



UPA Hunter Region

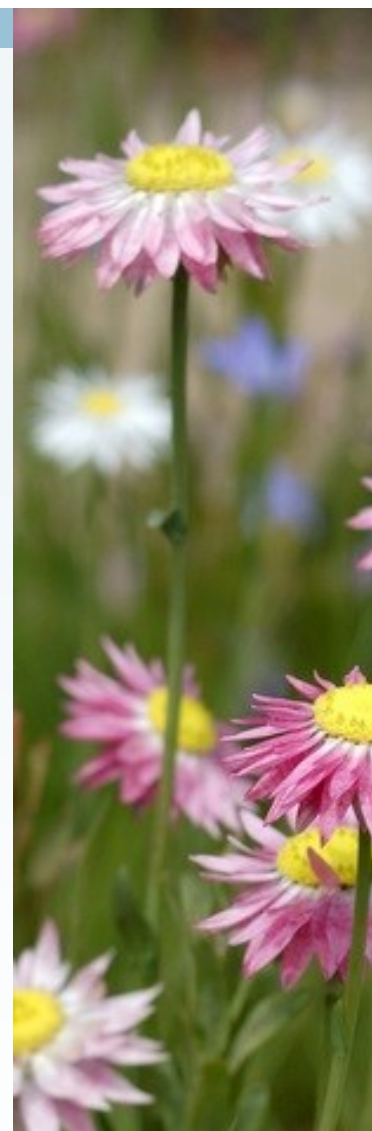
Bulletin

Spring 2020



Inside this issue

Message from Management.....	3
Your Say	8
Woodlands Lodge Leisure Report.....	12
Home Care Notices	16
Home Care Photos	18
Staff News	20
What's cooking.....	23
Health Info	24
Poetry and Affirmations.....	26
For Fun	28
Feedback form.....	41



UPA Values

Compassion

Respect

Kindness

Integrity

Inclusiveness



UPA Hunter Region Woodlands Lodge

Contact details

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Wallsend NSW 2287

Telephone: 02 4965 2200

Option 1—Home Care and Self Care

Option 2— Woodlands Lodge

Website: www.upa.org.au

Email: admin.reception@upahunter.org.au

Staff

Regional Manager: Janelle Waters

Woodlands Lodge Care Manager: Liz Filmer

Home Care Manager: Christine Bishop

Retirement Village Manager: Kim Cunningham

Regional Accountant: Hugh Reedman

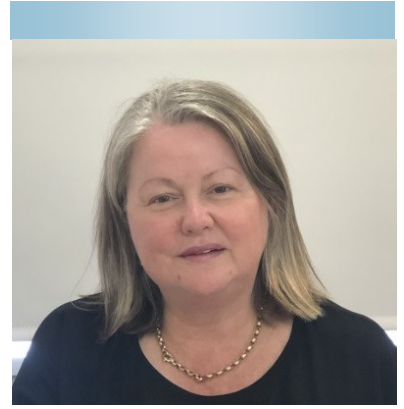
Accounts: Cecile Flood

Regional President

Mr. Ian Morante

Regional Manager's Message...

By Janelle Waters, Regional Manager



Welcome to the first edition of our new look Bulletin. We have combined our three newsletters to one bigger and brighter publication. I hope you enjoy reading it. The Regional Bulletin will be published quarterly in September, December, March and June and as always we welcome your contributions.

We are continuing to practice COVID-19 precautions across all our services. We understand these are difficult times and the restrictions are influencing the way we all work and live. I would like to thank everyone for your understanding and patience during these times. If you are experiencing concerns or require additional assistance please contact us on 49652200 or email zoep@upahunter.org.au.

UPA Hunter Regional Annual General Meeting will be held on the 16th September at 6PM. Due to COVID-19 we will need to run the meeting a little differently this year. We are restricted with how many people we are able to have in the Doug Mathews Room but would encourage all members to participate in the meeting by phone or Zoom. Please contact the administration office on 4965 2200 (option 1) for details on how to participate in the meeting.

UPA Membership is now due for current members and must be paid prior to the Annual General Meeting. If you are not a member and would like to become a UPA Member please contact the administration office. Costs of membership is \$1. New members are most welcome.

During November you will see Kim and I out and about attending the Retirement Village Safety inspections. These inspections are required to be attended annually. We will write to you closer to the date and confirm the times the inspections will be occurring. Ensuring our buildings and grounds are hazard free and well maintained is of great importance to UPA.

I hope you are enjoying the lovely spring weather and are able to get out and about to enjoy the sunshine. I have noticed many of our Woodlands Lodge residents out walking around the site recently.

Take care,

Janelle



Home Care Manager's Message...

By Christine Bishop, Home Care Manager

Hello to everyone,

I hope you are all keeping well during the unforeseen COVID-19 pandemic. I would like to thank everyone for their efforts with maintaining hygiene practices and social distancing. The Home Care Team have been working tirelessly to ensure all updates and restrictions are adhered to, with the priority being consumer and staff safety.

If you require assistance or extra services including shopping, please contact the home care office to discuss further. The friendly team are happy to assist.

I am pleased to announce that I have been appointed Home Care Manager in place of Janelle Waters who has taken on the role of Regional Manager for UPA Hunter. I will endeavour to provide quality services with guidance from Janelle as I have a passion for home care.

As most of you know Ashlee, our Receptionist & Home Care Scheduler is due to have a baby girl in September and will be greatly missed during her maternity leave.

Our new staff member Hayley will be stepping into Ashlee's position. Hayley has vast aged care administration experience and will be a great asset to the team. If you require schedule changes, please give her a call.

Another valued member of the team, Annette is sadly leaving us and retiring in early September. Annette has made a positive contribution to our team for the last 3 years and we will miss her greatly. We wish her luck for her retirement!

UPA home care have also appointed a new Registered Nurse who can assist with nursing services and package coordination. Please welcome Robyn Smith to the team.

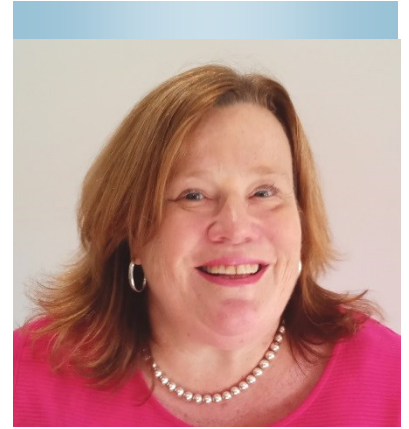
For home care statement and billing enquires, please contact Joelene in the home care office who is always willing to assist.

Please continue to stay safe and well.

- Chris

Care Manager's Message...

By Liz Filmer, Care Manager



Hi all,

Well my welcome to Woodlands has been lovely despite the challenges that we, and the whole world, are facing every day.

The COVID-19 situation has been forefront of my mind and I am committed to keeping our Residents and staff safe. Please be assured that we are keeping abreast of the emerging information and adapting our processes to reflect the current advice from the Department of Health. We are also ensuring that our residents and staff's emotional needs are being looked after. We have recently purchased a purpose-built trolley for our computer so residents who are not as mobile than others have good access to technology such as Zoom or Skype. The 'Window of Love' is certainly being used regularly and I encourage families to make an appointment if you are able.

Unfortunately, I have been unable to meet many of our family and friends due to the times, but I certainly have been in email and phone contact with many of them. I am slowly getting to know the residents and am looking forward to getting to know more and more each week I am here.

For those of you who don't know me I have been working for a large organisation, based in Melbourne, as a Regional Manager looking after 11 Homes spread from Gympie in Queensland to Albury on the NSW/Victorian border, prior to this I was a Home manager on the Central Coast and in Newcastle. I have had many years experience in senior management within the Healthcare sector and my nursing background is Emergency Department based. I enjoy the challenges the Aged Care Industry brings and look forward to seeing how we emerge from the Royal Commission and improvements that may come out of there. My approach is fully resident focused and bringing joy to each and every resident every day, respecting their choices, decisions and facilitating their wishes to enrich their lives.

