



Newsletter of the Buckland
Residential Aged Care Facility

BULLETIN

**October
2020**

A LETTER FROM THE CEO – OCTOBER 2020

As I write this month, I reflect on the year to date and the fact that at the start of this year I had no inkling what the year had to hold for us all.

We started the year still dealing with the threat of bushfires and a lot of time, energy and money was spent on maintaining a safe living and working environment for all at Buckland. We no sooner had that threat behind us that we started to realise the terrible Coronavirus that was spreading through China and several other countries was going to have a very significant impact on Australia as well. In those very early weeks, we began to put extensive measures in place to protect the residents and staff of Buckland, and at that time I don't believe we thought we would still be dealing with COVID-19 in the last part of this year.

We enter October, with NSW Health restrictions still in place in relation to visitors to the residential care facility. There are a number of active cases of COVID-19 in the Blue Mountains and whilst there continues to be community transmission I expect the health authorities will continue to be rightly cautious about allowing visitors into residential aged care due to the fact this population is considered particular vulnerable.

I know I speak for all our staff, the management team and our directors when I thank you for your ongoing willingness to work with us in providing as safe a home as possible to our residents. We are really mindful of the sacrifices that are being made by you all, but lets' hope if we can maintain this current level of caution for just a little while longer we can get this virus under control and return to some degree of normality.

Until next month, look after yourselves.....Liz

A LETTER FROM THE FACILITY MANAGER

As September draws to a close, I can't help but reflect on this past month's achievements. We had a lovely start to Spring this year, with the cherry blossoms and lavender blooming in our gardens and ducklings swimming in our ponds.

Cases of COVID-19 in NSW are falling. This is great news, with a zero new cases of COVID-19 transmitted in the community for the past five days. However, health authorities continue to advise us all to remain careful and vigilant. We continue to do everything we can to ensure that amidst all of the uncertainty this year has brought us, the strength, support and spirit of our Buckland family has never faltered.

Next week, we have our very first Buckland's Got Talent! Our lovely Diversional Therapists have put together a talent show to showcase our Residents and Staff's hidden (and maybe not so hidden) talents. I know we are all looking forward to the performances and kicking off this new tradition.

I would also like to commend our Staff Member of the Month for October. Ronald Heberlein-Buxbaum is one of our GSO support staff members and has been with us nearly ten months. We are so proud to have him as part of our Buckland Family. He has made such a fantastic improvement while working here with us and we are so impressed with his wonderful work ethic and fantastic attitude. Congratulations Ronald!

Once again, thank you so much for your understanding and cooperation during these past few months. We are hopeful that the lifting of lockdown restrictions may soon mean that it is safe enough for us to welcome you through our doors again. Wishing you all good health and happiness,
Johannes

DO YOU HAVE ANY SUGGESTIONS FOR OUR ACTIVITIES PROGRAM?

Please see a member of the Diversional Therapy Team or leave a message in the suggestion box in the foyer. We will endeavour to incorporate these suggestions into the activity program. Thankyou!



Welcome to Buckland

Buckland wishes Dorothy Mathew, Anthony Avenell and Nancy Allen a hearty welcome and comfort in their new home. Please check the activities on the back page of the bulletin and everyone is welcome to join in.



The Buckland Chaplain is generally available for Residents and their families each Monday and Tuesday. Requests to see her can be made through Reception or the Diversional Therapy Team.

SHOPPING INFORMATION

As we are unable to run the DCW shopping bus at this time until further notice, we welcome you to use the Shopping Order forms. Please see reception or a DT staff member if you require one of these. Please have completed shopping order forms returned to the DT Team.

If you would like to try this service for the first time please speak to a DT Team member who will explain the billing process.



The DCW Kiosk is located next to the Hairdresser & has a wide variety of items for available for purchase. In October the Kiosk will be opened every Thursday from 10:00 - 11:00am.



Pictured above is Arthur B & below anti clockwise is Ron L, Stan B, Stephanie (DT), Peter M & Thareniy (DTC).

