



# Spring

## NEWSLETTER

# LA VITA SWIAA

SEPTEMBER 2024 | SPRING EDITION

## A Message from the CEO

Welcome to our Spring 2024 edition of Lavita

The warm weather has started to settle in, plants are flowering, and trees are filling with leaves. Spring is certainly a beautiful time of year.



On the 12th September 2024, the proposed Aged Care Act had secured bipartisan agreement during the Parliamentary sitting. The Government is working toward the new act becoming effective from July 2025.

The new act needs to pass through the Senate and work on the subordinate legislation must take place. The subordinate legislation has also been referred to as the "Rules". The rules will make up the detail of the Act, and the requirements that must be met to satisfy compliance requirements.

On 12th March 2024, the Aged Care Minister Anike Wells also publicly released the final report of the Aged Care Taskforce. The Taskforce was established to address the aged care funding arrangements, recognizing the evolving landscape of aged care, and the increasing demand for aged care services due to an ageing population.

Coinciding with bipartisan agreement being reached on the new Aged Care Act, on the 12th September 2024, the Government also released its response to the Aged Care Taskforce Report.

Works in progress:

There has been significant preparation in readiness for the works in the production kitchen to take place. The works are nearing completion and from all reports, there was no impact on the quality of food produced.

The cooking environment in the temporary kitchen was smaller, which also required more frequent deliveries, as we had much less storage space. This created a great deal of extra work, however the catering team were not fazed by this, and embraced the challenges.

I would like to thank all staff involved, in particular Karun Kadel and his fabulous Catering Team for their hard work and support to see this project through, and Damian Bourke our Maintenance Supervisor, in coordinating the builder and the refurbishment project.

Thank you to all our stakeholders for your continued support.

Godwin D'Amato  
Chief Executive Officer



# THERE ARE ALWAYS FLOWERS FOR THOSE WHO WANT TO SEE THEM

## A Message from the Residential Services Manager

Dear Residents, Families, and Staff,

As we embrace the warmth and vibrancy of spring, we are reminded of the beauty this season brings. I want to extend a heartfelt welcome to our new residents and their families and staff member. We are thrilled to have you join our home and look forward to getting to know you better. Together, let us make this spring a season filled with warmth, joy, and new friendships. In this spirit, we have some important updates and reminders to share with you.



We have successfully closed the COVID-19 outbreak in the Gardens. This achievement is a testament to our collective efforts and adherence to safety protocols. However, it is crucial that we continue to stay vigilant. We kindly remind all visitors to refrain from coming to the facility if you exhibit any signs or symptoms of flu. Your cooperation helps us maintain a safe environment for everyone.

We are pleased to announce that we have reviewed and made improvements to the staffing levels in both Parkview and Gardens to better support our residents. We are optimistic that adding more staff and support will enhance the quality of care for our residents.

- **Shift Extensions:** Beginning September 16th, all short shifts in the AM and PM will be extended by 1 hour.
- **CERT IV (Medication staff):** We have added a CERT IV position in the Gardens during the afternoon. Consequently, the CERT IV currently placed in Parkview will remain there to further assist the staff in that area.
- **Night Shift Support:** We will be adding an Enrolled Nurse to the night shift, Monday through Sunday. Please note that we are still in the process of recruiting for this position and will provide updates as they become available.
- **Support RN:** A Support RN will be available in both Parkview & Gardens to assist the Clinical Care Coordinator and Registered Nurses on the floor.

## Respect and Conduct

I want to remind everyone of the importance of maintaining respect for our staff members. Inappropriate, unreasonable or disrespectful behaviour will not be tolerated. We have a zero-tolerance policy in place, and any visitor engaging in such behaviour will be asked to leave the facility immediately. If you have concerns regarding staff members or any other issues, please reach out directly to me or the Clinical Care Coordinator (CCC). We are committed to fostering a respectful and supportive environment for everyone.

## Kitchen Renovation Appreciation

I want to express my deepest gratitude to our maintenance officer, care staff, and especially the Catering team for their outstanding teamwork and dedication throughout the recent kitchen renovation. Their teamwork was vital in ensuring we continued to provide excellent service and support for our residents during this transition.



