

EMBRACING THE CHANGE FROM AUTUMN TO WINTER

LA VITA SWIAA

MAY 2024 | WINTER EDITION

A Message from the Residential Services Manager

Welcome to our Winter 2024 edition of Lavita

Hello to all our residents, families, and friends,

Welcome to our Winter Edition of Lavita as the chilly winter air surrounds us. Join us as we embrace the spirit of togetherness and resilience during these colder months. Let's stay connected, stay informed, and continue to support one another every step of the way. As always, our priority remains the health, comfort, and well-being of our cherished residents and their families. In this edition, we bring you essential updates, helpful reminders, and valuable insights to navigate the winter season confidently and warmly.

On the 12th of May, we commemorated International Nurses Day, a special occasion dedicated to honouring the invaluable contributions of nurses worldwide. On behalf of the management team at SWIAA Villages, we want to express our profound gratitude to all the nurses who tirelessly dedicate themselves to providing compassionate care to our residents. Your unwavering dedication, expertise, and kindness illuminate our home every day. Today and every day, we celebrate you and the remarkable impact you have on the lives of our residents and their families. Your commitment to excellence sets a standard of care that inspires us all, and we are truly grateful for your invaluable contributions to our home.

As we enter flu season, protecting yourself and your loved ones against influenza is more important than ever. We encourage all residents and staff members to schedule their flu vaccine appointments as soon as possible. Please contact one of our leadership teams for assistance or to book your appointment. As the temperature drops, it's essential to remain vigilant against the common cold, flu, and other seasonal illnesses. Please remember to practice good hygiene, wash your hands frequently, and avoid close contact with anyone who is sick. If you experience any symptoms of illness, please notify our staff immediately for assistance. A simple reminder for the visitors: to help protect the health and safety of our residents and staff, we kindly ask that you refrain from entering the facility if you are feeling unwell or experiencing any symptoms of illness. We appreciate your cooperation in helping us maintain a healthy environment for everyone.

We are pleased to announce that the recent COVID-19 outbreak in Gardens & Serenity has been successfully resolved. Thank you to the collective efforts of our dedicated staff and the cooperation of our residents and their families. We were able to contain the situation swiftly and effectively. We remain committed to maintaining the highest standards of safety and hygiene to ensure the well-being of everyone in our care.

At SWIAA Villages, we highly value your feedback and are committed to improving our services to better meet your needs and expectations. Many of you may have recently received surveys from our facility regarding the quality of care provided, either via Survey monkey, face to face or phone call. These surveys consist of two parts: the National Quality Indicator Program Survey, mandated by the Aged Care Commission and conducted quarterly, which captures feedback from all our residents or representatives, and the SWIAA Resident Satisfaction Survey, which captures feedback from 10% of our residents monthly. These surveys are essential tools for gaining valuable insights into your experiences and perceptions. Your feedback helps us identify strengths and areas for improvement, guiding our efforts to enhance the overall quality of care we provide. We understand that completing surveys can be time-consuming, and we appreciate your patience and cooperation. Your honest responses are invaluable in helping us understand your needs and preferences, and we are committed to using this feedback to drive positive change within our home. We would like to express our heartfelt gratitude to all the families and residents who took the time to participate in these surveys.

Thank you for reading our newsletter. If you have any questions or concerns, please don't hesitate to contact us. Together, we can continue to provide exceptional care and support to our aging community. Until the next issue...

