



“Suggestions and Complaints” boxes are situated in Admin and Lounge areas throughout the Home.

### FEEDBACK and SUGGESTIONS



#### FEEDBACK PROCESS

Star of the Sea supports the rights of Consumers, and their Advocates to share compliments, feedback, concerns or to make a complaint.

If you wish to make a comment or complaint, please feel free to approach any senior staff member or contact Lyndal Stanley (RSM) or Darylin Cowling (AGM). If you wish to lodge a formal complaint please complete a Comments and Complaints form, which is available from the Administration foyer, and place it in an envelope for delivery to Administration.

Once the form is completed the CQI Co-ordinator will make a record of lodgement and the suggestion or concern is then followed through until resolution is achieved.



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#### Inserts

- *Calendar*
- *Search for a Word*



#### Resident Birthdays DECEMBER

- 2nd Kay Woodforde
- 5th Coralie Wolfe
- 8th Doris Boyd
- 13th Daphne Miller
- 22nd Mary Wiltshire

## RESIDENTS NEWS

### Residents Meeting held on the 28th October 2019

- Site Manager Lyndal Stanley attended to chat to Residents and answer any questions
- Gaylia spoke about all of the external services that visit Star of the Sea—Podiatrist, Hairdresser, Audiologist, Optometrist and Speech Therapist
- Discussion about the garden progress and how appreciative everyone is of all the hours Joanne has put in
- Residents were reminded that in case of a fire alarm, stay where you are and await guidance from staff, and keep rooms free from clutter.
- It was also highlighted that it was important to regularly clean out the fridge in your room of old and out of date stock, and the tagging and testing procedures for any electrical appliances brought in to Star of the Sea
- Those in attendance were reminded that the ARAS phone numbers are located on the notice boards in key areas, and where feedback and suggestions boxes are located

The next Residents meeting will be held on 2nd December 2019 at 10:30am in SOSJ lounge, all welcome.

# MERRY CHRISTMAS



**Talking  
Newspaper**

Please tune in to  
**Radio Station  
1197 FM**

Please ask staff for  
assistance with  
tuning your radio if  
needed.

**Program Times**

**Advertiser**

Mon- Fri: 1:10 pm

**Sunday Mail**

Sun: 10:30am

**FAMILIES**

1. Could all clothing  
be marked with  
residents name or  
room number Please.

2. Residents/  
families a reminder  
to label all containers  
being left at SOTS  
with your name if you  
wish container to be  
returned.

3. Reminder for  
personal fridges to  
be cleaned by  
Resident or family  
and out of date food  
to be discarded.

**ACTIVITIES**

Well the silly season has officially begun. For Star of the Sea, the last week in November was the commencement of our Christmas festivities, with both Carols by Candlelight—by Sing Australia and the KWM Band performing. The feedback that we have received regarding Carols by Candlelight has been that it was overwhelmingly successful. We are so fortunate that we have groups like Sing Australia that will come and entertain us. As always, the Residents really enjoyed the KWM Band, they never fail to entertain by bringing enjoyment and joy to all. Thanks so much to all their very talented performers. Thanks also to our volunteers, Lorraine, Nyree and Coreen, who assisted at these events.

Again, this year we will be running our Christmas Door competition. Last year the stakes were raised with some very artistic creations and I am sure that this year will be no different. Look forward to seeing your Christmas flair on display. Judging will be on Christmas Eve, judges decisions are final..... Except if bribes are on offer.

Joy Bull's daughter, Coralie, is having a Pop-Up-Shop on the 4th of December for Residents and Staff who wish to purchase gifts for Christmas or even for themselves. Our fantastic Karen Collins (aka Miss Elf) has also been extremely busy making gifts that will be on the Activities trolley for Residents and Staff to purchase. Karen has also been spending many hours making little Christmas treats for our Residents for Christmas Day—when you see her, please give her a big thank you. Some of our artistic Residents at Star of the Sea have also combined to create a beautiful Star of the Sea Christmas Card that can be purchased.