I will continue to communicate regularly to update everyone on the current situation but if you are uncertain or have any further questions please do not hesitate to contact me. I would like to take this opportunity to thank residents, families and friends for their understanding and patience at this time and also a huge thank you to our staff who are committed to caring for our residents.

- Liz



Village Manager's Message...

By Kim Cunningham, Village Manager

Hello Spring!

How do you like our new look "Regional Bulletin"? As we are all welcoming the warmer weather, it is so lovely to see those that are able enjoying their daily walks.

I know things have been very unusual these last 6 months in this changing world. But I am so proud to say that all those I have talked to are very understanding to the challenges and changes we have had to make. A big thank you to Diana at Woodlands who has been making masks for staff and some residents to purchase. They are very comfortable and meet the Australian Government guidelines.

This has been a very challenging time for many of us. If you are struggling please reach out. If there is anything we can do to support you through this difficult time or if you would like to be checked on a little more often please let us know.

We have sent out a letter asking you if you would like your personal details shared with your fellow Villagers with contact details and interests. You never know who might have similar interests as you, this is a good tool to connect with your neighbours. We will hopefully have these out to you soon.

We have also sent out QPS Surveys for you to complete. These surveys are a great way for you to tell us about your experience in your Village. This tool will help us to identify our strengths and areas where we can improve. Please return surveys to the boxes provided in your common rooms or to the admin office.

Ashlee is now on maternity leave and we are excited for the arrival of her new little bundle. I would like to take this moment to welcome Hayley into the Admin office who some of you may have spoken to already. "Welcome" to UPA Hayley.

We had our fire drill and training at Sarina and Ellimatta Villages in August, Woodlands has been postponed to 16th October. Please RSVP to admin if you would like to attend. The Management Meetings will also be held in October we will be sending information out to you soon regarding these.

To the residents in Woodlands Village who have meals provided by us, we are continuing to work with Chef Chris, to ensure the meals are to your liking, we listened to your feedback and are now providing meals in take away containers which are easier for you to manage.

Please remember if there is anything worrying you or if you have any ideas for improvements please let me know. There are Compliment/Complaint cards outside the Admin office next to the letterbox. Please keep the feedback coming.

-Kim

EVERY **OLDER PERSON** AND ADULT WITH **DISABILITY** HAS THE RIGHT TO



Control and access their own money



Choose to see family and friends when they want to



Attend appointments without another person



Have easy access to clean clothes, food and their own medication

If you or someone you know is not free to make their own choices, contact the **Ageing** and **Disability** Abuse Helpline



1800 628 221
(M-F, 9-5)

Everyone has the right to feel safe and be treated with dignity and respect in their own home and in the community.

You can raise concerns about your own wellbeing or of any **older person** or adult with **disability** currently being abused or mistreated by *someone they know* in their home or in the community.

1. Get Information on what services are available to help.
2. Speak with a trained professional about your concerns.
3. Be supported to make an anonymous report, and be heard without judgement.



ageingdisabilitycommission.nsw.gov.au



In an emergency, call 000 or Lifeline 13 11 14 for crisis support

National Relay Service 1800 555 660 | Text Telephone 133 677 | Interpreter Services 131 450

Your say...

Working to ensure we continually improve the service we provide to UPA consumers is integral to our organisation. Your feedback is valuable in helping us do this.



How to have your say

If you have some feedback you'd like to provide, be it positive or a suggestion for improvement, we'd love to hear from you. There is a feedback form at the back of this Bulletin that you can detach and submit. Management will review your feedback and will be in contact to discuss if you wish to be further involved in the process. Feedback forms are also available in the Lodge Loungeroom or from outside the Home Care/Village office at any time.

There are many other ways to provide feedback:

Woodlands Lodge:

- You may have already had a visit from Zoe (Administration Assistant) to complete a Consumer Experience Survey. These surveys are used to help us understand what we are doing well and what we can improve on. If Zoe visits you with a short survey, please take a moment to complete the questions. The survey is voluntary.
- If you'd prefer to provide feedback in person, you can always speak to a Team Leader
- Attend a Consumers' meeting held on the last Thursday of each month at 1.30pm in the Lodge loungeroom.
- call the Care Manager on 4965 2200 (option 2) or the Regional Manager on 4965 2201.

Home Care/Village:

- Email your feedback to admin.reception@upahunter.org.au
- Call the Home Care Manager or Retirement Village Manager on 4965 2200 (option 1) or the Regional Manager on 4965 2201.
- We'd like to encourage our village residents to complete the QPS Consumer Survey. This tool will help us to identify our strengths and areas where we can improve. Please return surveys to the boxes provided in your common rooms or to the admin office.

We heard you...

Our Woodlands Lodge consumers suggested more outdoor areas would be appreciated. Arriving just in time to enjoy the warmer weather, our new outdoor furniture for the Valley View pergola is being enjoyed by consumers (particularly during happy hour, another resident suggestion!).



To our Woodlands Village residents who have meals provided by us, we listened to your feedback and are now providing meals in take away containers which are easier for you to manage.



Home Care Consumer Experience Survey Results

UPA Hunter Home Care carries out annual Consumer Experience Surveys for each of our home care package consumers. This survey determines the overall satisfaction rating with the care and services they receive. Thank you to everyone who recently completed a survey



The survey is managed by the independent benchmarking company, QPS (Quality Performance Systems) Benchmarking. QPS use industry data to set benchmarks for this survey. The feedback helps us to improve the care and services we provide and tells us how we are doing compared to other aged care services in Australia. The feedback we received was overwhelmingly positive and we are working on an action plan to address any areas for improvement. We'd like to share a few of the comments...

'Everyone involved has treated me with warmth and respect. I have been very happy with all the assistance received.'

'They enable me to lead a productive life in the outside community despite my age and certain health problems.'

'UPA service is superb, I am lucky to have found them'

'It enables my wife and I to be able to stay in our home and be as independent as we are able to at present time in our lives as well as knowing that we are able to get extra help and support when we need it.'

'Reliable, caring staff.'

Notice of upcoming site audit—Woodlands Lodge



Australian Government
Aged Care Quality and Safety Commission

Woodlands Lodge 0205

Quality assessors from the Aged Care Quality and Safety Commission (Commission) will be visiting to check the quality of care and services at Woodlands Lodge.

This assessment is called a site audit. The audit will be unannounced, so the service will not be aware of which day or week the audit will be conducted.

When quality assessors visit the home, you (or someone who represents you) will be given the opportunity to talk to an assessor about the quality of your care and services.

You (or someone who represents you) can also provide information *prior* to the audit. You can do this by calling the Commission on **1800 951 822 (press option 2)** or completing an online survey with the Commission.

The survey asks about your experience of quality and safety at your aged care service. You can access this survey at the following address. <https://www.agedcarequality.gov.au/consumer-feedback>. To open the survey, use the code **0205**.

The Commission respects the privacy of your information and will not provide us with the details that you have discussed with them, unless you agree to this, or where they are very concerned about your care.

Your personal information and comments will be used by quality assessors when conducting the site audit, and also when they prepare their report about the quality of care and services provided here.

For information on the Commission's privacy policy and practices, please refer to the Commission's website [agedcarequality.gov.au](https://www.agedcarequality.gov.au) or contact the Commission on **1800 951 822**.

If you need interpreter assistance, please call Translating and Interpreting Service (TIS) on **131 450** and ask for Aged Care Quality and Safety Commission.

Woodlands Lodge Leisure Report...

Having spent much of winter in precautionary lockdown, Woodlands Lodge consumers have been keeping busy at home.

Cultural days...

NAIDOC Week

For NAIDOC Week, residents painted clapping sticks and boomerangs and learnt about some cultural dancing.