Warm regards,

Joyce | Residential Services Manager



EACH NEW SEASON
BRINGS NEW
POSSIBILITIES

Welcome to SWIAA Villages

RESIDENTIAL AGED CARE & RETIREMENT LIVING IN THE HEART OF SOUTH WEST SYDNEY

LIFE AT SWIAA

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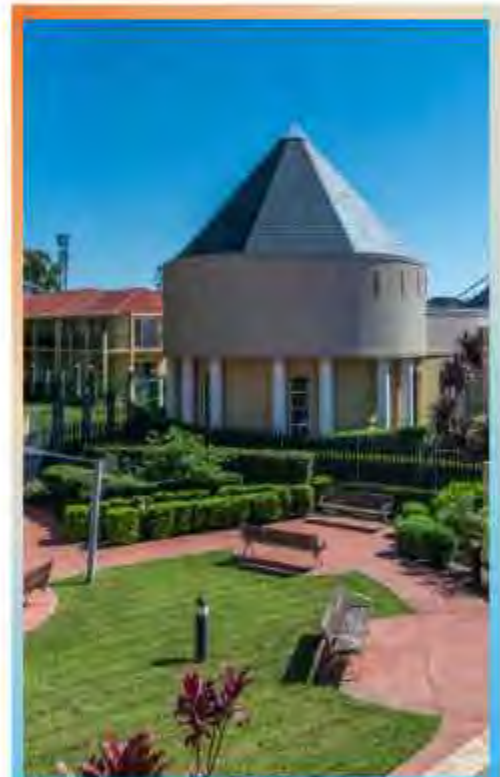
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Optimism is a happiness magnet.
If you stay positive,
good things and
good people will
be drawn to you.

MARY ELLEN KETCHUM

NEWSLETTER TEAM

"Just keep
moving
forward"

We hope that you will enjoy looking at the photos throughout this edition of your newsletter. We welcome any suggestions and feedback to further improve on this very important tool that takes a peek of what life is like at SWIAA Villages.

Latest newsletters are displayed in Reception. Friends and Families can collect it from Reception or go to SWIAA website: www.swiaa.org/newsletters/

Alla Prossimali
SWIAA Newsletter Team

FEEDBACK AND SUGGESTION INFORMATION



We Value Your Feedback and Suggestions!

At SWIAA, we believe that the key to growth and improvement lies in actively listening to our valued residents, representatives and staff. Your thoughts, suggestions, and ideas play an integral role in shaping our service. That's why we are excited to provide information regarding Feedback and Suggestion Box!

Located conveniently in our Reception area and Gardens entrance, our Feedback and Suggestion Box is an accessible and confidential platform designed to encourage open communication. We want to hear from you - whether it's a compliment, a concern, or a brilliant idea, your input matters to us.

How can you participate?

Visit our Reception area or Gardens entrance: The Feedback and Suggestion Box is located prominently in our Reception area and Gardens Entrance. Simply drop in and share your thoughts using the provided forms.

Confidentiality: Rest assured that all feedback will be treated respectfully and confidential. Whilst providing your name will provide an opportunity to seek further information, if required, we also understand that some may prefer to submit anonymous feedback.

Be Specific: When providing feedback or suggestions, try to be as specific as possible. Details such as areas of improvement will help us better understand your input.

Share Your Ideas: Don't hold back! Your suggestions may spark a creative solution that benefits all.

Your feedback is crucial in helping us deliver the exceptional experience you deserve. We appreciate your continued support and look forward to hearing from you soon.



Thank you for being a part of SWIAA family!

YOUR FEEDBACK MATTERS

SWIAA MUAL is committed to continuously improving the quality and safety of care and services we provide to residents. Through your feedback, we can better understand your experiences, identify what we are doing well and what we can do better.

**ACCESS FEEDBACK FORM BY
SCANNING QR CODE ON YOUR
MOBILE PHONES.**



How do you scan a QR Code?

1. Open the Camera app on your phone.
2. Hold your phone so that the QR code appears in view.
3. Tap the notification to open the link associated with the QR Code
4. After you generate the QR Code you can complete the feedback & complaint form then click SUBMIT.

At SWIAA, we uphold a commitment to ongoing enhancement. We are pleased to introduce a streamlined feedback system, empowering you to share your insights effortlessly. Simply utilize the provided QR code to provide feedback, whether suggestions for improvement or commendations you wish to convey. Your input is valued and contributes to our ongoing quest for excellence.



**When you need
an interpreter,
phone 131 450**



Arabic لغة عربية 131 450 (131 450)	Japanese 日本語 131 450 (131 450)	Serbian Srpski jezik 131 450 (131 450)
Chinese 普通话 131 450 (131 450)	Korean 한국어 131 450 (131 450)	Spanish Español 131 450 (131 450)
Dari پنجابى 131 450 (131 450)	Korean 한국어 131 450 (131 450)	Tamil தமிழ் 131 450 (131 450)
Farsi (Iran Persian) فارسی 131 450 (131 450)	Nepali नेपाली 131 450 (131 450)	Thai ภาษาไทย 131 450 (131 450)
Greek Ελληνικά 131 450 (131 450)	Pashto پښتو 131 450 (131 450)	Turkish Türkçe 131 450 (131 450)
Hmong Hmong 131 450 (131 450)	Russian Русский 131 450 (131 450)	Vietnamese Tiếng Việt 131 450 (131 450)
Italian Italiano 131 450 (131 450)		

www.tisnational.gov.au
24 HOURS A DAY, EVERY DAY OF THE YEAR



LIFESTYLE ACTIVITIES

We joyously commemorated Easter alongside our esteemed residents and their cherished family members on the 28th of March, featuring a delightful array of culinary delights, melodious music, lively dance, and an abundance of heartfelt affection.