The Residents Christmas Party will be held on the 12th of December in the Church Social Area. Brenda March and the MacKillop School Children have kindly agreed to entertain us and there may even be a visit from the Big Jolly Fellow himself. Love to see you there and ready to join in on the festivities.

We are fortunate that Gaylia has organized both the Audiologist and the Podiatrist to come this month. Any queries, please see staff and Gaylia will come and chat with you.

As many of you would have noticed, the garden area is progressing steadily and the Auxiliary have assisted us once again by kindly donating some tools for Residents to use to assist Joanne.

The Auxiliary are running their annual Christmas Raffle. There is a raffle book at reception and if you could support them by purchasing a ticket for \$1ea, it would be greatly appreciated.

Christmas Day is a busy day for many, especially for our Kitchen girls. Could you please let staff know if you will be away for meals. Alternatively, for those who won't be leaving Star of the Sea Christmas Day, but still wish to have lunch with their loved ones, there is some ability to have Christmas Lunch here at Star of the Sea for \$25/head. Numbers will be limited so please see our friendly reception girls prior to the 15th of December for more information.

The wonderful Brenda March has made us a fantastic Gingerbread House to raffle off and will be drawn at the Morning Café on Christmas Eve 24th December.

Wishing our Staff of Star of the Sea Family, much love and joy over the holidays, and hope that you have a wonderful Christmas with your loved ones.

Danielle, Jan, Anna and Gaylia xxxxx



**Carols by Candlelight - Sing Australia  
2019**





*“Christmas is most truly Christmas when we celebrate it by giving the light of love to those who need it most”  
Ruth Cater Stapleton*



**FROM THE RESIDENTIAL SERVICES MANAGER’S DESK**

Hello Everyone,  
Christmas blessings to our Star of the Sea family ...

Christmas time can be very exciting and filled with shared experiences, happiness and laughter. For some people, Christmas is a time when you are surrounded by your family and friends. For others, it can be a time of loneliness, personal reflection and sadness. Let’s show respect and kindness to everyone during this Christmas season. Enjoy your celebrations and family time while taking the time to listen and support those who have lost or are separated from their family.



Christmas time is also a wonderful opportunity to reflect on your achievements and set goals for the New Year. As I reflect on 2019, I cannot believe how quickly this year has disappeared. My eldest son has finished his first year at Adelaide University and my youngest son has just completed Year 11 at KMS. 2020 is going to be a very busy year and I look forward to all the challenges. I look forward to becoming more settled into my role here at Star of the Sea and building on some of the wonderful ideas that have presented. I would like to take this opportunity to recognise and thank all the incredible staff that are an integral part of Star of the Sea. You are all valued and appreciated.

During November, we celebrated World Kindness Day. I think ‘kindness’ should be celebrated every day. Moving into 2020, we can all benefit from the values of Kindness: Respect, Caring, Inclusiveness, Integrity, Responsibility and Courage.

To the whole Star of the Sea family and the wider community, I wish you all a wonderful Christmas and I hope we are all blessed with happiness, good health and kindness throughout 2020.

Lyndal Stanley

**ADVANCE CARE DIRECTIVES**

Advance Care Directives for all Residents is underway by Judi Niotis, so you can look forward to Judi contacting yourself or your next of kin in the next few months.

**Friday Funnies**

One day three young ladies who had been shipwrecked on a desert island were walking along the beach and discovered a magic lamp. They rubbed and rubbed, and sure enough, out pops a genie.

The genie says, "Since I can only grant three wishes, you may each have one." The brunette says, "I've been stuck here for years. I miss my family, my husband, and my life. I just want to go home." POOF! The brunette gets her wish and she is returned to her family. Then, the red head says, "I've been stuck here for years as well. I miss my family, my husband, and my life. I wish I could go home too." POOF! The red-head gets her wish and she is returned to her family.

The blonde starts crying uncontrollably. The genie asks, "My dear, what's the matter?" The blonde whimpers, "I wish my friends were still here."