FATHER'S DAY 2020 As you can imagine, window visits on the weekend of Father's Day were what they call the "hottest" booking in town with families filling up the spots at speed. On Father's Day each of the gentlemen received a surprise on their breakfast trays to start their day in a special way. On behalf of all the families, the DT Team also put on a Father's Day party with food, music, happy hour drinks and everyone joined in some themed games where we learnt about everyone's favourite things and special memories. To tie off the afternoon (pun absolutely intended) the men joined in a tie tying challenge. It does not take much for the men's interest to be piqued when a competition is introduced and we had three volunteers eager to join in. They each paired up with a DT to teach them how to tie a tie. It was certainly a close contest, and as you had probably guessed, it was a tie. Next year we are thinking of stepping it up a notch and seeing who can pull off the best Windsor Knot! Stephanie (DT).





Pictured above is Jean-Pierre, John P, (Stan B), Les E, Bill L, Arthur B, Stephanie (DT).



Pictured above is Nina (DT), Les E, Bill L, Stephanie (DT).





Front row: Pat W, Evelyn C; 2nd row: Russell K, Lucie B; 3rd Row: (Pauline B), Agnes I, Jean-Pierre E, Henry T. Back Row: Joan M.



Pictured above: Nina (DT) dancing with Les E.
Pictured below: Stephanie (DT) with Annette C & Marie L.



TIM & JERRAH returned to Buckland to everybody's delight and enjoyment ! Performing from outside the building in the garden for the audience seated inside, the musicians admitted that it was one of the most unusual setups in their performance history. The weather was just right, the musos were excited with the opportunity to play, and everybody in the audience contributing with singing, clapping, smiling and encouraging others. They also took every chance to dance!! The performance started with "(Put Another Nickel In) Music, Music, Music" and the lyrics of these classic old songs came to our minds so quickly as if we heard them only yesterday. Thank you to our great "friends of Buckland" and the tireless entertainers Tim and Jerrah and everyone who attended this lovely lively event! Nina (DT).



Front row: Joan T, Pat W, Evelyn C; 2nd row: Russell K, Lucie B, Kevin R; 3rd Row: Jean-Pierre E, Henry T, Miriam M, Shelagh G, Les E. Back Row: Marian H, Anette C, Maria L, Joan M, Margaret B.



Pictured above clockwise from top left: Jerrah & Tim (behind glass), Agnes I, Ron L, Nina (DT), Joan G, Stephanie (DT with Henry T, Joan M.





Show Us **YOUR TALENT**

Buckland's Got Talent Showcase
Tuesday 6th of October 2020
2-4pm BNH Main Lounge

Roll up, roll up, Buckland residents and staff are putting on a show!
We know Buckland is bursting with talent, so if you would
like to be a part of the show, please let the DT Team know.



Marjorie R, Bill L & Gwen H

ANY EXCUSE WILL DO

Whenever the sun is shining, the residents have loved as much time outdoors as possible! We look forward to more glorious spring days! Stephanie (DT).



Alison A, Bill G, Jean W & Florence B



Jill P, Joan T & Stephanie (DT)



Pictured above: Russell K, Joan L. Pictured below is Jean W & Florence B & Gwen H.





Pictured above: Joan M, Fred R, Russell K.



Pictured above: Fred R, Annette C.



Pictured above: Bill G & Margaret G.

Mexican Fiesta Birthday Parties

We had a fabulous Mexican Fiesta, with lots of fun with the Mexican theme by enjoying some music, dancing, tacos and chocolate Mexican pie! Along with music, quizzes, happy hour drinks and of course, birthday cake! Lots of merriment was had by all. Jessica (DTA).

Nina with
Marion G,
Margaret C,
Istvan T.



Diane T, Joan M, John P & Istvan T.

John P, Arthur B & Jessica (DTA), with residents enjoying learning a new dance!
Pictured far below is Marjorie C, Andy R, Jess, Lorna H.



BUCKLAND

Praise / Complaint Action Form

Location: (Tick) ☐ Residential Aged Care Facility
 ☐ Buckland Retirement Village

Date: ____/____/____

Name:	Telephone No:
Address:	
Name of Resident / Staff Member (if applicable):	
Relationship to Resident / Staff Member (if applicable):	

Nature of feedback: _____

[illegible]

Signature Resident / Representative / Staff Member:

Please forward to Facility Manager

Signature Care Manager

Date: / /

BUCKLAND

Suggestions/Opportunities for Improvements

Please complete the following, even the smallest issue is important to record.