Easter, a time symbolizing renewal and hope, holds profound significance for many, as it represents the promise of new beginnings. It was a privilege to gather together in celebration of these timeless values, fostering a sense of community and unity amongst all who participated.



LEST WE FORGET



SWIAA commemorated Anzac Day with our residents, families and staff, reflecting on the valor and sacrifice of our fallen heroes.

In fields of poppies, red as dawn's embrace, where whispers linger of a distant place, we stand in silence, hearts heavy, yet strong, Honoring heroes, their courage our song.

ANZAC spirits, bound by duty's call, through hardship, they stood, they gave their all. Their sacrifice echoes through time's embrace, their memory cherished, in every space. We pledge to remember, lest we forget, their bravery, a flame, undying yet.

On ANZAC Day, we gather as one, to honor the deeds that they have done. In quiet reflection, we solemnly pray, for those who fell on that fateful day.

So let us stand, united and true, in remembrance of the ANZACs, through and through. Their legacy lives on, in hearts that are free, forever honored.



MEXICAN PARTY

At SWIAA, we deeply value and embrace diversity. Witness our residents and staff coming together to celebrate cultural richness with lively Mexican music and cuisine.



MUSIC THERAPY



GARDENS WALKS



Take a peek at our residents having a great time with music! From listening to tunes, dancing to the beat to playing instruments, everyone's having a blast. And did you know? Music isn't just fun—it's good for you too! Studies show that music can reduce stress, boost mood, and even improve cognitive function. So let's keep the music playing and our spirits high!

As winter settles in, we find ourselves drawn even more to the warmth of the sun and the rejuvenating allure of garden walks. Joy of embracing these simple pleasures is all we need. Here's a glimpse of our residents soaking up the golden rays and relishing the crisp, fresh air. Let's cherish these moments together!

BUS TRIPS TO MARCONI CLUB, ST JOHNS BOWLING CLUB

These are some of the wonderful snapshots capturing our residents' joyous moments during an unforgettable bus excursion to the St. John's Bowling Club and Marconi Club. This outing offered a fantastic chance for our residents to forge lasting memories.

These are some moments captured during residents' daily activities. Activities are being conducted throughout the day. Missed out on the fun? Worry not! Join in the next one!

NEW ACTIVITY ALERT-BEAN BAG TOSS



Fun new game of bean bag toss was introduced for our residents, and they loved it! Check out the residents having a blast competing against each other.

BEAUTY SESSION



Check out these snapshots from our recent beauty session with the lovely ladies! Our Lifestyle team did an amazing job pampering residents and bringing smiles to their faces.

BIRTHDAY CELEBRATION



HAPPY 100 BIRTHDAY!

Dear Sofia Moncada,
I wish You Happiness and Fun on this Special Day!



HAPPY 100th BIRTHDAY

What a remarkable milestone! We are overjoyed to celebrate this incredible moment with our beloved resident Sofia Moncada. Journey of a hundred years is a testament to a life filled with wisdom, love, and countless cherished memories.

Catch a glimpse of our residents celebrating the Birthday of the Month in style! Is your birthday coming up this month? Get ready to join the fun and make unforgettable memories with us. Stay tuned for the upcoming celebration—it's going to be a blast!



PARACHUTE GAME

See snapshots of residents enjoying Parachute Games, Bingo, Balloon Tennis, and Magic Ball! ♦ These activities promote physical fitness, social interaction, and cognitive stimulation. Join the fun and celebrate staying active and connected!



BINGO



BALLOON TENNIS



MAGIC BALL

SPIRITUAL CONNECTION

Here's a glimpse of our residents partaking in spiritual activities such as Mass Service in Chapel, Virtual Mass Service, Holy Rosary, and Holy Communion. We deeply value our residents' spiritual connections, understanding that these moments offer more than just rituals—they provide solace, community, and a sense of purpose. Research shows that spiritual practice can enhance well-being, reduce stress, and foster a sense of community. Let's continue to embrace these meaningful moments together!