Italian Day

We celebrated Italian Culture with a presentation from Hugh showing us the sights of his time in Italy followed by a musical number by Mr. Vincenzo Martinelli one of our resident's sons. We had traditional deserts and lunch and learnt a little of the language.



Korean Day

Staff dressed up and residents had a PowerPoint presentation on Korean culture. Mr. Brian Small spoke about his experiences in the Korean War and some history about the language.



French Day

We celebrated with a cultural tour around France with music, food and costumes, the residents made moustaches to pose with.

Royal Day

We dressed up as the royal family and the residents had a great laugh with the face masks and speaking with British accents. We had royal trivia and discussion about royal history and their tour of Australia.



Pauline Hart's 100th Birthday

We had a special 100th birthday celebration for Pauline Hart with high tea. We had a "This is Your Life" talk and read personal messages from the Queen and our government.



Upcoming Woodlands Lodge Events:

September

9th Fathers Day Lunch & Concert with staff dressing up as fathers.



23rd Country theme day

October

7th Ice Cream Day

14th Oktoberfest

21st Nepal Day



November

3rd Melbourne Cup

11th Remembrance Day



Activities

Residents have also been keeping busy by enjoying our regular activities .





If you're worried about someone
start by asking "Are you OK?"

No, I'm not OK.
Dig a bit deeper:

"What's been happening?"

"Have you been feeling
this way for a while?"

"I'm ready to listen
if you want to talk."

Yes, I'm fine.

But your gut says they're not:

"It's just that you don't seem to
be your usual self lately."

"I'm always here if
you want to chat."

"Is there someone else
you'd rather talk to?"

Listen with an open mind

Encourage action and offer support:

"How can I help?"

"What would help take the pressure off?"

"What do you enjoy doing? Making time for that can really help."

"Have you thought about seeing your doctor?"

Make time to check in:

"Let's chat again next week."

Home Care Notices...

Thank You

THANK YOU for your understanding and cooperation following advice and helping us limit the spread of COVID 19 in the community. We know it has been difficult but everyone has been amazingly understanding and helpful during this unprecedented time. It is important that we continue to be vigilant to help stop the spread and continue following health authorities advice to ensure your safety!

If you have any questions or concerns or would to chat to us if you may be feeling a little isolated, please don't hesitate to contact the home care office so that we can assist you.

0249 65 2200 (option 1)

Cancelling or Rescheduling Services

If you need to cancel your service, please remember to phone the office before 4:00pm the day before your service is scheduled for to avoid late cancellation fee. If you cancel after 4:00pm you will unfortunately still be billed for your scheduled service.

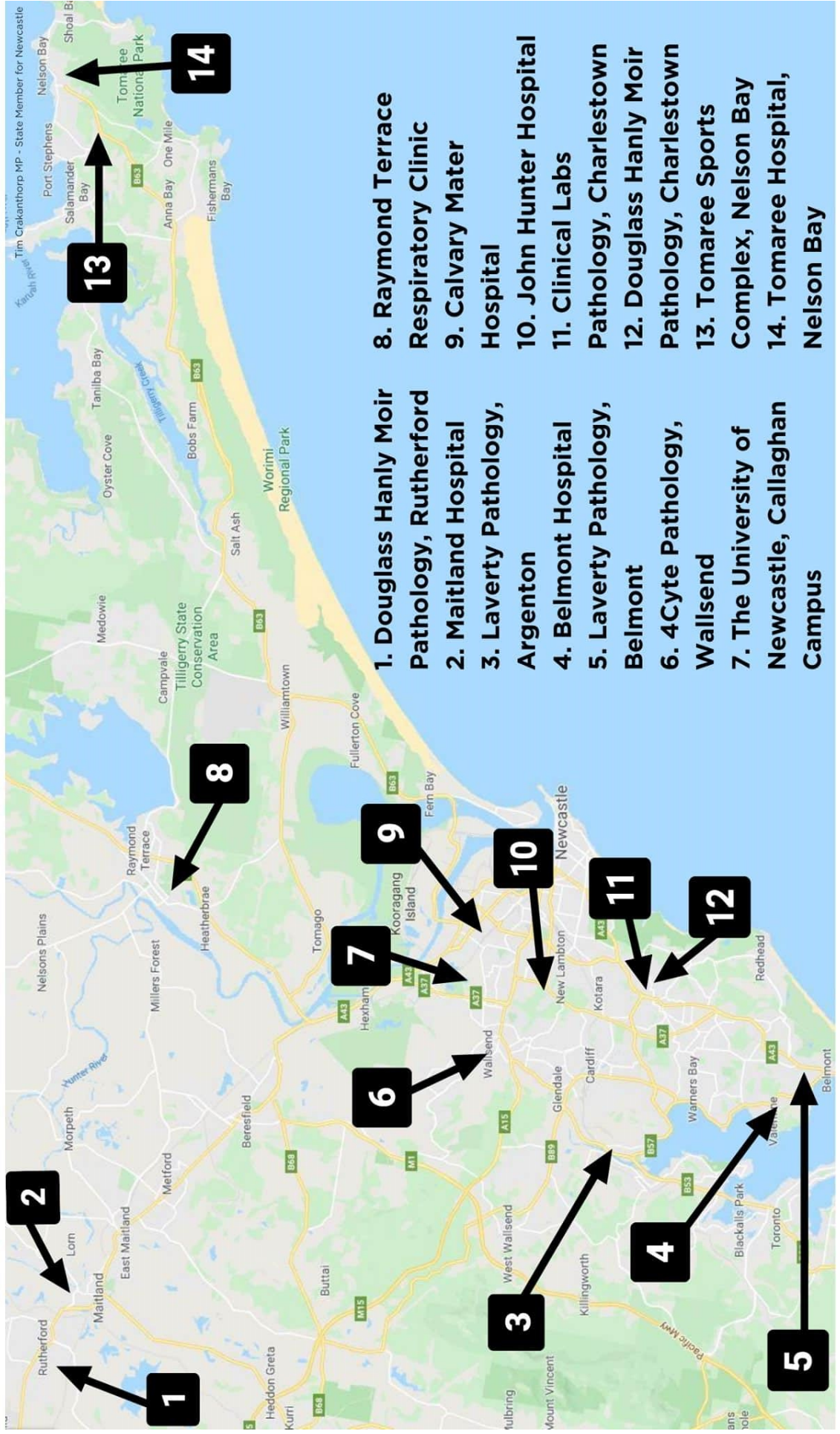
We are asking all consumers to please let us know if you are feeling unwell or suffering from any flu-like symptoms so that we can cancel and reschedule your service to ensure your safety as well as our care staff.

- Please allow your Home Care worker to shop by list for any essentials you may need
- For essential outs (medical appointments), please wear a mask and maintain 1.5m distance
- Maintain hand hygiene