Date ____/____/____ **Location:** Buckland Residential Aged Care Facility
(please tick one) Buckland Self Care Village

What is the suggestion, issue or concern? Include dates, times, persons involved as relevant.

What action could be taken to improve? _____

(Please circle)
Issue raised & suggestion made by _____ **resident / visitor / staff / contractor**
Please leave completed form in the box.

Issue Reviewed ____/____/____ **By:** _____

Aged Care Standards Reference:

Management Systems, Staffing & Organisational Development Health & Personal Care

Resident Lifestyle Physical Environment & Safe Systems Other

Risk Rating

Serious High Moderate Low

Action taken to meet suggestion or resolve the issue/concern & prevent recurrence

Outcome / Result _____

Evaluation of effectiveness (6 months post action taken) _____

Signature _____ **Name** _____ **Date** _____

Please forward to the Facility Manager

Did you know? Moving on

Consumer Information

Buckland result 95.4% against Benchmark 90.7%. Result exceeds benchmark and 2019 results of 89.7%. Organization has improved and implemented improvement can be demonstrated.

Meal Services

Buckland result 97.2% against Benchmark 91.7%. Result exceeds benchmark in all areas of audit. Organisation meets requirements for: safe handling and preparation of food, monitoring nutritional and hydration needs of resident, seeks feedback from residents and representatives, regular review of menus etc.

Information Management

Buckland result 98.0% against Benchmark 89.1%. Audit identified management of confidential information meets legislative requirements. Monitoring and review of information systems and the implementation of improvements can be demonstrated.

Workforce Education, Training and Development

Buckland result 98.9% against Benchmark 84.3%. Result exceeds benchmark in all areas of audit. Organisation has improved requirements and has demonstrated improvement to 2019 result of 90.9%.

FIRE SAFETY & YOU

The Buckland facilities are well protected against fire with a fully operational fire alert system and fire fighting equipment (sprinkler system, extinguishers, hose reels, fire blankets) being on hand. In the unlikely event of a fire, the sprinkler system will activate in the area of the fire and in normal circumstances would bring any blaze under control very quickly.

Residents and relatives should also be aware that the staff are fully trained in the actions to take in the event of a fire, with Buckland undertaking regular sessions every year in fire fighting and evacuation. This excellent training that is provided by highly qualified fire experts, sees our staff well prepared to react appropriately in the event of a fire or emergency situation.

So what should you do if the fire alarm activates?

1. Firstly you should know that Buckland has an emergency and evacuation plan in place to ensure that residents, staff and visitors who may be involved in any emergency are protected.
2. The facility is fitted with smoke and heat detectors, which will initiate an electronic impulse to the fire indicator panel. The alarm is then activated and the Fire Brigade is automatically notified. They in turn will visit the facility to investigate.
3. The registered nurse in charge or the trained fire safety officer will assess the situation and advise staff, residents and visitors of the appropriate action to take. You should remain as calm as possible and do as instructed. The first priority in the event of a fire is the protection of life, and no unnecessary risks will be taken.
4. DON'T SHOUT or PANIC (as panic may cause injury more serious than that caused by a fire, etc.)
5. In the first instance you should stay where you are and await the direction of the registered nurse who is the initial response person. In the event of you being able to see either fire or smoke, you should leave the building (and if practical remove other persons in immediate danger) by the closest available exit and then go directly to the closest evacuation holding site.

I would ask all visitors that you take the time, next time you visit to have a look at our evacuation plan. If you need assistance with interpreting it please speak to the Facility Manager.



VALE

Sadly, Enid Curtis,
Lino Marcon, Lyn Robinson
and Nancye Mellor passed
away in September

We offer our sincere
condolences to family and
friends.

Special thoughts and
memories remain in our hearts
and minds here at
Buckland.

Visiting Window

Please come and visit your
loved ones at the
visiting window!