CARD GAME



These are some of the snap shots of residents during Card Game and Painting activity.



BALL GAME

PAINTING



WHAT'S NEW AT SWIAA

In our previous newsletter, we shared the exciting news of our forthcoming coffee shop opening. We are delighted to announce that the shop is now operational, welcoming guests every Wednesday from 9:30 am to 11:30 am. We extend a warm invitation to all to join us! Below are some glimpses capturing the enjoyment of cafe customers as they savor coffee and cakes at the café.



REMINDER- PARKING REGULATIONS



We would like to take this opportunity to remind all visitors of the designated parking regulations in front of Parkview Building. The car spaces in front of the Parkview Building are strictly designated for pick-up and drop-off purposes, as well as for ambulance and doctor parking only. It is imperative that these spaces remain available for emergency and medical personnel at all times.

If you are visiting your loved ones, we kindly request that you utilize alternative parking spots to ensure the smooth functioning of our parking facilities. This regulation applies seven days a week.

We greatly appreciate your cooperation and understanding in adhering to these parking guidelines. Let's work together to ensure the convenience and safety of all individuals accessing the building.

Thank you for your attention to this matter.

STAY CONNECTED WITH SWIAA VILLAGES

Don't miss out on the latest updates, heartwarming moments, and glimpses of joy from our community! Follow our Facebook page 'SWIAA Village' and be sure to hit that 'Like' button. By doing so, you'll stay in the loop with all the fun photos and videos featuring our beloved residents. Join our online community and share in the laughter, love, and special moments that make SWIAA Village truly exceptional!



SWIAA village

377 followers • 0 following

Welcome to SWIAA Villages Facebook Page. At SWIAA Villages - Residents are our priority.

Message

Following

THE STAFF ROOM

EMPLOYEE RECOGNITION CEREMONY HIGHLIGHTS

At SWIAA, we deeply value the dedication and hard work exhibited by our employees every day in delivering exceptional service. In acknowledgment of their unwavering commitment, we proudly hosted presentations for our Long Service Award recipients and recognized our Employee of the Month on March 22nd. These events serve as a testament to our belief in acknowledging and celebrating the outstanding contributions of our team members, fostering a culture of appreciation and excellence within our organization.



YIN LAI

**EMPLOYEE OF
THE MONTH
JANUARY**



**MARAL
IRMNEAK**

**EMPLOYEE OF
THE MONTH
FEBRUARY**



**SARA
STEC**

**EMPLOYEE OF
THE MONTH
MARCH**



STAFF TRAINING HIGHLIGHT

At SWIAA, we prioritize the continuous growth and development of our staff through regular training sessions. These trainings serve to refresh their existing skills while also providing valuable opportunities for further learning and advancement. Below are the highlights of the recent staff training sessions:



Training isn't just a box to check; it's an investment in our team's expertise and the quality of care we provide. By equipping our staff with updated knowledge and skills, we ensure that they are well-prepared to meet the evolving needs of our residents and uphold our commitment to excellence.

THE STAFF ROOM

NURSES DAY CELEBRATION



On May 13th, SWIAA commemorated Nurses Day with a heartfelt gesture towards our dedicated staff. We hosted a Pizza Party as a token of appreciation for the invaluable contributions made by our nurses in providing exceptional care to our residents.

At SWIAA, we hold great pride in the unwavering commitment and professionalism demonstrated by our employees. This event was a small yet significant opportunity for us to express our gratitude for their hard work and dedication.

As we continue to uphold our commitment to excellence in aged care services, we remain deeply grateful for the dedication and passion exhibited by our nursing staff.

Thank you for being part of the SWIAA community and for your ongoing commitment to excellence.



International
Nurses Day

May your care and kindness you give,
come back to warm your hearts.



THE STAFF ROOM

TEAM SPOTLIGHT



"Team Spotlight" is the segment where we will showcase the exceptional individuals within our team who have made a significant impact. Stay tuned as we highlight their interesting little-known facts and their contributions to our organization.

In this edition of our newsletter, we are thrilled to feature Employee of the Month-March, SARA STEC. Sara has been with SWIAA for 3 year, transitioning from Clinical Care Coordinator to Registered Nurse in between due to personal reasons. Her commitment, expertise, and unwavering dedication have significantly enriched SWIAA.