COVID-19 Testing Clinics

Lower Hunter

Current at 24/7/20



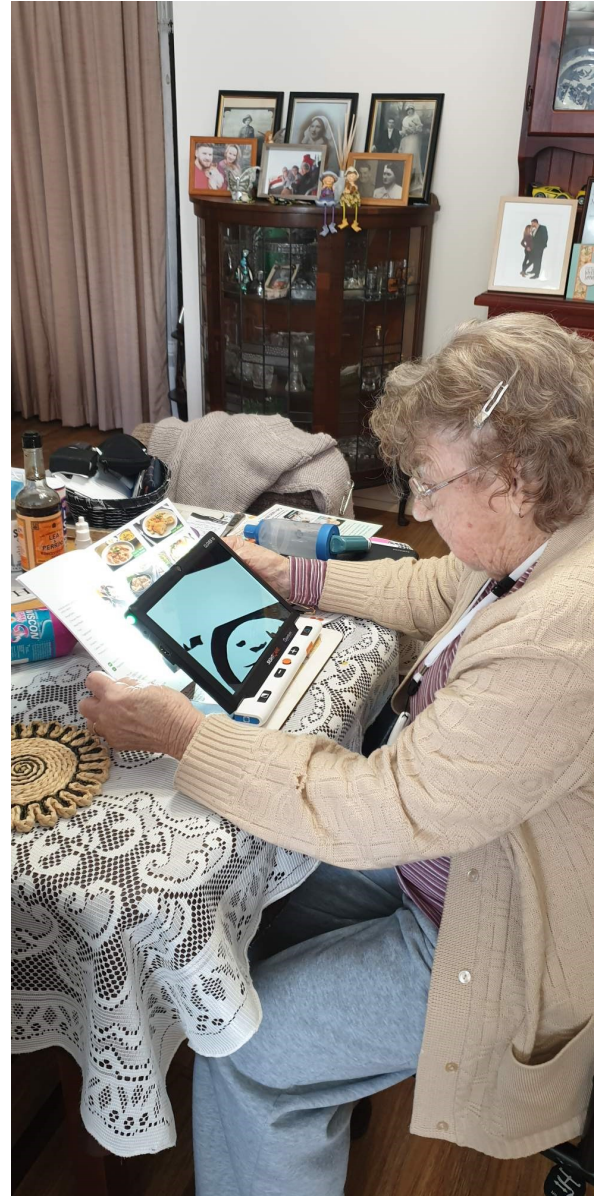
Home Care Photos...



STRC consumer, John, carrying out one of his goals of playing golf with the OT .



Nancye in her comfy new shoes purchased through her Home Care Package.



Ida using her magnifier purchased through her Home Care Package.



Joan and Colin staying connected



Enjoying companionship
with Rosie.



Leo Singing Amazing
Grace with care staff,
Mel

Staff news...

Home Care



Above: Ashlee on her last day at work before going on maternity leave.

A big thanks to Ashlee for all her hard work in administration for Home Care and Village.

We wish Ashlee all the best with her journey into motherhood and hope to see some baby pics in the next Bulletin!

Introducing our Registered Nurses

Robyn Smith

Hi, my name is Robyn Smith and I'm one of the Registered Nurses with UPA Hunter Home Care Team.

I work Monday, Tuesday, Thursday and Friday, and am really enjoying getting to know everyone.

I am new to the home care environment, having previously worked in residential care, but feel privileged to be able to work with people in their homes and enable them to stay at home, and healthy, for as long as they can. Prior to nursing, I worked as a legal secretary for almost 20 years, but definitely don't miss the corporate world.

Nicola Styles

Hi, some of you may remember me when I was Regional Manager for UPA Hunter. I recently retired from that position at the beginning of the year but have since come back 1 day per week as a registered nurse for Home Care. I am available to be contacted on Wednesdays. I am looking forward to getting to know you all and putting some faces to names.



Care Staff Profile

Hi, my name is Ayla and I am one of the Care Workers for UPA Hunter Home Care. I became apart of UPA last year. It has always been my goal in life to be able to help and support the community and I have finally achieved it by being a staff member of UPA .

I have three brothers and unfortunately I am the only girl. My background is half Phillipino and half Australian. I'm filled with lot's of joy and happiness and I always have a big smile on my face.

I like to listen to music, dance and enjoy outing's with family and friend's.

New Faces

Welcome to our new Home Care Workers Jasmine, Carrie-Anne and Koreena and also Vicki and Melissa who've joined us from the Lodge.

Farewells

We have recently said farewell to Jessica, Melanie and Joelene. We wish them all the best with their future endeavors.

Woodlands Lodge

New Faces

You may have noticed a few new faces around, including our new Care Manager Liz Filmer and our new Clinical Nurse Specialist, Hannah Liplyn. We have also welcomed 3 new care staff members, Melissa, Tiffany and Sheree. If you see them about, say hello!

Hello Baby!

Joan Sneesby, Team Leader in Wattle Grove, recently welcomed her gorgeous new baby grandson into the world. Baby Raffy was born on 19 June weighing 6 pounds 12 ounces. Raffy's big brother Ziggy looks pretty chuffed!



And check out these happy guys...Nyah, Bentley and Huxton, also part of Joan's growing clan. Joan's a very proud Ma!

Farewells

In June we farewelled Care Manager Sheryl Basa and wished her all the best with her future endeavours.

In July we said farewell to Team Leader, Margo Rook. Margo was part of the UPA family for 12 years. She will be missed and we wish her all the best in her new role.



Staff Profile - Hugh Reedman, Regional Accountant

Hello readers. By way of introduction, here is a little blurb about me and my role here at UPA Hunter.

My job is very special. I am an accountant who is lucky enough to work in a unique environment every day. Woodlands House where my office is located, in the Regional Office, is on the first floor of this beautiful old Edwardian house which is a part of Wallsend and Newcastle's living history. It is surrounded by Woodlands Village which is full of amazing people, and Woodlands Lodge which is bursting with a vibrant tapestry of so much life history when you combine all of the life achievements and stories of our resident consumers in the aged care space. Then there's our friendly residents from Sarina and Ellimatta Villages, and our Home Care people who help folks both out in the wider community and also within UPA sites. So the uniqueness is that I get to come to work everyday in, and be part of, the UPA Community.

I have worked in Management, Financial Accounting, Tax Accounting, Finance, Management Accounting, Financial Management, Business Analysis, Report Writing, Forensic Accounting, Audit and Chartered Accounting and I also have Business, Management and Real Estate qualifications.

What does my role entail? My role here is dynamic. On any given working day I can be

asked all kinds of seemingly weird and wonderful questions about all sorts of things.

Primarily my tasks include helping residents and their families with their costs and contractual obligations of coming into and out of aged care or retirement living. These are big decisions and can sometimes be a little complicated. I look after the accounts of UPA Hunter such as Income, Expenses, Assets including the Fixed Asset Register, Liabilities, and Equity. This involves the regular clearance of subledgers into the general ledger. I look after the Bonds and Deposits investment portfolio for our secondary income stream, reconciling and dealing with banks, building societies and investment houses. I look after UPA Hunter's Tax obligations, statutory financial compliance obligations and Real Estate portfolio matters. I oversee Payables, Billing, Payroll, Staff Entitlements, Superannuation, Staff Salary Sacrificing and assist with Subsidies, Centrelink, Fees and Charges and Procurement. Another large part of my role is reporting to our Business Unit Managers and meeting with them, the Regional Executive and assisting the Regional Manager report to the UPA Board, UPA Head Office, Internal and External Auditors, Suppliers, other business-related bodies and Government Agencies, Consumers, Residents, Families, Legal Representatives, and regularly corresponding with all of these. So what I do is broad ranging, pretty busy and always exciting. Yes accounting is actually exciting. If I can assist you in any way, please let me know.

-Hugh

What's Cooking...

A Message from our Chef, Chris

Hi Everyone,

We have a new staff member, Miranda who will promptly be working in Wattle Grove.

Unfortunately, one of the original Catering Industries crew, Catering Assistant Supervisor Kerrie, has left us. Kerrie has been with Catering Industries for over 10 years at various sites and has worked in the hospitality side of aged care for close to 40 years. Kerrie has gone into the land of retirement with her husband and welcomed their first granddaughter recently. Kerrie will be very much missed by us all and we wish her nothing but the very best for herself and her family.

I also wish to pass on a big thank you to the crew, especially a HUGE thank you to Anna Davidson for holding the fort while I was off for two weeks in July. From all reports none of you even knew I was gone. The guys put in a big effort so for that I would like to say thanks.

A big, big congratulations to Mat for achieving his drivers licence! It has been a while coming but well done Mat, I have already handed my licence in now you will be on the road.....Kidding! We are all really happy for you Mat and will be lining up for the pay back of lifts you owe us all!

Our new menu is now being reviewed by our dietician and will be ready to discuss at the next Food Focus Group. I wish to follow this process for every new menu as I value your input. And as always, if you have any queries or suggestions please don't hesitate to come see me either when I'm walking though the facility or if you are around the kitchen. I am always happy to talk to you all and hear any options you may have on the food.