Please book in a suitable
time with the DT Team by
sending an email to
**dt-bh@buckland-
rv.com.au**



Pictured above and below is: Joan H &
Joan L with their loved ones
during a window visit.

MONTHLY ACTIVITY BOOKLETS

Keep your eye out for the
Monthly activity booklets. These
are available every month for
residents and everyone is invited
to complete at their own leisure.
See how many activities you can
complete!



**STAFF MEMBER OF THE
MONTH IS**

Ronald Heberlein-Buxbaum

CONGRATULATIONS

The Buckland "BULLETIN"
is available **online** in full
COLOUR! Just visit our
website
www.buckland-rv.com.au
and click on the link:
"LATEST NEWS".



During September 2020
Church at DCW
 resumed
 in the Donald Coburn
 Main Lounge
 and will continue
 at 11.00 am on
 2nd & 4th Mondays each month
 ALL are welcome



BNH Church Service Times
 in the BNH Main Lounge
 9th of October at 10:30am is a
 Virtual Church Service from
 St Mary's Cathedral
 13th of October at 10:30am is a
 Virtual Church Service from St
 Andrew's Cathedral

DCW BBQ LUNCH

Residents are
 invited to join us for a BBQ
 lunch on the 30th of
 October
 from 11.30am with
 lunch to be served in your
 Dining Rooms.



Front: Jean W & Joan T,. Back row: Bill G & Jean-Pierre.

THOUGHTS AROUND COVID– A MATTER OF OPINION

If you follow the media these days, you would have noticed a lot of comments regarding the frustration people feel surrounding COVID-19 and the restrictions that come with it. The other day, I joined “happy hour” with some of our residents and I must say that the older generation has a whole different perspective on the issue of COVID-19, especially when it comes to the general public’s emotions and feelings about what they can and can’t do.

After the happy hour, I came across a text which reflected the conversations I had witnessed earlier. The text was in German from an unknown author; however, I have translated it to the best of my ability to share with you.

Imagine you were born in the early 1900’s. At the age of 14, the first world war commences which ends four years later with over 18 million casualties. Shortly after the first world war (you are now 18), the global pandemic in form of the Spanish flu kills 50 million people. You make it through the pandemic alive– you are now 20 years old.

At the age of 29 the New York stock exchange collapses. The collapse leads to a global recession dominated by inflation, unemployment and mass starvation. Whilst you are busy surviving the day to day challenges of the recession, the Nazis cease power in Germany at age 33. When you turn 39, the second world war begins and ends when you are 45 years old. During these devastating years, 60 million people die.

At age 64 the Vietnam war starts and by the time it ends you turn 75. Meanwhile, the cold war threatens holocaust and separates millions.

A child born in 1985 believes their grandparents have no idea how difficult life can be even though they survived multiple wars, pandemics and disasters.

A child born in 1995 is now 25 years old. This 25-year-old person is now devastated that they are not allowed to do as they please, they get upset if their picture on Facebook or Instagram does not get enough “likes”.

We are living in the year 2020 and thanks to extensive financial government support, we are all able to go through this time without having to fear for our existence.

Nonetheless, people complain that they must stay at home due to COVID-19. Don't they have access to entertainment, electricity, food and hot water? Did they lose the roof over their head?

No!

It was a vastly different situation for the older generation without the certainty that everything will be ok. Humankind has had to deal with much worse than COVID and always managed to survive.

For weeks now people complain about having to wear masks and not being able to do as they please. Perhaps it is time to be less egoistic and stop complaining.

Stay safe,
Johannes





**Thoughts on
waiting, getting old
and wanting to pay
my phone bill.**

"Hey phone company, I have been on hold for an hour and a half and then I get cut off. Well I would like to pay my bill and stop using your company. Maybe someone can contact me?" Unable to login, I have been with your company for 13 years now and you don't seem to have improved your customer service over that time.