# TO CARE FOR THOSE WHO ONCE CARED FOR US IS ONE OF THE HIGHEST HONORS

## Message Continues..

### Update on Restrictive Practices

Some of you may have received an email from me regarding the review of guardianship orders related to restrictive practices. If your loved one is subject to environmental, chemical, or mechanical restrictive practices, the enduring guardian must have the specific function to oversee these practices. Please review the documentation I sent carefully, as it explains the reasons, procedures, and necessary actions involved.

If you have any questions or need further clarification, please do not hesitate to contact one of the leadership team members. We are here to assist you in navigating this important process.

### Laundry Services

I want to address a recent concern regarding our laundry services. We have received some feedback and complaints about the laundry process, and we understand that clarity is essential.

To help address these concerns and provide a better understanding of how our laundry services work, we have included a "Laundry Service Provider FAQs" section in this newsletter. We encourage you to read through this information to familiarize yourself with our procedures and guidelines.

### Food Satisfaction Survey Outcome

As part of our ongoing commitment to improving our services, we recently conducted a Food Satisfaction Survey. One key concern that emerged from the feedback was that some residents and their families were not aware of the option to request a substitute meal such as sandwich, salad, or grilled fish if the daily menu did not appeal to them. To make use of this option, communicate your request to our care staff or RN, who will be more than happy to accommodate your preferences.

Overall, the July Food Satisfaction Survey's feedback was positive. In collaboration with the Chef, the management team will continue to actively seek feedback from residents and their representatives during Food Focus Meetings and Resident Meetings to enhance the dining experience at SWIAA.

Thank you for your attention to this matter and for your continued support.

Warm regards,  
Until the next issue...  
Joyce Labayno  
Residential Services Manager



# Welcome to SWIAA Villages

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

## LIFE AT SWIAA

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Enjoy the fun activities! Cross words and colouring.

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#### WHAT'S ON THIS MONTH

Special events calendar for the month.



"Live Like It Is  
Always Spring.  
Renewed,  
Refreshed"

### 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 in our email [admissions@swiaa.org](mailto:admissions@swiaa.org) 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/](http://www.swiaa.org/newsletters/)

Alla Prossima!  
SWIAA Newsletter Team



# LIFESTYLE ACTIVITIES

## GARDENS WALKS



With the arrival of spring, our residents have been making the most of the beautiful weather by spending time outdoors. We've been taking advantage of the season with peaceful garden walks and musical sessions, allowing everyone to enjoy the sunshine, fresh air, and the vibrant blooms. The perfect weather and serene surroundings have made these garden walks a refreshing and uplifting experience for all.



Not just that, the residents have also been enjoying ball games in the gardens, adding an extra layer of fun and activity to their outdoor time. These moments of play have brought smiles and laughter, making the spring season even more delightful.



# DAD

YOU'RE THE  
Greatest  
all time

On 30th August, we gathered to celebrate Father's Day, honoring all the father figures in our lives who have always provided love, support, and a sense of security. The event featured a delightful BBQ, accompanied by music from Graziano and lively dancing with our residents, staff, and families. We concluded the day with an exciting lucky draw and gift distribution, adding to the festive atmosphere. The celebration was a wonderful success, with everyone enjoying the festivities. We're already looking forward to the next gathering!







On 19th July, we hosted a vibrant celebration in honor of Bastille Day, a significant French national holiday that commemorates the spirit of liberty, equality, and fraternity. Our residents thoroughly enjoyed the festivities, which included themed decorations, French-inspired cuisine, and engaging activities that reflected the rich cultural heritage of the day. The lively atmosphere was enhanced by music and dancing, with both residents and staff fully immersing themselves in the celebration. It was a joyful occasion that fostered community spirit and created lasting memories for everyone involved.



# SCENIC BUS TRIP AND MARCONI CLUB OUTING



We are delighted to share some wonderful snapshots capturing our residents' joyous moments during an unforgettable scenic bus trip and Marconi Club outing. This event provided a fantastic opportunity for our residents to create lasting memories and enjoy a day filled with fun.

**GO! Stallions!**

## BEAN BAG TOSS



## NEW PUZZLE GAME ALERT







# BIRTHDAY OF THE MONTH



As part of our cherished tradition, we celebrated our residents' birthdays this month. These celebrations offer a special opportunity to honor our residents and show our love and care for each individual. It's a heartfelt occasion where we come together to make their day memorable. Join us in celebrating these special moments that highlight the warmth and connection within our community.

