Bingo 2.00 H Wing</b> 1 on 1 Activities OW	<b>Board Games 2.00 BL</b>	<b>Bus Outing Departing 2:00</b> <b>Virtual Travel 2:00 BL</b>	<b>Bingo 2.00 DR</b> Coffee Afternoon 2:30 OW	<b>Happy Hour 2.00 (Bill Accordion)</b> Movie Afternoon 2:00 OW	
	<b>Mon 28th</b>					
AM	<b>Yoga Class 10:45 BL</b>					
PM	<b>Bingo 2.00 H Wing</b> 1 on 1 Activities OW					
<b>John Music Roving Schedule</b>						
		2:45pm-3:15pm	3:15pm-3:45pm	4:00pm-4:30pm	4:30pm-5:00pm	
Monday		A	G	F	C	
Tuesday		B	D	J	C	
Wednesday		G	H	F	C	
Thursday		A	B	J	C	
<b>Hairdressing Available</b> Mondays 9:00am-4:00pm						
<b>Weekend Activities</b> Movies & Music on Wings						
<b>Library Service</b> Thurs 10th February, Pick up returns Weds 9th						
<b>Diosma Café-</b> Wednesday & Friday 9:00am-12:00pm						
<b>Key : BL=Bush Lounge DR=Main Dining Room OW=On Wings, H=H Wing</b>						