I can't remember my password and your

web page says that my account doesn't exist, how hard can it get? Maybe you could call me and I will not keep you waiting 90 minutes as you did me although I don't feel like leaving my phone number on a public page. I have sent you a message via messenger and the chat link on your web site. Maybe I will try again tomorrow if I can find a spare 90 minutes or maybe I'll send you a cheque via carrier pigeon, probably more your speed. Anyhow it's almost 8 o'clock and I'm sure I will have my call not answered again. It is getting exciting though, I have progressed from caller 16 to 15. I have now moved to position 12 in the queue, I am now very excited but it does make me wonder if the other callers have passed away waiting. This does concern me as I am not a young man and would hate to go out whilst on hold, oh what to do?

I'm now number 11, you know what I hate? It's that little pause in the repetitive few bars of music that you play over and over and you think the operator is going to answer, now that is exciting and my heart flutters a bit, but alas all I hear is that artificial voice saying 'thank you for waiting you are number 11 in the queue'.

What the hell? (please excuse my language) I have jumped to number 8, now 7 and it's only been 90 minutes first call and now another 25 minutes for this call. Phew weee I think I need a glass of something strong. I don't want to encourage drinking but I am now number 5. I'm too scared to go to the fridge in case I miss the operator. 4, now but I have been so long now I need to use the bathroom and too scared to go, this could be dangerous as I am in my 60's.

I'm starting to think this falls into the category of elder abuse, I'm up to 3 now and the old ticker is racing as I type, this is more exciting than getting your internet to work at 7pm on a week night. Stop the presses, I have just spoken to the operator and she was very helpful and professional, I made no mention of the time on hold, she took my money and is finishing my account with your company, sad? No, not at all, after 13 years, there is no incentive to stay, no loyalty discount, nothing, a bit like the customer service, so hasty la vista, sayonara and hopefully we will never do business again...
Peter



DONALD COBURN WING ACTIVITY CA

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

WEEK 1

* Please note, social distancing and hygiene

FITNESS DCW ML

CLASS



10.00am- 10.30am
Monday- Thursday

HAIRDRESSER
DAY
Wednesday- Friday



WEEK 2

4

5

6

7

11.30am



ABCTV

HAPPY TEACHERS DAY

2.00pm
Preparation for
Buckland's
Got Talent.

BUCKLAND'S
GOT TALENT



10.30am Ladies
Pamper
Hour
BNH
ML



2.00pm
Bingo

WEEK 3

11

12

13

14

11.30am



ABCTV

10.30am Further Back
In Time For Dinner Ep1
DCW ML



2.00pm Word Game
BNH ML



10.30am Further Back In
Time For Dinner Ep2 DCW
ML



OR



10.30am
St Andrew's
Cathedral
(Virtual Church
Service) BNH ML

2.00pm Crosswords BNH
ML



10.30am Further
Time For Dinner
ML


















2.00pm Movie D
ML



WEDNESDAY THURSDAY FRIDAY SATURDAY

Some guidelines need to be adhered to at all activities to keep everyone safe.

	<p>1</p> <p>10.00am-11.00am KIOSK DCW</p>  <p>2.00pm Activity Calendar Delivery</p>	<p>2</p> <p>11.00am Decorating for Buckland's Got Talent BNH ML</p> 	<p>3</p> <p>10.30am Andre Rieu Live in Vienna DCW ML</p> <p>2.00pm Nature Music DCW ML</p> 
<p>4</p> <p>ies</p>  <p>pm Baking DCW ML</p>	<p>8</p> <p>10.00am-11.00am KIOSK DCW</p>  <p>2.00pm Garden Club</p> 	<p>9</p> <p>10.30am St Mary's Cathedral (Virtual Church Service) BNH ML</p> <p>2.00pm Famous People Who Were Once Teachers BNH ML</p> 	<p>10</p> <p>11.00am Relaxation Music DCW ML</p>  <p>2.00pm Art & Craft BNH ML</p> 
<p>11</p> <p>Back In Ep3 DCW</p>  <p>ay DCW</p> 	<p>15</p> <p>10.00am-11.00am KIOSK DCW</p>  <p>10.30am Further Back In Time For Dinner Ep4 DCW ML</p> 	<p>16</p> <p>11.00am Magic Memories BNH ML</p>  <p>2:00pm Golden Memory Karaoke BNH ML</p> 	<p>17</p> <p>11.00am Piano</p>  <p>2.00pm Card Craft BNH ML</p> 