## PARACHUTE GAME



## BALLOON TENNIS



See snapshots of residents enjoying Parachute Game and Balloon Tennis 🎈. These activities encourage physical fitness, foster social engagement, and stimulate cognitive abilities.

Here are some snapshots from our residents' daily activities, which are conducted throughout the day. Missed out on the fun? Don't worry! Join us for the next activity and be part of the excitement!



# SPIRITUAL CONNECTION



Here's a look at our residents engaging in spiritual activities such as Mass Service in the Chapel, Virtual Mass Service, Holy Rosary, and Holy Communion. We recognize the importance of nurturing their spiritual well-being, as these moments offer comfort, connection, and a sense of purpose. Studies show that spiritual practices can improve well-being, alleviate stress, and strengthen community bonds. Let's continue to embrace these enriching experiences together!

## Something for Everyone: Daily Activities for All



CROCHET



EXERCISE



PAINTING



PET THERAPY



HOI CARD GAME



QUOITS



1:1



OUTINGS

We offer a wide range of activities throughout the day, including Hoi card games, painting, exercise, crochet, and more. There's something for every resident to enjoy, ensuring everyone can find an activity that suits their interests.



## NEW ACTIVITY-GARDENING



We're excited to introduce a new gardening activity for our residents. In the morning, they enjoyed planting a variety of herbs, tomatoes, capsicums, and strawberries. It was a rewarding and fun experience for all, as they got their hands dirty and nurtured new growth in the garden.



### SWIAA village

377 followers • 0 following

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

Message Following

## 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!

## VACANCY AT INDEPENDENT LIVING UNIT

SWIAA RETIREMENT VILLAGE currently have Independent Living Unit-Villa available for occupancy. Our Village has been carefully designed to maximize and enhance wellbeing and independence. We offer range of onsite amenities including hairdresser, community centre, village bus and more.

### FEATURES

- ✓ 2 bedrooms
- ✓ 24 hrs emergency call system
- ✓ Social and recreational activities available

### FOR ENQUIRIES:



9426 1477



[www.swiaa.org](http://www.swiaa.org)



[admissions@swiaa.org](mailto:admissions@swiaa.org)

**BOOK A TOUR TODAY!**





## VILLAGE AWARENESS PROGRAM



On August 9th, we conducted an awareness program for the residents of the village, hosted by Maintenance Manager Damian and Village Coordinator Leonie. The session focused on educating the community about proper waste disposal practices. We are pleased to report that the residents responded positively, noting that the program was both informative and valuable.

## UNCLAIMED CLOTHES



We have accumulated a significant number of unlabeled clothes in the Laundry. To facilitate identification, we will be displaying these items from October 4th to October 18th in Hairdresser's Office. We encourage resident representatives to review the items for any missing clothing belonging to the residents.



Starting in November, we will hold monthly display sessions on the first weekend of each month. Any unclaimed items will be donated following the display period. From November the display of clothes will be separated. For Parkview residents, the display will be located in front of the Parkview Ground Floor Nurse Station. For Gardens residents, the display will be located in the Hairdresser's office.

## SWIAA VILLAGE UPDATE

Work has begun to remove the old green bollards from around the village and this will continue over the next couple of months.

A couple of works are underway in the Administration Building. As previously reported, a new access point at the rear of the building has been constructed and just needs finishing touches, as well, a wall has been built in the downstairs area to cordon off electronic equipment from the rest of the space. This makes for a much neater downstairs area.

We remind you that if any maintenance or garden work is required, we request that you advise Reception so that a Maintenance Form can be completed, rather than ask the gardener. This will enable us to keep a written record and ensure that all requests are attended to in a timely manner.



## QR CODES FOR HAZARD REPORTING AND FEEDBACK



## YOUR FEEDBACK MATTERS

SWIAA VILLAGE is committed to continually 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.

## Staff Suggestion &amp; Feedback Form

SHARE YOUR  
IDEAS!!!



SCAN THE QR CODE TO PROVIDE  
SUGGESTIONS AND FEEDBACK.  
YOUR INPUT HELPS US IMPROVE  
AND CREATE A BETTER WORKPLACE  
TOGETHER.