We hope you are all well, and we hope that all of your families are staying as safe.

Thank you all,

Chris and the Catering Industries crew.

Food Focus Group Meetings

There are Food Focus Group Meetings held on the last Thursday of each month in the Lodge Lounge Room. Upcoming meetings will be held on:

Thursday 24 September, 2pm

Thursday 29 October, 2pm

Thursday 26 November, 2pm

Why's the skin on my feet always so dry?

by Damian Mather, Podiatrist

This is a common question podiatrists get asked and there are different answers for different people. Some people simply have a dry skin type. For others wearing open footwear in the warmer months exposes the skin to the elements, particularly the wind and sun, which dries the skin. Sometimes it can be due to a medical condition that affects the skin such as dermatitis or psoriasis.

Perhaps most commonly though as we get older is that our skin gets thinner as we lose collagen (the stuff which gives skin its plumpness). This makes it harder for the skin to maintain moisture. Also the nerves which regulate sweating in our feet commonly stop doing their job in older skin meaning that we no longer sweat through our feet. Sweat contains oils which helps keep our skin healthy and without it it dries up.

Moisturising morning and night should be part of a daily foot routine. Sorbolene is cheap and effective for this. Some people with very dry skin may need a better moisturiser however such as QV or Vaseline Intensive Care. Heel Balms such as Eulactol are used for those with very dry split heels. If you have trouble reaching you can use a washing-up sponge on a stick to give you extra reach or better still ask someone to do it for you and hope they include a good foot massage.



A Message from Simply Pharmacy

By Maz Zoghbi, Pharmacist

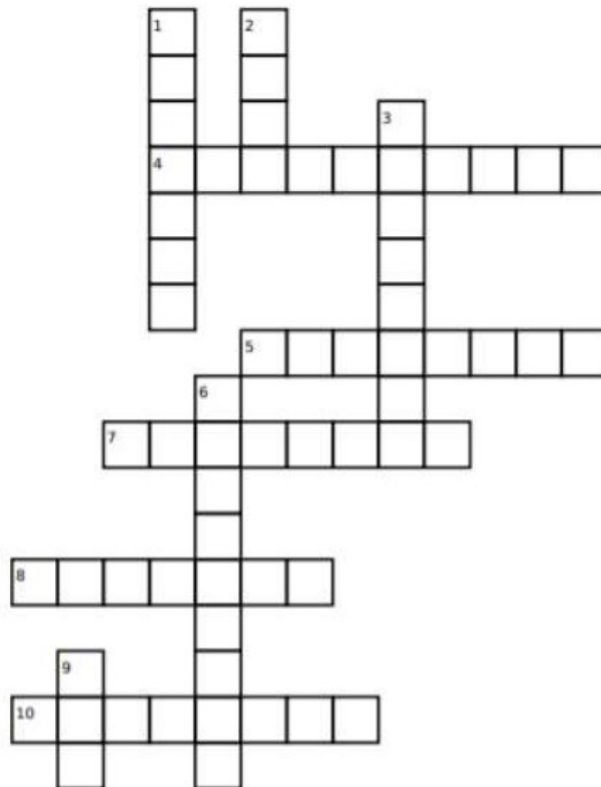
Hello Everyone,

Simply Pharmacy Wallsend would like to wish you all happiness and good health. We usually like to give you all some health advice and content in our newsletter messages to you. However, with all the COVID crazy times, we thought we would put in a fun crossword puzzle!

Here at Simply Pharmacy, we know just how important your health and wellness are. But we also know that fun and some “not so serious” times are just as important too!

Until next time! Enjoy

(solutions on page 40)



Down:

1. _____ makes your bones strong and dense
2. Paracetamol may help with _____
3. Vitamin C is also known as _____ acid
6. Kills germs on your hands
9. Your local, helpful pharmacist

Across:

4. A symptom of the common cold
5. A disease that causes high blood sugar
7. Where you can get health advice
8. A _____ pack helps organise your medicines
10. Allergic rhinitis is also known as _____

Poetry and Affirmations...

A few words of inspiration to help us through these tough times.

What lies behind us and what lies ahead of us are tiny matters compared to what lies within us—Ralph Waldo Emerson, philosopher

"Life isn't about waiting for the storm to pass. It's about learning how to dance in the rain." - Vivian Greene, Author

"Despite the forecast live like it's spring"—
Lilly Pulitzer, entrepreneur/fashion designer

"One of the most important things you can do on this earth is to let people know they are not alone"—Shannon L Alder, Author

"I will love the light for it shows me the way, yet I will endure the darkness for it shows me the stars." – Og Mandino, Author

"If you don't like something change it; if you can't change it, change the way you think about it." – Mary Engelbreit, Illustrator

"He knows not his own strength who hath not met adversity."–
William Samuel Johnson, United States Senator

"When it rains, look for rainbows; when it's dark, look for stars."
— Oscar Wilde, Author

"People say nothing is impossible, but I do nothing every day."
— A.A. Milne, Author

"You cannot be lonely if you like the person you're alone with."
– Wayne Dyer, Author/motivational speaker

Spring Flowers

Bowing adorers of the gale,
Ye cowslips delicately pale,
Upraise your loaded stems;
Unfold your cups in splendour; speak!
Who decked you with that ruddy streak
And gilt your golden gems?

Violets, sweet tenants of the shade,
In purple's richest pride arrayed,
Your errand here fulfil;
Go, bid the artist's simple stain
Your lustre imitate--in vain--
And match your Maker's skill.

Daisies, ye flowers of lowly birth,
Embroiderers of the carpet earth,
That stud the velvet sod,
Open to Spring's refreshing air,
In sweetest smiling bloom declare
Your Maker and your God.

~ *John Clare*

Spring Rain

I thought I had forgotten,
But it all came back again
To-night with the first spring thunder
In a rush of rain.

I remembered a darkened doorway
Where we stood while the storm swept by,
Thunder gripping the earth
And lightning scrawled on the sky.

The passing motor busses swayed,
For the street was a river of rain,
Lashed into little golden waves
In the lamp light's stain.

With the wild spring rain and thunder
My heart was wild and gay;
Your eyes said more to me that night
Than your lips would ever say....

I thought I had forgotten,
But it all came back again
To-night with the first spring thunder
In a rush of rain.

