

# NEWSLINK



I hope you have a joyful and peaceful time throughout Christmas with family and friends.

There are a few updates important in this newsletter:

## **Christmas Arrangements**

We want to let you know arrangements for residents and staff over this period at a time when numbers of people with COVID are still a risk for us all.

The public health orders for all residents are:

“Residents are permitted to attend family gatherings or for other reasons but must abide by the current Public Health (COVID-19 General) Order 2021. Facilities must ensure that residents are provided with appropriate personal protective equipment, infection control and mask wearing advice if they leave the facility. See the latest face mask rules.”

For visitors coming to spend time with high care residents, UPA have advised the following:

- 2 visitors in resident rooms and outside
- No Christmas parties at facilities
- Encourage high teas and organised visits in the weeks prior to Christmas
- Residents together can still have Xmas lunch together and resident focused celebrations.

Arrangements for Staff during Christmas week are:

- Aaron Renel will be working through Christmas week.
- Alice Mackay and Bronwyn Heard will be on leave from Christmas Eve until 3<sup>rd</sup> January.
- Trish Goodman will be working though the Administrative Office will be closed. Trish will cover for Bronwyn.
- Ryan Shields will be on call through Christmas week until 31 December.
- Other Regional administration staff will be on leave through the Christmas week.

### **Staff changes**

It is with regret that I announce that Ryan Shields and Karen Tebbet have given their notice of resignation at Sydney North Region.

Ryan has been headhunted by a previous employer with an offer too good to refuse. What a compliment! Ryan has been a terrific team player at Sydney North. His knowledge and skills in managing the properties has been outstanding and we will miss him. He is finishing up at the end of the year ready to start in his new role in 2022. We will look to fill Ryan's role with an interim maintenance manager while we recruit to his position.

Karen is leaving to test out her dream future in business management and have greater time with family. In the business world with working from home, now is a great time for Karen's dream. She will finish at Christmas time. Having worked with Karen at Uniting and also at Bolton Clark, I will miss her skills and knowledge and personal support immensely. She is also a fabulous team member at Sydney North Region, and we will miss her. Karen has done an exceptional job coordinating our CDC pilot and supporting the implementation of Vitalcare and Vocera as well as her many roles as an executive assistant. We will recruit another administration support for Aaron, Alice and myself. I will continue to work with the team to roll out and develop our CDC approach to care and services.

On a happier note, we will be starting a New Graduate Program in February in partnership with ACSA. This is an exciting way to bring a new team of registered nurses into our services who will be our Aged Care nurse leaders and clinical experts of the future.

### **Building Update**

We are expecting that the renovations in Thomas and Rosetta Agst will be completed by Christmas and that the Common Room on Level 6 of Rosetta Park will be completed.

Towers Projects are planning to complete their current retirement village unit renovations by 10<sup>th</sup> January.

Unfortunately, our storm remediation works are delayed due to a delay in supply of materials. We are negotiating with SEC about when they will be able to replace roofing guttering and downpipes and the courtyard outside Carise Place.

We have also contracted with Towers Projects to renovate another 5 retirement units starting in January.

### **Security**

We have realized through the past few months that we have had a number of visitors who have their own keys going in and out of our buildings without going through screening and showing vaccination certificates. As a consequence, we are issuing swipe cards to everyone with our new Quest security providers. If you don't have a swipe already, please talk to Aaron or Marie or Alice. We will be taking all the old swipes out of the system at the end of January and changing our key system early next year.



## **Gardens and Grounds**

Landscape enterprises have commenced doing up the gardens around the fountain outside Redleaf. When this is complete, we'll be focusing on new gardens for Thomas House and the front entrance to our property from Pacific Highway.

We have also contracted to put in automatic gates on our Pacific Highway, Wahroonga site. Anyone driving in from Pacific Highway or walking in the pedestrian entrance on Pacific Highway will need a swipe card. There will be a gate that automatically opens at our Ada Avenue entrance up past the Carise Car Park (it will not interfere with access to Rosetta Car Park, Staff Car Park or Carise Car Park). This means ambulances and fire trucks can get into our services with no need to have a swipe at the gate. Everyone will need a swipe to get out or request the gate be opened at an intercom.