As mentioned in our previous newsletter, we would like to remind all staff and visitors to continue utilizing the QR codes for hazard reporting and feedback. This initiative was introduced to streamline the process of reporting incidents, sharing suggestions, and providing valuable feedback on residents' experiences. By using the QR codes, you help ensure that concerns are addressed efficiently and effectively.

QR Code Locations:

- Notice Board
- Nurses Station
- Staff Room

Purpose of QR Codes:

1. Hazard Reporting: Report any potential hazards or safety concerns promptly using the QR Code provided.
2. Staff/Visitor Incident Report: Use the QR Code to easily submit incident reports involving staff or visitors.
3. Staff Suggestion Feedback Form: Please share your valuable suggestions and ideas for improving our workplace environment or processes.
4. Residents Feedback and Complaint Form: Residents and their families can use the QR Code to provide feedback or raise concerns.

REPORT  
INCIDENT  
PROMPTLY!!!

Scan the QR code to report any staff or visitor incidents swiftly. Your quick action helps maintain a safe environment for all.  
Thank you for your attentiveness!

REPORT WORK  
HAZARD EASILY!

Your safety matters. Use our QR code to report any work hazards instantly. Scan now and ensure a safer workplace for all.



Thank you for helping us keep  
our workplace safe!

## How to Use:

- Open your phone's camera app.
- Point it at the QR Code displayed in the designated areas (Notice Board, Nurses Station, Staff Room).
- Click on the link that appears to access the respective form.
- Fill out the necessary details and submit.

We encourage everyone to utilize these QR Codes to contribute to our ongoing efforts to enhance safety and service quality. Your participation and feedback are crucial in improving our workplace and resident care.

If you have questions or need assistance using the QR Codes, please contact the management team.



Alternatively, you may continue to use the Feedback and Suggestion Box, conveniently located in our Reception area and at the Gardens entrance.



# 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, we are proud to spotlight our Employee of the Month for May, Beverly Albaniel. As a Registered Nurse in Parkview, Beverly has been with SWIAA for nearly a year, consistently demonstrating exceptional commitment and dedication. Her contributions have significantly enhanced the quality of care at SWIAA, and we are deeply grateful for her outstanding service. Congratulations, Beverly, and thank you for your unwavering support and hard work!



Beverly  
Albaniel

### What is your place of birth

I was born in 1987, Year of the Rabbit 🐰

### What is your place of birth

My place of birth is in a small city called Tabaco City in Philippines. I migrated to Australia from the Philippines in 2019.

### Why did you decide to work in aged care?

I decided to work in the aged care industry because I like being around with the elderlies, they are full of wisdom and knowledge. I like taking care and looking after them just like my own grandparents.

### What do you like most about working at SWIAA?

What I like most about working at SWIAA is the harmonious environment that we have, great teamwork, and a lot of support. I like spending time with our lovely residents and putting smile on their faces whilst also looking after them of course.

### Where is your happy place in Sydney?

My happy place in Sydney is La Perouse, the view and the vibes are just relaxing plus the picturesque sunset!

### What is something people don't know about you?

One thing people don't know about me is that I'm scared of animals, especially the spiders!

### Your message to Residents and Staff?

To the staff, thank you for your hard work and for everything that you do for all our residents.

To the residents, it is my pleasure to look after and provide care for you. Thank you!

## WELCOME TO THE TEAM



### OUR NEWEST TEAM MEMBERS

- ELAA AL-KHAMISY - Payroll/HR Coordinator - 29/07/2024
- (Francis) VINH HIEN NGUYEN – Volunteer- 21/08/2024
- JOTISHNA KUMAR- Personal Care Worker - 03/09/2024
- RUSHA KUNWAR - Registered Nurse- 06/09/2024
- SADHANA KHATRI – Personal Care Worker- 10/09/2024
- SANDHYA SREE MALLEBOYINA - Registered Nurse - 11/09/2024
- SRIJANA REGMI – Registered Nurse - 16/09/2024
- ARJEL HILOT – Registered Nurse - 16/09/2024

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.

**THANK  
YOU!**



# THE STAFF ROOM



## Celebrating 1 Year with Joyce, Residential Services Manager

Happy 1-year anniversary to Joyce, our Residential Services Manager! In just a short time, Joyce has demonstrated exceptional leadership, fostering a positive and supportive environment for both residents and staff. Her dedication to enhancing the quality of care and creating a sense of community has made a lasting impact on our aged care services. We are grateful for her guidance and vision, and we look forward to many more years of continued success under her leadership. Congratulations, Joyce!