~ *Sara Teasdale*

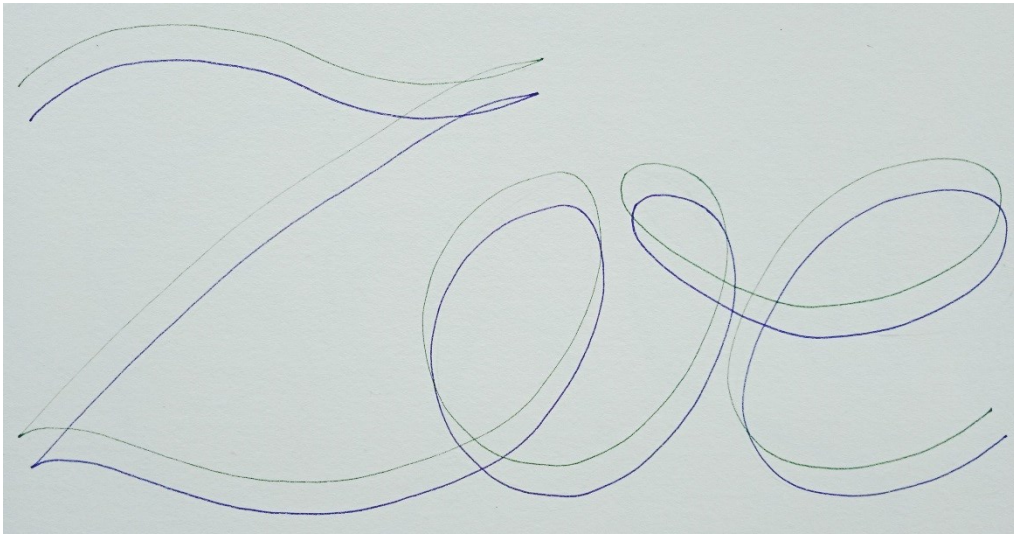


Get Arty

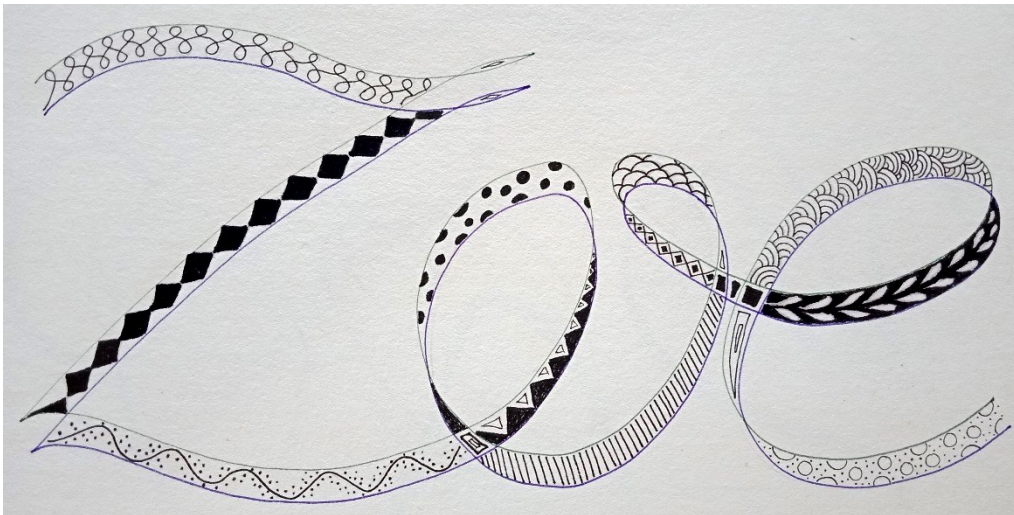
What's in a name?

This “Zen Tangle” activity will help take your mind off the crazy times we are living in.

1. Holding two different coloured pens together write your name in cursive writing.



2. Using a black marker, fill in the shapes with patterns.



Tip: if your name is too long, try using your initials instead.

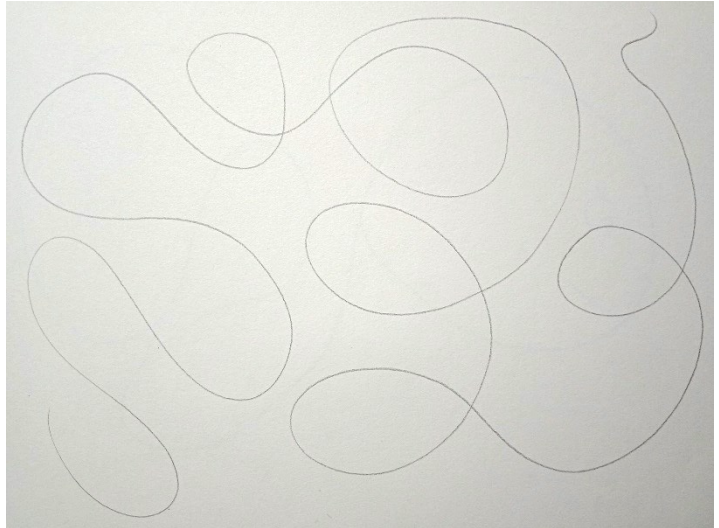
What's in a name?

Hey look! Here's a blank piece of paper, no excuses now...give it a go yourself.

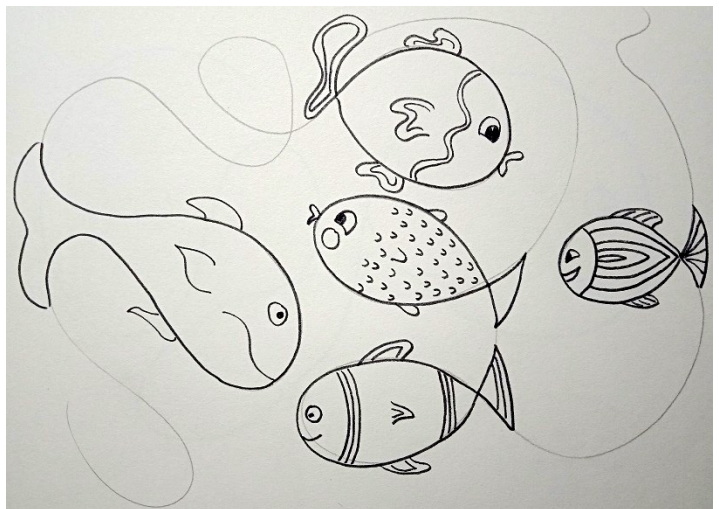
Explore your squiggles

Did you ever look at the clouds as a kid and imagine what pictures you could see? This activity is kind of like that! It's fun to do on your own or with a friend.

1. Draw a squiggle with a pencil.
If doing the activity with a friend, swap your squiggles.



2. Stare at the squiggles until you see a picture (sometimes this takes a while). Then using a black marker trace over the squiggles that form the picture and add some details.



Here's another example. I think this poor guy looks like he's very upset about having just missed the bus.

Tip: If you've been staring at your squiggles for a while and nothing is coming to you, try turning the page. You might be surprised by what shows up when you take a look from a different perspective.



Explore your squiggles

How convenient, another blank page! go on, get squiggling...



Our Talented Consumers

As some of you know, our Home Care consumer and Woodlands Village resident, Gloria has a very special talent in art and loves sketching dogs. These are some of her latest drawings—how amazing!



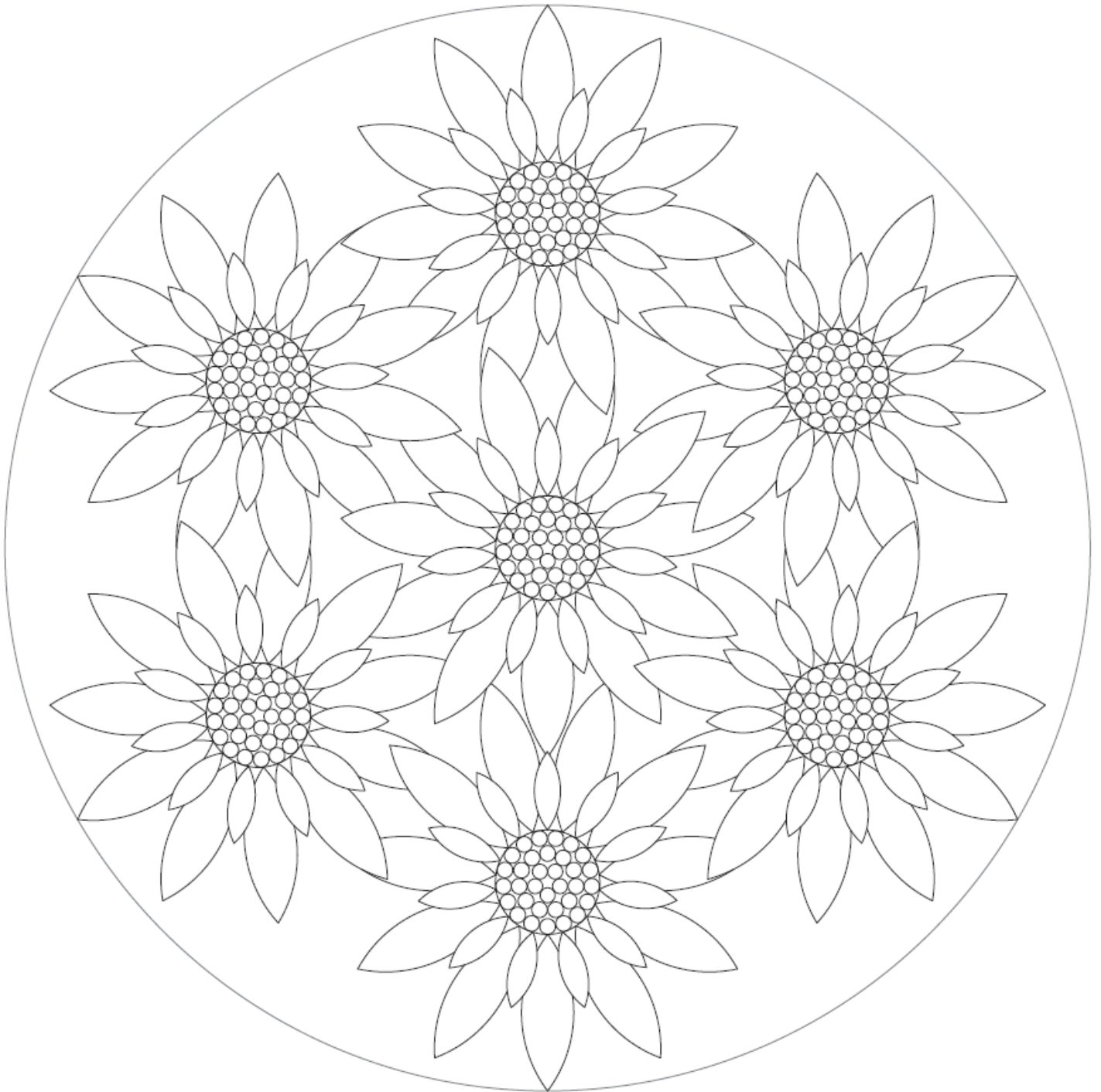
If you have a special talent you'd like to share in the next Bulletin, please let us know. Submissions can be made at reception with a note saying "Attention Zoe—for the Bulletin". Alternatively email to zoep@upahunter.org.