The gates are expected to be installed in early February 2022. It will mean that we can reduce cars who use the property as a short cut or as parking to go to the village or neighboring properties will no longer be able to do so.

I'd like to thank everyone who has been part of our journey through 2021. We look forward to 2022 with optimism and a continuing commitment to provide an enjoyable place to live and to work.



Christmas Greetings from Bronwyn and family.

## News from Redleaf & Rosetta Park Rosetta Park

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All the staff at Redleaf Apartments would like to wish you all a very.....



The pre- Christmas lunch for Redleaf residents will be on Thursday 23<sup>rd</sup> December. Unfortunately, again this year due to Covid restrictions, we will not be able to invite family or friends to join us.

Rosetta Park will be going to Magpies Waitara for a Christmas lunch.

Take care and continue to be vigilant in your hand hygiene, social distancing and wearing a mask when in public places.

Kind Regards,  
Alice



May you have the gladness of Christmas  
which is hope;  
The spirit of Christmas  
which is peace;  
The heart of Christmas  
which is love. newyearchristmas.com





How does the moon cut his hair?  
Eclipse it.

Pastry chefs know that old age crepes up  
on you.

Why do seagulls fly over the sea?  
If they flew over the bay, they would be  
bagels.



### Christmas Bells

I heard the bells on Christmas Day  
Their old, familiar carols play,  
And wild and sweet  
The words repeat  
Of peace on earth, good-will to men!  
– **Henry Wadsworth Longfellow**

### White Christmas

I'm dreaming of a white Christmas,  
Just like the ones I used to know,  
Where the treetops glisten  
And children listen  
To hear sleigh bells in the snow.  
– **Irving Berlin**



### The Joy Of Giving

Somehow, not only for Christmas,  
But all the long year through,  
The joy that you give to others  
Is the joy that comes back to you;  
And the more you spend in blessing  
The poor and lonely and sad,  
The more of your heart's possessing  
Returns to make you glad.  
– **John Greenleaf Whittier**





*Our mission is to offer care of the highest possible standard consistent with the Christian commitment of U.P.A. and the expectations of society.*

**OUR VALUES:** *Compassion Respect Integrity Kindness Inclusiveness*

## **PHILOSOPHY OF AGED CARE**

*The United Protestant Association of NSW (UPA) is a Christian organization that aims to provide quality service and care. We believe that every person that we care for has the right to live at 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 or Philosophy of Care, we seek to make amends.*

## **CONTACT DETAILS**

THE **SYDNEY NORTH** DISTRICT OFFICE IS LOCATED AT  
1614 PACIFIC HIGHWAY WAHROONGA NSW 2076

Phone 02 9450 8300 Fax 02 9450 8371

United Protestant Association of NSW Ltd

ABN 71 050 057 620- 012

The Centres of Care within the Sydney North District are: -

### **On our main site (1614-1634 Pacific Hwy):**

**UPA Sydney North Administration:** Regional Manager Bronwyn Heard Ph. 9450 8300

**CDC Co-ordinator-** Karen Tebbet Ph. 9450 8300

**Thomas & Rosetta Agst Aged Care Service:** Care Manager: Aaron Renel

Ph. 9450 8320

**Rosetta Park Independent Living:**

Ph. 9450 8340

**Redleaf Serviced Apartments:** Care Manager Alice Mackay

Ph. 9450 8310

**Carise Place:**

Ph. 9450 8350

**Home Care Program:** Sydney District

Ph. 8197 9300

**And St Ermes Court:**

5 Isis Street, Wahroonga.

Ph. 9450 8300

**EDITOR Jennifer Martin.** If anyone has anything they would like to contribute, please feel free to either e-mail it to: [jennifer.martin@upa.org.au](mailto:jennifer.martin@upa.org.au) or forward to the office for inclusion in the next issue. It's your newsletter! *Newslink – the voice of UPA Sydney North*