**SYMPATHY**

Sincere sympathy to the Family and Friends of the late

Mary Slattery

She will be sadly missed



# Religious Services

## Catholic Services

Thurs: 9:30am

Sat: 6:00pm

## Anglican Services

2nd Wednesday  
of the month

10:15 am

LCM Lounge

If you would like to participate in your desired religious or cultural observances—please notify staff for further assistance if required.

# Fellowship

Second Sunday each month

2:30pm in Sisters of Saint Joseph Lounge

## Uniting Services

1st Friday  
of every month  
10:30am  
In LCM Lounge

## Bible Stories

Each Friday  
12:30pm  
with Ros and Maxine  
  
SOSJ Lounge

## COMMUNITY CARE CORNER

Merry Christmas to all! I hope everyone has a festive time over December and I am especially looking forward to the Star of the Sea Christmas party. As everyone knows we have changed the format this year due to the popularity of Christmas in July at the Prince Edward Hotel. We are assured once again of a beautiful meal with entertainment by Vince Ivens. It's still not too late to attend so let the office know. We feel very lucky this year as we have clients from Port Pirie joining us which will make it extra special. Once again the date is Thursday December 12<sup>th</sup>. Transport can be arranged.



Just a reminder about the public holidays over the Christmas period. Christmas day is Wednesday and the Thursday is also a public holiday. January 1<sup>st</sup> also falls on a Wednesday. If you require a service on the Public holidays please let the office know as soon as possible so we can coordinate staff. Some staff will also be going on leave at this time. We will endeavor to cover the shifts with the least amount of disruption to your service but please bear with us we reschedule times, days and people.

The office will be closed public holidays only. As always office hours are 8am to 5pm Monday to Friday. After hours a message can be left on the answering machine and your query will be answered the following day.

The catastrophic fire day had implications for staff travelling between fire zones. Star of the Sea wishes to keep the staff and their families safe. The fires were monitored all day and staff were aware that they could be separated from their homes and families while working. In some cases this may mean services may be disrupted due to the threat of bushfire in certain areas. Our thoughts and prayers are with our fellow Yorke Peninsula communities who were affected by the fires. On this note please think about what you would do in the event of a fire or extreme heat. Maybe it would be safer to take refuge with other family or friends if you are isolated. Star of the Sea residential facility is available during the day where you can stay, receive a meal and join in with the activities in a safe place.

The new Community Care cars have now had a very smart Star of the Sea logo put on them. We have had many comments on how great they look and we all feel very proud driving them around. Let us know your feedbacks i.e. are they comfortable? big enough? etc.

We wish a sad farewell to Marcia. She has left the Community Care team and moved to Whyalla. I'm happy to report she has already applied for jobs with Aged care. We wish her success and happiness in her new surroundings. Her cheerful nature and love for her job will be missed. Once again your feedback is important to us. Its not complaining but offering valuable insight into your situation. It helps Star of the Sea improve our service which means greater fulfillment for all. You can be anonymous if you wish as all feedback is treated with the same respect.

I wish everyone a very happy Christmas as we remember the birth of Jesus and the sacrifice made so we could all live in peace. Enjoy your time with family, friends and devoted neighbors.

look forward to seeing everyone at the Christmas luncheon where we can celebrate together.

Gods Richest Blessings,



### AUXILIARY NEWS

February 2020 will be the next Star of the Sea Auxiliary meeting.

Cards have been concluded now until February 2020. Our Christmas Raffle is displayed in Star of the Sea foyer with 4 prizes to be won. Tickets are available for purchase from Star of the Sea Administration office. We appreciate your support with this fundraiser. Several items have been purchased for garden use. Thank you to Danielle for organizing this, plus a truck load of mulch.

The Auxiliary members wish all Residents and Staff a joyous Christmas and a safe and happy New Year.