DONALD COBURN WING ACTIVITY C

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
WEEK 4		* Please note, social distancing and hygiene	
18	19	20	21
<p>11.30am</p>  <p>ABCTV</p>	<p>10.30am Further Back In Time For Dinner Ep5 DCW ML</p>  <p>2.00pm Current Affairs BNH ML</p> 	<p>11.00am Decorating for Oktoberfest BNH ML</p> <p>2.00pm Andre Rieu Gala Concert Hamburg DCW ML</p> 	<p>11.00am Golden Memory Karaoke ML</p> <p>2.00pm Movie DCW ML</p>  
WEEK 5			
25	26	27	28
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 12.00 pm Garden Walks</p>  <p>2.30pm Word Game DCW ML</p> 	<p>11.00am Decorating for Oktoberfest DCW ML</p> <p>2.00pm Oktoberfest & Birthday Party DCW ML</p>  	<p>10.30am Ladies Pamper Hour BNH ML</p> <p>2.00pm DCW ML</p>  



CALENDAR October 2020 SPRING

SDAY

THURSDAY

FRIDAY

SATURDAY

Hygiene guidelines need to be adhered to at all activities to keep everyone safe.

22

23

24

en
oke DCW

10.00am-
11.00am
KIOSK
DCW



2.00pm Book Reading
In Library (DCW Li-
brary)



11.00am Poetry & Reminiscing BNH ML



**2.30pm
Music
BINGO
BNH ML**



11.00am German
Music DCW ML



2.00pm Quiz BNH ML



29

30

31

días

10.00am-
11.00am
KIOSK
DCW



2.00pm Piano with NINA DCW ML



**12.00pm BBQ
(Dining room)**



11.00am Music (Hallway)



2.00pm Fun
Riddle BNH ML



OCTOBER BIRTHDAYS

2nd Helen Sundstrom
3rd Helen Taylor
7th Beverly Fogarty
14th Claire Clear
23rd Lenny Coppins

hday

BUCKLAND NURSING HOME ACTIVITIES

SUNDAY

MONDAY

TUESDAY

WEDNESDAY

WEEK 1

* Please note, social distancing and hygiene

HAIRDRESSER DAY



WEEK 2

4

5

6

7

11.30am



ABCTV

HAPPY TEACHERS DAY

11.00am- 12.00 pm

Garden Walks

OR

11.00am- 11.30am
Fitness Session D2 & D4



2.00pm Preparation for
Buckland's Got Talent.

BUCKLAND'S GOT TALENT



10.30am Ladies
Pamper
Hour
BNH
ML



11.00am- 11.30am
Fitness Session D2

WEEK 3

11

12

13

14

11.30am



ABCTV

11.00am- 12.00 pm

Garden Walks

OR

11.00am- 11.30am
Fitness Session D2 & D4



2.00pm Word Games
BNH ML



10.30am
St Andrew's
Cathedral
(Virtual Church
Service) BNH ML



2.00pm Crosswords
BNH ML



11.00am- 11.30am
Fitness Session D2



11.30am -
WHO AM


















2.00pm In room









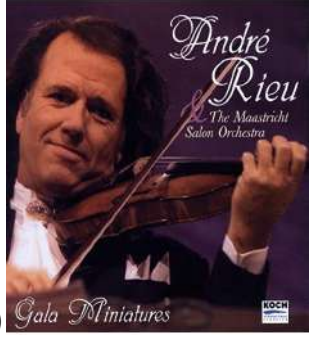

TY CALENDAR October 2020 SRING

DAY THURSDAY FRIDAY SATURDAY

the guidelines need to be adhered to at all activities to keep everyone safe.