Health & Leisure Program F Wing January 2022						Jindalee AGED CARE RESIDENCE																									
	Mon 3rd	Tues 4th	Weds 5th	Thurs 6th	Fri 7th																										
AM	New Years Day	Exercises 11.00 Downstairs BBQ Lunch 12:30 OW	Café Open 9:00-12:00 Exercises 11.15 Downstairs	Exercises 11.15 Downstairs	Café Open 9:00-12:00 Exercises 11.15 Downstairs																										
PM	Public Holiday	Staff Meeting (H & L) 1:45 BL 1 on 1 Activities OW	Skittles 2:00 BL TV Series 2:00 OW	Bingo 2:00 DR Coffee Afternoon 3:00 Roving	Happy Hour 2.00 BL (Sing a long Sue )																										
	Mon 10th	Tues 11th	Weds 12th	Thurs 13th	Fri 14th																										
AM	Yoga Class 10:45 BL Exercises 11:15 Downstairs	Walking Group 10:00 H Exercises 11.15 Downstairs	Coffee Outing 10:00 Exercises 11.00 BL	Exercises 11.15 Downstairs	Café Open 9:00-12:00 Exercises 11.15 Downstairs																										
PM	Bingo 2:00 H Wing Movie Afternoon 2:15 OW	Residents Meeting 2:00 BL 1 to 1 Activities OW	Bus Outing Departing 2:00 Board Games 2:00 BL	Bingo 2:00 DR Coffee Afternoon 3:00 Roving	Happy Hour 2.00 BL (Music sing a long )																										
	Mon 17th	Tues 18th	Weds 19th	Thurs 20th	Fri 21st																										
AM	Yoga Class 10:45 BL Exercises 11:15 Downstairs	Walking Group 10:00 H Exercises 11.15 Downstairs	Café Open 9:00-12:00 Exercises 11.15 Downstairs	Ladies' Morning Tea 10.30 DR Exercises 11.15 Downstairs	Café Open 9:00-12:00 Exercises 11.15 Downstairs																										
PM	Bingo 2:00 H Wing Movie Afternoon 2:15 OW	Men's Group 2:00 BL 1 to 1 Activities OW	Movie Afternoon 2:00 BL TV Series 2:00 OW	Bingo 2:00 DR Coffee Afternoon 3:00 Roving	Happy Hour 2.00 BL (John on Guitar )																										
	Mon 24th	Tues 25th	Weds 26th	Thurs 27th	Fri 28th																										
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Health & Leisure Program F Wing February 2022						Jindalee AGED CARE RESIDENCE																								
		<b>Tues 1st</b>	<b>Weds 2nd</b>	<b>Thurs 3rd</b>	<b>Fri 4th</b>																									
AM		Walking Group 10:00 H Exercises 11.15 Downstairs	Café Open 9:00-12:00 Exercises 11.15 Downstairs	<b>Catholic Mass 10.30 BL</b> Exercises 11.15 Downstairs	Café Open 9:00-12:00 Exercises 11.15 Downstairs																									
PM		<b>Anglican Church 2:00 BL</b> Massage OW	<b>Movie Afternoon 2:00 BL</b> TV Series 2:00 OW	<b>Bingo 2:00 DR</b> Coffee Afternoon 3:00 Roving	<b>Happy Hour 2.00 BL</b> (Music sing a long )																									
	<b>Mon 7th</b>	<b>Tues 8th</b>	<b>Weds 9th</b>	<b>Thurs 10th</b>	<b>Fri 11th</b>																									
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PM	<b>Bingo 2:00 H Wing</b> <b>Movie Afternoon 2:15 OW</b>	<b>Residents Meeting 2:00 BL</b> 1 to 1 Activities OW	<b>Richard's Holiday Slide Show 2:00 BL</b> TV Series 2:00 OW	<b>Bingo 2:00 DR</b> Coffee Afternoon 3:00 Roving	<b>Happy Hour 2.00 BL</b> (Sing a long Sue )																									
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PM	<b>Bingo 2:00 H Wing</b> <b>Movie Afternoon 2:15 OW</b>	<b>Board Games 2:00 BL</b> 1 to 1 Activities OW	<b>Bus Outing Departing 2:00</b> <b>Virtual Travel 2:00 BL</b>	<b>Bingo 2:00 DR</b> Coffee Afternoon 3:00 Roving	<b>Happy Hour 2.00 BL</b> (Bill on the Accordion)																									
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Hairdressing Available Weekend Activities Library Service Diosma Café- Key : <b>BL</b> =Bush Lounge <b>DR</b> =Main Dining Room <b>OW</b> =On Wings, <b>H</b> =H Wing		<b>John Music Roving Schedule</b> <table><tr><th></th><th>2.45pm-3.15pm</th><th>3.15pm-3.45pm</th><th>4.00pm-4.30pm</th><th>4.30pm-5.00pm</th></tr><tr><td>Monday</td><td>A</td><td>G</td><td>F</td><td>C</td></tr><tr><td>Tuesday</td><td>B</td><td>D</td><td>J</td><td>C</td></tr><tr><td>Wednesday</td><td>G</td><td>H</td><td>F</td><td>C</td></tr><tr><td>Thursday</td><td>A</td><td>B</td><td>J</td><td>C</td></tr></table>					2.45pm-3.15pm	3.15pm-3.45pm	4.00pm-4.30pm	4.30pm-5.00pm	Monday	A	G	F	C	Tuesday	B	D	J	C	Wednesday	G	H	F	C	Thursday	A	B	J	C
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F	Z	V	G	U	S	L	H	C	P	H	L	P	R	Y	X	Q	J	S	T	M	Z	V	Y	P
B	V	R	P	Q	I	N	B	G	Q	E	F	O	F	F	D	S	M	G	D	L	G	M	W	B
F	H	M	C	L	V	T	H	I	B	A	M	V	V	W	M	N	O	W	Z	K	Y	K	L	C
A	E	P	T	C	X	P	B	J	A	R	B	Q	V	E	C	O	A	D	T	F	P	E	H	Y
Y	Y	B	Z	Y	O	L	A	H	I	T	Y	F	O	A	O	N	H	C	O	B	S	O	J	Y
N	G	M	G	S	S	P	P	R	F	S	Q	R	L	I	S	S	T	H	V	W	B	E	T	P
Z	R	W	D	O	U	B	M	I	Q	T	Z	M	S	O	B	R	X	G	N	K	L	Q	Q	L
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C	A	M	P	X	Z	A	T	C	N	H	R	M	J	G	S	E	U	F	M	Q	E	T	Y	I
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U	N	Z	B	S	B	I	H	D	P	U	U	L	Z	H	I	C	H	O	C	O	L	A	T	E
P	I	N	K	S	T	D	E	R	C	G	K	G	A	Q	D	C	W	L	O	U	V	H	I	G
T	C	J	B	N	V	R	P	N	S	A	L	C	O	J	F	X	O	G	P	A	C	C	U	J
L	E	Q	E	U	R	B	G	L	T	E	F	A	T	H	X	C	R	H	M	X	M	I	F	U
Y	T	L	M	E	E	Y	Q	A	Z	S	A	B	S	H	D	O	R	B	A	Y	K	X	P	L
K	A	M	J	P	Q	B	D	F	K	J	V	K	B	T	V	F	A	M	G	G	H	K	D	Q
V	C	I	P	W	E	L	P	D	S	X	F	P	M	I	B	W	S	S	W	X	Q	F	P	C
Z	Q	P	W	R	S	Z	C	E	C	K	B	O	H	D	I	P	U	C	B	R	G	W	T	U
T	Z	K	U	W	H	V	S	V	T	Q	A	B	A	K	H	V	Z	C	V	M	J	Y	K	S
A	E	M	E	W	L	R	D	Q	A	F	W	R	T	B	R	R	V	V	P	G	B	J	J	G
L	F	E	S	O	S	J	P	W	X	R	K	S	B	H	I	U	J	V	I	Y	S	T	Z	Z