**REMINDER**

**Reminder to Residents that if family take you out of the facility please notify the:**

**RN in Ray Pope Wing, EN in Little Company of Mary Wing, and EN in Mary MacKillop Wing. Please sign in & out using the activity register**

#### Staff Birthdays: NOVEMBER



- 3rd Natalie Bevan
- 3rd Helen Cox
- 11th Lyn Dorrell
- 13th Kathy Harkness
- 16th Robert Miller
- 19th Tanya Edwards
- 24th Geoffrey Pratt

#### Staff Dates to Remember:

- Mon December 16th**
  - Combined CQI and WHS & IC Meeting
- Wed December 4th**
  - Staff Meeting
- Thurs December 5th**
  - HCP Meeting



Visitors and Residents are requested to place furniture back where taken from.

Or to ask staff to assist with this, as furniture is ending up in strange places. Thank you



## Starz

Hair & Beauty Salon  
Opening times

Thursday & Friday

By Appointment from 9am onwards

## The Terrace Cafe



Open Tuesday and Thursday

9:15—11:15 am

## Residents Meeting

December 2nd 2019  
Sisters of Saint Joseph's Lounge  
10:30AM

## Waxing

Please see Julie at Starz Beauty Salon

By appointment only  
Thursday & Friday

## Podiatrist

The Podiatrist will be visiting on 17th November 2019 in Ray Pope



Hand Massage every Monday and Friday with Venita

### FROM THE AGM'S DESK

Christmas Greetings,  
 Wishing you all the joy and peace of the Season. Unfortunately, this is my last newsletter as I head back to Adelaide and begin winding down. This decision has not been made lightly, but as us all, I am not getting any younger. It has been a pleasure to work for the Diocese for the past five years and to be involved with each and every one of you.



Warm Regards,  
 Daryl Cowling

#### VOLUNTEER NEWS

Can you believe it is December already? I know for many of you, the social calendar gets a little full at this time of the year, but if you could please let us know of your availability regarding volunteering it would be really appreciated. Thanks so much to Coreen, Lorrain and Nyree for assisting us at Carols by Candlelight and the KWM Band. I hope you realize how much we truly appreciate it. The Residents and Volunteers Christmas Party is on the 12th of December at 12PM in the Church Social Area. We look forward to seeing you there. Thanks so much again to the Auxiliary for financially assisting the garden project. Christmas is a great time to be thankful. At Star of the Sea we are so grateful for our wonderful Volunteers, and the joy they bring to our Residents and Staff. May your holiday season be bright and joyful, and you receive as many blessing as the ones that you bring to us all at the Star of the Sea.

Carol Leaney is happy to do any clothing alterations for the Residents. Just leave a message for Jan, Anna or Danielle and they will arrange pickup.

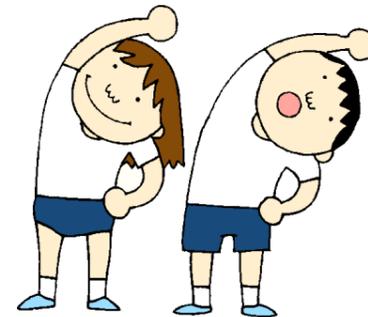


#### Star of the Sea Reminder

**A reminder that it is the responsibility of Residents or family members to ensure funds are available to have hair done at the Hairdresser.**

# Activities during the Month

- Gardening with Jan and Anna
- Cooking with Jan and Anna
- Cards in MMW with Jan and Lindsay Weir
- Exercise with Danielle and Denise
- Happy Hour with Gaylia
- Hairdressing/Beautician- see staff in your area
- Nail Care with Gaylia



Emergency (Police, Fire, Ambulance)	000
Lifeline	13111
Salvation Army 24 hr Care	1300363622
Commonwealth Respite Services	1800052222
Suicide Call Back Service	1300659467
Salvation Army—Help Line	1300467354
Sane Australia	1800817263
Family Relationship Advice	1300050321
Women's Information Service	1800188158
National Dementia Helpline	1800100500
MY AGED CARE	1300422232
After hours GP Helpline	1800022222
AGED RIGHTS ADVOCACY	1800500853