## Honoring Service At SWIAA



On 29th August, we bid farewell to our wonderful maintenance staff member, Ezio, as he steps into retirement. Known for his tireless work ethic and dedication, Ezio has been a cherished member of our team, earning the admiration and respect of residents, staff, and representatives alike. His commitment, along with his friendly and humorous nature, will be greatly missed. We extend our heartfelt gratitude to Ezio for his many contributions over the years and wish him all the best in his well-deserved retirement.



On the 16th of July, we bid a heartfelt farewell to our dedicated Roster Coordinator, Kristeena Hughes. Over the past three years, Kristeena has been an integral part of SWIAA, collaborating with nearly every member of staff in her tireless efforts to coordinate and fill shifts. Her hard work, dedication, and unwavering commitment have left a lasting impact on the organization.

We extend our sincere gratitude to Kristeena for her remarkable contributions to SWIAA. Her efforts have not gone unnoticed, and she will be greatly missed.



# THE STAFF ROOM



## AGED CARE EMPLOYEE DAY



On Wednesday, August 7th, we had the pleasure of celebrating Aged Care Employee Day, a special occasion dedicated to acknowledging the hard work and commitment of all our staff. From our nurses and personal care workers to our allied health professionals, lifestyle coordinators, hospitality teams, laundry and cleaning staff, and administrative personnel—every member of our team plays an essential role in delivering exceptional care and support to our community.

To express our appreciation for their tireless dedication, SWIAA hosted a Pizza Party, bringing everyone together for a day filled with camaraderie, gratitude, and celebration. It was a wonderful opportunity to reflect on the invaluable contributions of each team member and make the day even more memorable.

We thank each and every one of you for your hard work and commitment in making a difference in the lives of those we serve.

## Dementia Training for Staff



On 13th August and 3rd September, we hosted specialized dementia training sessions titled "Meaningful Engagement." The focus of these sessions was to provide our staff with practical tools and strategies for managing residents with challenging behaviors, ensuring a more personalized and compassionate approach to care. The training emphasized understanding the underlying causes of such behaviors and fostering meaningful interactions that enhance the well-being of our residents.

We are pleased to report that all staff found the training highly beneficial and felt it enhanced their ability to provide compassionate and informed care. This initiative is part of our ongoing commitment to providing the highest quality of care for our residents, and we look forward to continuing to invest in the professional growth of our team.



## Laundry Service Provider FAQs

### 1. WHEN ARE COLLECTIONS AND RETURNS COMPLETED?

- Care staff collect dirty personal garments from rooms and deliver them to set laundry collection points daily, after which laundry contractor staff become involved and begin the laundry process.
- Dirty clothing is not collected on-demand or as it appears.

### 2. WHAT IS THE REGULARITY OF LAUNDRY WASHING?

- The on-site laundry function is operated as a commercial service, processing thousands of kilos of laundry each week.
- The service runs throughout the week, including significantly reduced hours on weekends.

### 3. HOW LONG DOES IT TAKE FOR AN ITEM TO BE RETURNED ONCE IT IS SUBMITTED FOR WASHING?

- Laundry staff will endeavour to have laundered clothing returned within 48 hours.
- However, where weekend hours are limited or where a high volume of infectious washes need to take priority, there would be further delays.
- For example, garments sent to the laundry on Friday afternoon may not be returned until the following Monday or Tuesday.

### 4. HOW ARE THE ITEMS WASHED, DRIED AND CARED FOR?

- Due to the commercial nature of the laundry and strict requirements to adhere to government infection control regulations, all garments are machine-washed and tumble-dried without exception. Detergents are also pre-dosed into machine wash programmes (set by the chemical supplier) in accordance with these regulations.
- This means that delicate/woollen items presented to the laundry will be machine-washed and tumble-dried alongside other clothing.
- Please ensure that the resident and/or care staff have checked washing instructions on all items before they are presented for processing – laundry staff cannot do so once received in bags.

