



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

FEEDBACK



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). 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*
- *Crossword*
- *Word Search*



Resident Birthdays April

- 8th Len Terrell
- 24th Murray Hughes
- 25th Rose Parker
- 27th Fay French
- 29th Betty Brown

RESIDENTS NEWS

Residents Meeting held on the 2nd March 2020

- The new Stargazer was read & residents were made aware of some up & coming dates that were highlighted.
- Residents were reminded to always keep their rooms free of clutter, and to always sign in & out when leaving the facility and to notify nursing staff.
- Residents were reminded to remain where they are if an alarm sounds and await staff directions.
- It was also highlighted that it is important to clearly mark any new clothing.
- If walking around outside in the garden areas please make sure you wear a hat and make sure that on the warmer days you drink extra fluids.



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 Reminder for personal fridges to be cleaned by Resident or family and out of date food to be discarded.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

The activities of March feel somewhat of a blur as each day new information was coming to light regarding Covid-19 or the Corona Virus. We hope you are all going as well as you can during these trying times of uncertainty and reduced visits from loved ones.

What I can say, is that I have learnt and been reminded each day, that many of our beautiful residents have survived much worse and know more than anyone else that the sun will continue to rise each day, and this too shall pass.

From an activities perspective, we sadly at present have none of our beautiful volunteers at the Star of the Sea. What a reminder it is to us all how amazing our volunteers are and how grateful we are for the time they spend here with us. We look forward to and will celebrate when they return. I have been in contact with many of them and they are fit and well and looking forward to returning. In the meantime, Jan, Anna, Gaylia and myself (Danielle) will try our best to provide some limited group activities, 1:1 visits, exercises and nail care. We also have quite a few newer release DVD's to lend, the list is on the Activities Monthly Calendar. On Thursdays and Fridays you can also contact me (Danielle) to do a video call to family and if you have anything you wish to purchase or any needs please let us know and we will do our utmost to organise it for you.

We will cancel our monthly Resident's meeting (April 6th) but instead we will be replacing this formal meeting with an Activities Staff member coming around to see each resident to check if you have any suggestions, compliments, complaints or issues.

Easter this year may be a little quieter, but you will not be forgotten by the Easter Bunny. Special thanks to Karen Collins for making the Easter gifts.

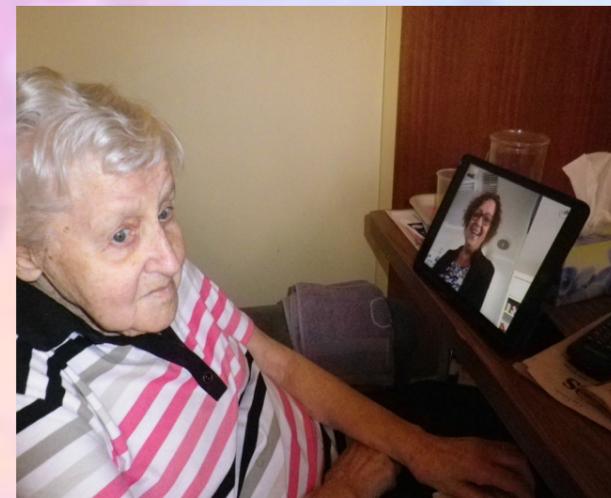
Gaylia is trying her hardest to make sure that Anzac Day is still acknowledged and celebrated. We are so very grateful to her as she has organised a bugle player to do the last post outside of the window.

Last but not least, a big Happy 100th birthday to our Rose Parker. You are an inspiration to all lucky enough to know you.

Love to you and all of your families and please let Jan, Anna, Gaylia or myself (Danielle) know if there is anything at all you need or if we can do anything to make your day a little brighter.

XXX

Bocce and Musical Entertainment with



Intergenerational Playgroup



FROM THE RESIDENTIAL SERVICES MANAGER'S DESK

Hello to all my wonderful residents, staff and wider community.



I'm not sure how to write an 'up-beat' message when the world is clearly different than this time last month. Who would have believed Scott Morrison if he'd said he would cancel AFL football, close public beaches and pubs, restrict gatherings to 2 people and force everyone into 'hibernation' for a couple of months.

Fast forward to today and this is our new reality! Our new world!

At Star of the Sea, the management team have been watching the Covid-19 (Corona Virus) changes as they happen. We have been putting action plans together to ensure we are as ready as we could be for an outbreak of the virus. Most importantly, we are trying to stop the virus entering the building. We have locked the front doors to ALL visitors, all deliveries go to the front foyer or back doors only.

Our wonderful staff have the same concerns as everyone. Their world is completely different. Many of our staff are juggling home-schooling children, family without employment and have cancelled their holidays, including Easter.

This is a really important time to show kindness and consideration for each other, our wonderful Star of the Sea staff, your loved ones and our wider community. People cope with stress in many ways. A smile and kind word can change the world, one person at a time!

We are all in this together. Keep up the great work.

Yours faithfully,
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

A guy walks into a bar, sits down and says to the bartender, "Quick pour me twelve drinks."