We extend our sincerest gratitude to Sara for her outstanding service.



**SARA
STEC**

What year were you born?
1982

What is your place of birth
I was born in Mozambique and migrated to Australia with my family in 1985.

Why did you decide to work in aged care?

Growing up I spent a lot of time with my grandmother, her sisters and brothers. I loved being around them and hearing all their wonderful stories they told. I have always felt that aged care would be more rewarding and wanted to give back to the generation who have given us so much.

What do you like most about working at SWIAA?

I like that I have established great relationships with the team I work with. I always feel supported by them.

Where is your happy place in Sydney?

My happy place is The Palace Tea room in the QVB. I have morning tea there almost every Wednesday with my husband and daughter. I love the history of the building.

What is something people don't know about you?

I have over 50 first cousins.

Your message to Residents and Staff?

"If you do what you love, you'll never work a day in your life".
Mark Twain.

WELCOME TO THE TEAM



OUR NEWEST TEAM MEMBERS APRIL-MAY

- Bindu Bhainato Registered Nurse
- Bibhusha Pant Registered Nurse
- Joytika Goundar PCW

We are glad to have you on board!

TO ALL STAFF

SWIAA expresses heartfelt gratitude for your unwavering dedication and outstanding efforts that continue to inspire and drive our collective success.



MESSAGE FROM AGED CARE QUALITY AND SAFETY COMMISSION



Australian Government

Aged Care Quality and Safety Commission

Dear aged care resident,

I am writing to you from the Aged Care Quality and Safety Commission. We are concerned that there is a big rise in the number of aged care residents who are NOT getting the COVID-19 vaccine booster shot when it is due.

There is still a lot of COVID-19 in the community. Outbreaks of the virus are currently increasing in aged care homes across Australia.

Old age is the biggest risk to becoming seriously ill with COVID-19. People living in residential aged care are particularly vulnerable to COVID-19 infections. Being up to date with your COVID-19 vaccinations gives you significant protection and reduces the risk of you developing a serious COVID-19 infection. Up-to-date vaccination includes having had a booster shot in the last 6 months.

The Australian Technical Advisory Group on Immunisation (ATAGI) are the leading experts on COVID-19 vaccinations in Australia. They advise that the main aim of COVID-19 vaccination is to reduce the risk of serious illness and death.

In February 2023, ATAGI updated their recommendations. They recommend that all adults 75 years and older should have an extra 2023 COVID-19 vaccine dose if it has been 6 months since their last dose. This advice is still correct for February 2024. The immunity you get from vaccination reduces over time. Boosters increase and maintain your immunity to COVID-19.

It is your decision to have the COVID-19 vaccinations and keep your boosters up to date. I strongly encourage you to think carefully about this. Getting vaccinated protects your own wellbeing and your fellow residents. Your aged care provider must help you to access vaccinations. Feel free to raise getting vaccinated with them and ask for their help.

Yours sincerely,

Janet Anderson, PSM Dr Melanie Wroth, MB
ES, FRACP Commissioner Chief Clinical
Advisor

Translated Version- Italian

Gentile residente,

Le scrivo dalla Commissione per la qualità e la sicurezza dell'assistenza agli anziani. Siamo preoccupati per il forte aumento del numero di residenti in strutture per anziani a cui NON viene somministrato il vaccino anti-COVID-19 quando previsto.

C'è ancora molto COVID-19 nella comunità. I focolai del virus sono attualmente in aumento nelle case di riposo per anziani in tutta l'Australia.

La vecchiaia comporta il rischio più elevato di ammalarsi gravemente di COVID-19. Le persone che vivono in strutture residenziali per anziani sono particolarmente vulnerabili alle infezioni da COVID-19. Essere aggiornati con le vaccinazioni contro il COVID-19 Le offre una protezione significativa e riduce il rischio di sviluppare una grave infezione da COVID-19. La vaccinazione aggiornata include l'aver ricevuto un vaccino di richiamo negli ultimi 6 mesi.

Il gruppo tecnico consultivo australiano sulle vaccinazioni (Australian Technical Advisory Group on Immunization - ATAGI) sono i maggiori esperti sulle vaccinazioni contro il COVID-19 in Australia e informano che l'obiettivo principale della vaccinazione contro il COVID-19 è ridurre il rischio di malattie gravi e di morte.