### 5. WHAT HAPPENS IF GARMENTS ARE DAMAGED?

- Again, given the commercial nature of the laundry and regulatory requirements, garments will be washed together and dried with other pieces of varying materials and finishes. All items are required to go through the same process to comply with all laundry standards, infection control regulations and aged care requirements, as well as to manage volumes effectively.
- The contractor cannot accept any liability for garments damaged as part of regular commercial laundry process – and especially so if warnings about suitable garment fabrics/materials are not followed.
- Furthermore, if there are woollen/delicate items in a resident's garment rotation and these are deemed by care staff to require an infectious wash (i.e. sent to the laundry in a sealed alginate bag), we will similarly be required to wash these items in accordance with infection control protocols, regardless of finish/fabric.

### 6. CAN GARMENTS BE IRONED/PRESSED?

- Ironing is not part of a commercial laundry operation. Garments are folded after they have been tumble-dried.

### 7. WHY IS THERE MISSING CLOTHING? WHY ARE ITEMS NOT BEING RETURNED TO THEIR OWNER CORRECTLY?

- There are several factors that can cause laundry items to go missing and/or not be returned directly to the owner:
  - We have our own proven labelling system and approach (see next question) to ensure garments are effectively labelled. However, we often come across a large quantity of unlabeled or inadequately labelled items.
  - These usually have not been submitted for labelling prior to washing or are 'labelled' personally with laundry/textile markers which do not stand up to the rigours of a commercial laundry service.
  - In those cases where garments are not labelled or not labelled correctly, they are returned to the area from which they were collected for identification by care staff with affected residents. As laundry staff do not know the residents, they aren't involved in this process.
  - However, even with labelling, garments can be misplaced from time to time or incorrectly bagged in rooms. While we hope such instances will be rare, please flag with care staff who will work with the laundry services provider to investigate and address ASAP.

### 8. HOW DOES LABELLING WORK?

- Arrangements for labelling should be made prior to a resident's arrival or on the day of their arrival. For current residents bringing new clothing into the facility, they should also follow the below process prior to wearing/washing clothing.
- Labelling should be arranged at reception or with the assistance of care staff. A clothing labelling form is needed.
- New garments must be presented along with this completed labelling form, which is necessary for clothing to be labelled correctly.
- The form serves to both identify the owner/garment and ensure the correct information is included on the label.
- Labels are printed and attached to garments by laundry contractor staff using a special applicator at high temperatures, generally to the inside of collars, rear of waistbands or inside tops of socks.
- If a resident or their family wishes to personally label clothing, the only acceptable alternative is to use machine-sewn labels, which should be securely attached to prevent curling. Laundry/textile pens and iron-on labels will fade and come off in time, and as such should not be used.

### 9. HOW REGULARLY ARE LINEN/TOWELS CHANGED?

- While this differs from facility to facility, best practice calls for weekly bed linen and towel changes.
- The facility is responsible for maintaining par levels to support the agreed wash/change frequency.



# THE BRAINY BUNCH



## Spring



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



BIRDS  
 BLOSSOM  
 BUGS  
 BUNNY  
 BUTTERFLY

CALF  
 CATERPILLAR  
 CHICKS  
 FLOWERS  
 FROG

GARDEN  
 GRASS  
 HATCH  
 INSECTS  
 LADYBUG

LAMB  
 NATURE  
 NEST  
 RABBIT  
 ROBIN

SNAIL  
 SPRING  
 SPROUT  
 TULIP  
 WORM





# SPRING 2024 COLORING







# WHAT'S ON

Your newsletter about SWIAA!

## SPECIAL EVENTS

### Upcoming Event

Residents and Representative Meeting

11th October 2024

Location: Board Room  
Committee Members Only

### 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.



#### WELCOME NEW RESIDENTS AND BIRTHDAY OF THE MONTH

Welcome

27th Sept 2024

Gardens Dining Room

2:00pm onwards



#### WORLD SMILE DAY

4th October 2024

Gardens Dining Room

2:00pm onwards



#### IT'S MY PARTY DAY

11th October 2024

Gardens Dining Room

2:00pm onwards



Chocolate Cup Cake Day

#### CHOCOLATE CUP CAKE DAY

18th October 2024

Gardens Dining Room

2:00pm onwards



#### WELCOME NEW RESIDENTS AND BIRTHDAY OF THE MONTH

25th October 2024

Gardens Dining Room

2:00pm onwards



### Give This A Go!



COLORING



GARDENING



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