So the bartender pours him twelve shots and the guy starts shooting them back as fast as he could, one after another.

The bartender says to the guy, "Boy you are drinking those drinks really fast."

The guys says, "Well, you would be drinking really fast too if you had what I've got."

The bartender says, "What've you got?"

The guy says, "A dollar."

SYMPATHY

Sincere sympathy to the Family and Friends of the late

Shirley Barker

She will be sadly missed



Religious Services

Catholic Services

Postponed until
further notice

Anglican Services

Postponed until
further notice

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

Fellowship

Postponed until further notice

Uniting Services

Postponed until
further notice

Bible Stories

Postponed until
further notice

COMMUNITY CARE CORNER



Very interesting times with pandemic COVID-19. With things changing at such a rapid rate, it's difficult to keep up with the latest information. Two weeks ago, events were limited to less than 500 and now we can barely get our weeks shopping done! However, rest assured that we are doing our absolute best to adapt to each new situation as it comes and ensure the health and security of our residents. SA Health is our go-to for the latest up-to-date resources and information, and the staff here at Community Care are working tirelessly to adjust to each new regulation provided by the government.

Whilst some of our clients have opted to self-isolate and in doing so have put their services on hold, this is not compulsory. Our services will continue to run, possibly with some minor adjustments to how these may be delivered. We are putting procedures and protocols in place to ensure that all of our more vulnerable clients remain in good health during this uncertain period. It is of our utmost priority to manage the wellbeing of all clients to the best of our abilities.

The stress of this new world we're living in may seem overwhelming for some. We understand this - this is something we're all in together! We are ensuring that extra support and social services are available to those who may feel overwhelmed.

Unfortunately, due to the football season now not existing there will be no need to continue with our Footy tipping competition. Thanks all who participated for that one week of footy. Maybe next year hey?

It has been a very unpredicted and trying time for Community Care, but we will continue to provide our services and keep things running as normal as possible! Who could've thought that a guy eating a bat soup in Wuhan, China could lead to a shortage of toilet paper here down under?

If you have any questions or queries about changes to our services or the situation, please don't hesitate to ask. We welcome your questions and feedback!

We want to wish all our clients and staff a very safe and happy Easter. Despite these trying times, this holiday is a chance for us to all come together (but not too close - 1.5m!) and have faith for the world in overcoming this crisis. So celebrate, eat lots of chocolate, and remember to leave out a carrot for the Easter bunny (if he shows up).

Until next time,

Melinda Yelland
Community Care Program Manager

AUXILIARY NEWS

Staff Birthdays: APRIL



- 9th Pat Ireland
- 10th Katrina Penney
- 12th Fiona Holman
- 18th Lyn Fox
- 21st Alex Window
- 22nd Karen Benyo
- 28th Monique Woodforde
- 29th Brianna Walsh

Star of the Sea Auxiliary held their AGM Meeting in March and the Officers elected are as follows:-

President: Pam Elliott
 Vice President: Colleen Lally
 Secretary: Carmel Matthews
 Treasurer: Elaine Chapman

Next meeting is unknown at this time, but hoping for May. Will keep all updated next Stargazer.

Wishing staff and residents the best of health.

Staff Dates to Remember:

Mon April 20th

- Combined CQI and WHS & IC Meeting

Thurs April 2nd

- HCP Meeting

Wed April 1st

- Staff Meeting

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 found in Little Company of Mary and in Admin. Thank you

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

Waxing

Please see Julie at Starz Beauty Salon

By appointment only Thursday & Friday

Podiatrist

Postponed until further notice

The Terrace Cafe



Temporarily closed until further notice



Hand Massage

Postponed until further notice

Residents Meeting

Postponed until further notice

VOLUNTEER NEWS

We hope that you and your families are all well. Residents and staff alike are missing you all very much as there is a little less sunshine in everyone's day without you all here. In the meantime please look after your health and we look forward to you all retuning to us when this passes and normality prevails. We will contact you to keep you updated of any changes.

Thanks Danielle, Jan, Anna and Gaylia

"And the people stayed home. And read books, and listened, and rested, and exercised, and made art, and played games, and learned new ways of being, and were still. And listened more deeply. Some meditated, some prayed, some danced. Some met their shadows. And the people began to think differently. And the people healed. And, in the absence of people living in ignorant, dangerous, mindless, and heartless ways, the earth began to heal. And when the danger passed, and the people joined together again, they grieved their losses, and made new choices, and dreamed new images, and created new ways to live and heal the earth fully, as they had been healed."
 Kitty O'Meara

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.

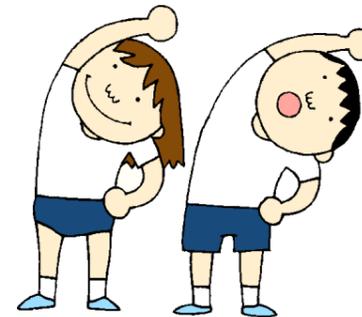


Star of the Sea Reminder

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