Submissions for the Summer Bulletin must be submitted by 2 November 2020

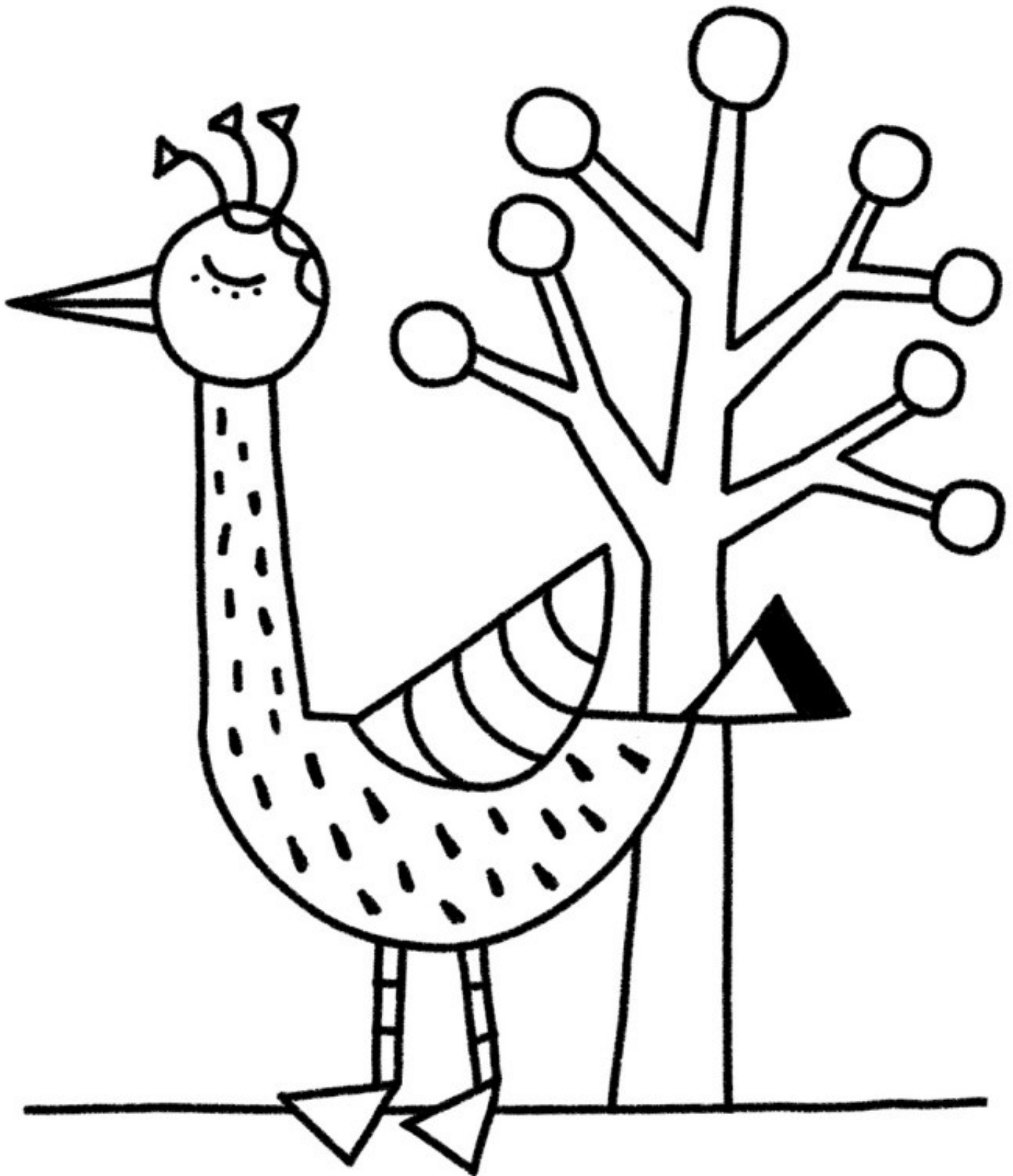


Diana, Woodlands Village resident and Home Care Consumer, has put her talent for sewing to a very practical use by making face masks. Thanks for helping to keep us safe (and fashionable) Diana! We still have a few masks left for sale at \$8 each. Please speak with Kim, Village Manager, if you are interested in purchasing a mask.

Colouring



Colouring



Puzzles

Find-a-word 1

Spring Flowers

T	T	E	C	L	O	E	E	A	H	D	P	L	L
Y	T	I	R	M	S	L	W	I	A	P	A	I	S
U	C	T	O	I	S	T	R	H	R	B	R	T	W
U	Y	O	C	C	Y	R	A	T	I	A	D	F	E
C	I	T	U	A	S	E	D	Y	W	B	C	A	E
H	R	U	S	L	I	M	N	S	Y	Y	U	L	T
T	I	L	R	I	A	E	E	R	S	S	A	S	W
N	S	I	E	L	D	P	V	O	T	B	I	A	I
I	D	P	Y	Q	A	E	A	F	E	R	N	D	L
C	E	S	L	S	A	R	L	S	R	E	U	A	L
A	N	M	L	A	W	C	Q	A	I	A	T	H	I
Y	H	H	I	I	Y	Y	S	S	A	T	E	L	A
H	P	N	L	Y	S	N	A	P	M	H	P	I	M
A	V	J	O	N	Q	U	I	L	S	Q	I	A	E

LAVENDAR
SWEET WILLIAM
HYACINTH
LILLY
PANSY
BABY'S BREATH
DAHLIA
FORSYTHIA
PETUNIA
DAISYS
CREPE MERTLE
JONQUILS
LILAC
TULIPS
IRIS
WYSTERIA
CROCUS