	<p>1</p> <p>10.00am-11.00am KIOSK DCW</p>  <p>2.00pm Activity Calendar Delivery</p>	<p>2</p> <p>11.00am Decorating for Buckland's Got Talent BNH ML</p> 	<p>3</p> <p>11.00am Music (Hallway)</p>  <p>2.00pm Andre Rieu Live in Vienna</p>
<p>es</p>  <p>& D4</p> 	<p>8</p> <p>10.00am-11.00am KIOSK DCW</p>  <p>2.00pm Garden Club</p> 	<p>9</p> <p>10.30am St Mary's Cathedral (Virtual Church Service) BNH ML</p> <p>2.00pm Famous People Who Were Once Teachers BNH ML</p> 	<p>10</p> <p>11.00am Relaxation Music (Hallway)</p>  <p>2.00pm Art & Craft BNH ML</p> 
<p>& D4</p>  <p>12.00pm I?</p> <p>(Channel 9)</p> 	<p>15</p> <p>10.00am-11.00am KIOSK DCW</p>  <p>2.00pm Book Trolley MRW</p> 	<p>16</p> <p>11.00am Magic Memories BNH ML</p>  <p>2.00pm Golden Memory Karaoke (In Room Channel 9)</p> 	<p>17</p> <p>11.00 am Piano Music (Hallway)</p>  <p>2.00pm Card Craft BNH ML</p> 

BUCKLAND NURSING HOME ACTIVITIES

SUNDAY	MONDAY	TUESDAY	WEDNESDAY
WEEK 4			
18	19	20	21
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 12.00 pm Garden Walks OR 11.00am- 11.30am Fitness Session D2 & D4 2.00pm Current Affairs BNH ML</p> 	<p>11.00am Decorating for Oktoberfest BNH ML</p> <p>2.00pm Oktoberfest & Birthday Party BNH ML</p> 	<p>11.00am Resident Meeting BNH ML</p>  <p>11.00am- 11.30am Fitness Session</p>
WEEK 5			
25	26	27	28
<p>11.30am</p>  <p>ABCTV</p>	<p>11.00am- 12.00 pm Garden Walks OR 11.00am- 11.30am Fitness Session D2 & D4 2.00pm Word Game BNH ML</p> 	<p>11.00am Decorating for Oktoberfest DCW ML</p> <p>2.00pm Andre Rieu Gala Concert Hamburg (In room Channel 9)</p> 	<p>10.30am La Panser Hour BNH ML</p>  <p>11.00am- 11.30am Fitness Session</p>



TY CALENDAR October 2020 SPRING

SDAY	THURSDAY	FRIDAY	SATURDAY
ne guidelines need to be adhered to at all activities to keep everyone safe.			
	22	23	24
<p>dent ML</p>  <p>am D2 & D4</p> 	<p>10.00am- 11.00am KIOSK DCW</p>  <p>2.00pm Book Trolley TBW</p> 	<p>11.00am Poetry & Reminiscing BNH ML</p>  <p>2.00pm Music BINGO BNH ML</p> 	<p>11.00am German Music (Hallway)</p>  <p>2.00pm Quiz BNH ML</p> 
	29	30	31
<p>dies</p>  <p>am D2 & D4</p> 	<p>10.00am- 11.00am KIOSK DCW</p>  <p>2.00pm Board Games BNH ML</p> 	<p>10.30am Words Ending With SHIP BNH ML</p>  <p>2.00pm BNH ML</p> 	<p>11.00am Music (Hallway)</p>  <p>2.00pm Fun Riddle BNH ML</p>

OCTOBER BIRTHDAYS

1st Mick Mercieca	13th Anne Sarfaty
1st Pat Reading	17th Kevin Riley
10th Henry Taylor	18th Lucie Brompton
11th Joan Taylor	21st Dawn Crebbin
11th Bill Lake	22nd Joan Lenertz
	29th Marian Hanly





Charter of Aged Care Rights

All people receiving Australian Government funded residential care, home care or other aged care services in the community have rights.

I have the right to:

1. safe and high-quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

If you have concerns about the aged care you are receiving, you can:

- talk to your aged care provider, in the first instance,
- speak with an aged care advocate on **1800 700 600** or visit **opan.com.au**, for support to raise your concerns, or
- contact the **Aged Care Quality and Safety Commission** on **1800 951 822** or visit its website, **agedcarequality.gov.au**. The Commission can help you resolve a complaint about your aged care provider.