Nel febbraio 2023, ATAGI ha aggiornato le proprie raccomandazioni. Raccomandano che tutti gli adulti di età pari o superiore a 75 anni ricevano una dose extra di vaccino COVID-19 per il 2023 se sono trascorsi 6 mesi dall'ultima dose. Questo consiglio è ancora valido per febbraio 2024. L'immunità che si ottiene dalla vaccinazione si riduce nel tempo. Le dosi di richiamo aumentano e mantengono l'immunità al COVID-19.

È una Sua decisione sottoporsi alle vaccinazioni contro il COVID-19 e mantenere aggiornate le dosi di richiamo. La incoraggio vivamente a riflettere attentamente su questo. Vaccinarsi protegge il Suo benessere e quello degli altri residenti. Il Suo fornitore di assistenza agli anziani deve aiutarla ad accedere alle vaccinazioni. Ne parli pure con loro e richieda la loro assistenza.

Cordialmente

Janet Anderson, PSM Dr Melanie Wroth, MB ES, FRACP
Commissioner Chief Clinical Advisor

IMPORTANT CLINICAL INFORMATION

WORLD HAND HYGIENE DAY 2024

Let's share knowledge & stop the spread

WHY WASH HANDS?

- ✎ About 80% of infectious diseases are transmitted by unclean hands touching contaminated surfaces
- ✎ Organisms left on surfaces can survive for minutes, hours, days and even weeks depending on the organism, surface and environment
- ✎ Organisms multiply! A single bacterium can multiply into more than 16 million in 8 hours
- ✎ Hands come into contact with around 10 million organisms per day, and most people encounter roughly 60,000 organisms a day
- ✎ Humans are estimated to have approx. 1,500 bacteria living on each square centimetres of skin on their hands. Areas like under the fingernails and between the fingers often harbour more
- ✎ The average human touches their face 23 times an hour, risking infection transmission to eyes, nose and mouth
- ✎ Research has demonstrated that if everyone routinely washed their hands, a million deaths a year could be prevented
- ✎ The most common microbial contaminants from hands in health care include skin commensals and pathogens – MRSA, CDI, VRE, *E. coli*
- ✎ Unclean surfaces can harbour millions of organisms. Keyboards and related hardware have been found to have 24-100% proportion contamination. Portable medical equipment is a significant source of transmission, identifying at least 40 colonies on all items. Mobile phones are considered a hazardous microbial platform, housing bacteria, fungi, protists, viruses and bacteriophages.

HOW

- ✎ **WET** hands with running water
- ✎ **SOAP** your hands and lather up
- ✎ **RUB** all over your hands, between your fingers and thumbs for 20 seconds
- ✎ **RINSE** hands under running water
- ✎ **DRY** hands using paper towel

WHEN

Before:

- Entering or leaving a healthcare facility, clinic or personal environment (patient/resident/client room or home)
- Touching patient/resident/client
- Handling medicines
- Preparing/eating food
- Touching your eyes, nose or mouth
- Donning gloves

After:

- Removing gloves
- Blowing your nose, coughing or sneezing
- Going to the toilet
- Touching animals and pets including therapy animals
- Assisting another person with toileting/personal hygiene

THE 5 MOMENTS

1. **BEFORE** touching a resident
2. **BEFORE** a procedure
3. **AFTER** a procedure (or body fluid exposure)
4. **AFTER** touching a resident
5. **AFTER** touching a resident's surroundings





WHAT'S ON THIS MONTH

Your newsletter about SWIAA!

SPECIAL EVENTS

Upcoming Event

Residents & Representative Committee Meeting
28th June 2024

MEMBERS ONLY

Location:
Administration Building

Visit Our Facebook Page

@SWIAA Village
Reminders

- Please don't forget to check your mail.
- Please send resident's new clothes to laundry for labelling before use.



ITALIAN REPUBLIC DAY

7th June 2024
Gardens Dining Room
2:00pm onwards



NATIONAL SEWING MACHINE DAY

14th June 2024
Gardens Dining Room
2:00pm onwards



WORLD MUSIC DAY

21st June 2024
Gardens Dining Room
2:00pm onwards



BIRTHDAY OF THE MONTH

28th June 2024
Gardens Dining Room
2:00pm onwards



Give This A Go!



JIGSAW PUZZLE



QUOITS

Activities are in progress throughout the day. Join in the fun!
Let our Lifestyle Supervisor- Sandra know if any activity interests you.