[illegible]

Arrow  
Chocolate  
Hearts  
Pink  
Red

Cupid  
Candy  
Cards  
Valentine  
Love

Hugs  
Flowers  
Purple  
Kiss



# PRAISE AND COMPLAINTS

## BY

### RESIDENTS OR THEIR RELATIVES

At Jindalee Aged Care Residence, we aim to provide the highest quality of care to our residents. To assist us to continually improve our service, we welcome feedback and suggestions for improvement from residents and their relatives. Suggestions are considered by the staff at the Resident's Care Committee Meeting where they are discussed. We investigate all complaints and aim to resolve issues quickly and effectively.

Praise and concerns can be informal or formal, and anonymous if that is your desire.

Most issues can be dealt with informally. If you have an issue please ask to speak to the person in charge of the wing. The issue may easily be dealt with in a simple conversation.

Jindalee has a Praise and Complaint Form that is available, providing a more formal method of offering praise or concern. There is an option of remaining anonymous however it is difficult to give feedback if we do not know who is raising the concern.

Once a Praise and Complaint Form has been completed, it can be handed to the nurse, placed in the suggestion box in the foyer or posted to Jindalee.

The Director of Nursing (DON) or delegates review all the forms. They investigate the cause of the concern, with a focus on whether Jindalee's Policy and Procedures are contributing factors and takes appropriate action to rectify any issues. Feedback is then available to the complainant (if not anonymous).

All completed forms are kept in a folder in the Educator's Office.

External support groups can also offer assistance

- ♦ *Aged Care Complaints Commissioner Complaints Resolution: 1800 550 552*

**Email:** [enquiries@agedcarecomplaints.gov.au](mailto:enquiries@agedcarecomplaints.gov.au)

**Website:** [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au)

**Address:** Aged Care Complaints Commissioner, GPO BOX 9848, Canberra, ACT

- ♦ *ADACAS (02) 6242 5060*



Feedback No: \_\_\_\_\_

## JINDALEE AGED CARE RESIDENCE

Standard 6 – Feedback and Complaints (Linked to Std 6 - 3d)

# 'GIVE US YOUR FEEDBACK'

**Your Feedback- Positive or Negative is Welcome**

**Consent: We would like to put your feedback in writing to acknowledge.**

Feedback received via: Phone / In Person / In Writing on: Date.....Time.....

Person offering Feedback: .....

Relationship to Consumer: .....

Address & Phone Number: .....  
(if not a consumer)

### Details of Feedback

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

(OFFICE USE ONLY)

Any Action required re feedback:

Is person satisfied with the response? Y / N

Date this form forwarded to Facility Manager/CCM .....

Staff taking feedback(if not FM or CCM):

Date:



This part to be completed by FM / CCM	
Date feedback acknowledged:	verbal / written
<b><u>Further action taken / planned</u></b> : (include quality improvement strategies such as training, policy review, etc) ( Number each action -attach action sheet if necessary)	
Outcome:	
Evaluation:	
Report to staff meeting on (date) :	
Feedback/Issue resolved / closed (sign): <b>* target 35 days</b>	Date:
Signed..... (Facility Manager)	
Report received and recorded in Feedback register on (date):.....	
Feedback Number:.....	