The Wizard of Oz

W	A	E	A	U	N	T	E	M	H	S	C	W	L
I	E	I	R	U	R	D	N	K	Y	A	U	I	C
C	D	U	N	E	U	A	T	E	D	N	N	Z	G
K	K	O	T	T	K	L	K	I	A	I	C	A	E
E	D	A	R	W	Z	N	I	M	D	T	L	R	D
D	W	Y	Y	O	O	M	N	E	N	E	E	D	D
W	A	R	N	M	T	I	U	L	G	M	H	A	N
I	G	B	U	M	T	H	S	T	L	A	E	E	A
T	J	L	U	B	A	I	Y	I	I	I	N	R	L
C	O	J	U	D	Y	O	A	N	N	U	R	N	R
H	N	T	N	W	B	T	R	G	D	Y	Y	R	A
P	N	M	O	S	U	N	A	E	A	C	S	S	G
U	O	K	K	I	N	S	L	I	P	P	E	R	S
C	A	T	M	U	N	C	H	K	I	N	S	O	I

WIZARD
 MONKEYS
 MUNCHKINS
 UNCLE HENRY
 GLINDA
 TOTO
 SLIPPERS
 GALE
 DOROTHY
 WICKED WITCH
 WATER
 GARLAND
 NIKKO
 JUDY
 AUNT EM
 MELTING
 RUBY
 TIN MAN

Trivia *(solutions on page 40)*

1. What is the name of the elderly criminal who leads a gang of pickpockets in the story of Oliver Twist? _____
2. What are the 4 suits in a deck of cards? _____
3. Hooverball is a combination of which two sports? _____
4. What is the biggest land mammal in the Arctic? _____
5. Which ocean separates Africa and South America? _____
6. Which famous actress featured in the movies of Calamity Jane, Pillow Talk, and Young at Heart? _____
7. Can you name 6 of the 9 countries that border Germany? _____

8. Which Christian Feast Day is held on March 17th? _____
9. Which imaginary creature has the head of a man and body of a lion?

10. What word beginning with 'M' is a mixture of molten and semi-molten rock? _____
11. Which iconic building is located at 338-350 5th Avenue, New York?

12. What are the 5 vital organs of the human body? _____
13. Can you unscramble the following word to reveal the name of a bird that can fly backwards: GNIMRDMUHIB? _____
14. True or false: Florence Nightingale was born in Florence? _____
15. What is a liger? _____

Sudoku 1 *(solutions on page 40)*

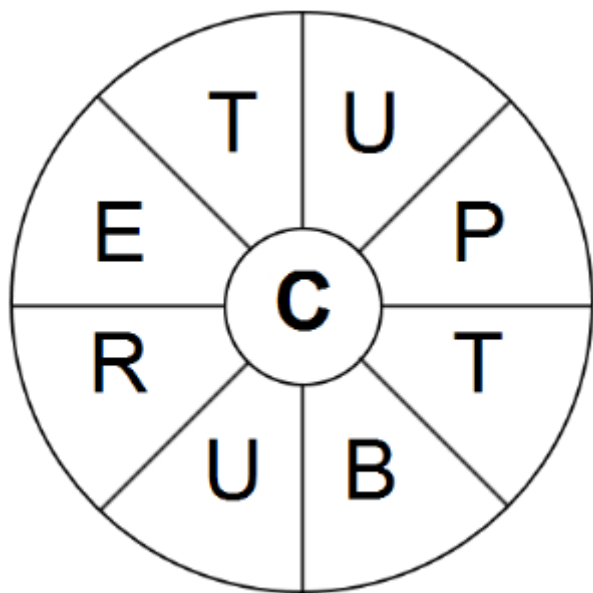
			5				2	7
	3			4		9		
	7			3			4	
		2			8			5
					4	6	8	
6	4							
				7				8
1	5						7	

Sudoku 2 *(solutions on page 40)*

7						1		6
	9		3					
2		8		6			7	
	2		4	3				
			9	7				
6					8		4	
	5						3	
		7			2			
			1					4

Spring Word Scramble *(solutions on page 40)*

1. inhssneu _____
2. rbno _____
3. sesoan _____
4. hctah _____
5. pusotr _____
6. gwohrt _____
7. actirona _____
8. ianr _____
9. bestemepr _____
10. solobms _____



Word Wheel *(solutions on page 40)*

This Flowers themed word wheel is made from a 9 letter Flowers themed word. Try and find that word, then make as many words of any length as you can from these letters. You can only use each letter once, and each word must include the letter **C**.

9 letter word: _____

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

_____	_____
_____	_____
_____	_____
_____	_____

Answers

Trivia solutions

1. Fagan
2. Hearts, diamonds, clubs and spades
3. Volleyball and tennis
4. Polar bear
5. The Atlantic Ocean
6. Doris Day
7. Denmark, Poland, Czech Republic, Switzerland, Austria, France, Belgium, Luxembourg and the Netherlands
8. Saint Patrick's Day
9. Sphinx
10. Magma
11. The Empire State Building
12. Brain, heart, kidneys, liver, lungs
13. Hummingbird
14. True
15. The offspring of a male lion and a female tiger

Simply Pharmacy crossword solutions

1. Calcium
2. Pain
3. Ascorbic
4. Congestion
5. Diabetes
6. Sanitiser
7. Pharmacy
8. Webster
9. Maz
10. Hayfever

Sudoku 1 Solution

9	8	6	5	1	3	4	2	7
5	2	4	9	6	7	8	1	3
7	3	1	8	4	2	9	5	6
8	7	5	2	3	6	1	4	9
4	6	2	1	9	8	7	3	5
3	1	9	7	5	4	6	8	2
6	4	7	3	8	5	2	9	1
2	9	3	4	7	1	5	6	8
1	5	8	6	2	9	3	7	4

Sudoku 2 Solution

7	3	5	8	9	4	1	2	6
1	9	6	3	2	7	4	5	8
2	4	8	5	6	1	3	7	9
5	2	9	4	3	6	8	1	7
8	1	4	9	7	5	2	6	3
6	7	3	2	1	8	9	4	5
4	5	1	7	8	9	6	3	2
3	8	7	6	4	2	5	9	1
9	6	2	1	5	3	7	8	4

Spring Word Scramble solutions

1. Sunshine
2. Born
3. Season
4. Hatch
5. Sprout
6. Growth
7. Raincoat
8. Rain
9. September
10. Blossom

Word Wheel 9 letter word: Buttercup

Feedback form...

If you have any feedback on the service you receive from UPA Hunter, we'd like to hear from you. Please detach this form from your Bulletin and fill in the details below. You can submit a form to a staff member or by placing it in the feedback box in the Lodge lounge room or the mailbox outside of the Home Care/Village office. Alternatively, mail to 100 Lake Rd Wallsend 2287.

Please select from the following options

☐

Good news is uplifting, it reassures us we are doing things right.

☐

Suggestions and ideas encourage us to keep looking for new ways to enhance our service.

☐

We are sorry if we have disappointed you. We would like to know why, so we can give you better service in the future.

Date:

Your name:

Phone number:.....

Comments:

.....

.....

.....

.....

☐

Please tick if you would like us to contact you regarding your feedback.



UPA Mission Statement

Our Mission is to offer care of the highest possible standard consistent with the UPA's Christian commitment and the expectations of society.

UPA Values

Compassion Respect Kindness Integrity Inclusiveness

Our Philosophy of Care

The United Protestant Association (UPA), is a Christian organisation that aims to provide quality service and care. We believe that every person that we care for has the right to live in peace with dignity, respect and security. That right does not diminish, irrespective of age.

We welcome people from all religious and cultural backgrounds. We convey compassion, kindness, respect and honesty in our work. Our staff and volunteers encourage and empower those we care for to choose their own path. Mindful of how we ourselves would like to be treated, we aim to provide a caring atmosphere of Christian love and understanding.

When we have failed to live up to our Mission, Values and Philosophy of Care we will seek to make amends.

Get Involved

This is **your** bulletin. We'd love to receive your contributions. Maybe you've written a short story or been practicing your poetry. Maybe you've got creative little family members who'd like to see their drawing published. If you have something you'd like to share, please take it to reception with a note saying "Attention Zoe: for the Bulletin". Also include your name on your submission.

Alternatively email to zoep@upahunter.org.au

We look forward to receiving your contributions for the Summer Bulletin by 2 November 2020!

