

THE VILLAGE NEWS



ALLAMBIE HEIGHTS
Village Ltd.

Retirement Village



ALLAMBIE HEIGHTS
Village Ltd.

Residential Aged Care Facility



William Charlton Village

Retirement Village

September 2021

Allambie Heights Village Ltd.

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The Village News is Back!

It's good to be back after many months of communicating in different ways but mostly by email with photo attachments. As you are all aware, we have tried our very best to keep everyone updated as best we can and most importantly our residents and relatives.

Fortress Allambie 500

On 14 August 2021, 'Fortress Allambie' achieved having zero cases of COVID-19 and zero cases of Flu among the residents of our residential aged care facility over a recorded period of 500 days. That's counting from when we installed our 'Fortress Allambie, Caring for our Residents' banner, so we have been going for a lot longer.



'Fortress Allambie 500', 14 August 2021'

My personal thanks to all our Company staff, an amazing group of people dedicated to using their skills and knowledge to protect and care for our residents. I thank our volunteers too, so many of them could not attend to their tasks in our residential aged care facility due to Government directed Elevated Restricted and Restricted Access periods.

I thank our residents' relatives for their support of our work and for their kind and welcomed emails and cards to acknowledge us and the additional tasks that we have had to be involved in without the assistance of our entertainers, hairdresser, contractors, churches and visits by family and friends. We have been stretched in so many ways since February 2020 and the emergence of the Global COVID-19 Pandemic.

We have been resilient, we have adapted and we have survived.

It's been all about people, our people

And so too, have our residents who have been challenged in different ways during their lifetimes and lived through important historical periods. They have spoken openly to our staff about their resilience and they are a shining light to us all, thank you.

I pay tribute to our COVID-19 Action Team which began meeting around late February 2020 when COVID-19 had just begun to emerge across the world. This team has met weekly, regularly throughout the week, daily and on multiple occasions throughout the same day when needed. On some occasions, it was a seven-day exercise which included Christmas Day and other days of festivity for the average Australian. We have listened to hundreds of announcements by politicians and read many thousands of emails and pieces of information from Governments and Health Officers, absorbed the directives about safety and disseminated important information and messages to our residents, staff, relatives, volunteers, contractors, members and directors. We have listened to our residents and their relatives.

Leadership is essential in times of peace and in times of war and certainly in times of crises

I thank our registered nurses and management for their contribution and our new Facility Manager Gloria Stewart who joined the Action Team. Together, we can be proud of the leadership and direction that we have provided during testing and difficult times.



COVID-19 Action Team

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Get Tested, Get Vaccinated, Get Safe, Stay Safe!

The Government message has been clear, we all need to get vaccinated in order to protect each other and to re-open our communities. In March 2021, we had our COVID-19 Clinic when the residents of our Allambie Heights Village Residential Aged Care Facility, were vaccinated. The level of support from our staff to be vaccinated too, was overwhelming. Unfortunately, we were not prioritized as we had expected as Category 1A essential personnel. But that did not stop us and we persevered with locations and appointments to ensure that we could be vaccinated. The level of confusion that was in the media was concerning for many Australians.

Then the Federal Government announced that all staff in residential aged care facilities had to receive the first dose of a COVID-19 vaccination by 17 September 2021 to be permitted to continue working. I confirm that there has not been a hesitancy about getting the vaccination from staff of our Industry but there certainly has been a huge amount of inefficiency and miscommunication from civil servants, Government and Health Teams.

On 23 August 2021, we beat our own target and 100% of our staff have received their first dose of a COVID-19 Vaccination.

We did our own modelling and targeted for 100% of our staff to receive their first COVID-19 Vaccination by 8 September 2021, ahead of the Government's deadline.

On 23 August 2021, we beat our own target and 100% of our staff have received their first dose of a COVID-19 Vaccination. Thank you again, all staff for your dedication and commitment to our residents, to each other as colleagues and to our wider communities. On 13 September 2021, all our staff will be fully COVID-19 vaccinated, a target achieved, beyond NSW and all National targets for vaccinations. And it is over to all the relatives and friends of our residents to do the same, Get Tested, Get Vaccinated, Get Safe, Stay Safe!

The Reason we are here

Christmas in July 2021! Another great colourful event, the food was delicious as always and staff joined in all the fun. An immense thanks to Cathy Higginson, our Recreational Activities and Volunteer Coordinator for her leadership in arranging this.



Mary and John, Christmas in July

We continue to meet with our residents to discuss any concerns that they may have and we update them of important news and events. There are many one-to-one conversations between staff and residents which we encourage to take place and in doing so, we listen to their fun stories and to their worries too.



Helen and Doug

We have spent many hours over many months arranging resident contact with family members and friends, supporting visits when it was possible to do so and contact by phone when visiting restrictions occurred.

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'Christmas in July'

We look forward to the future months. It is a pleasure to be part of our team of staff and to be providing quality care to our residents.



'Legs Up! Exercising with Rachel, Physiotherapist'

Allambie Road, 'No Parking' Restrictions

Council has responded to resident and staff safety concerns about multiple boat trailers parking at the section of Allambie Road opposite 3 Martin Luther Place. Council wrote to local residents with a concept plan and invited submissions to indicate support or non-support for 'No Parking' Restrictions, closing date, 3 September 2021. The matter may then be raised for consideration at Council's Local Traffic Committee. Management supports this initiative.

12 Years in a row of 'A' Class Catering

Yes, another 'A' Classification for our Catering Services. In early April 2021, the 3rd Party Food Audit on behalf of NSW Food Authority, was completed. Led by Chef Manager James Boyes & Area Manager Andrew Haskett, the kitchen team performed well in scoring another 'A' Rating, the 12th year in a row and

since commencement of such audits. The Catering Team were greatly supported as always, by our Maintenance Team.



Ciarán, Belinda and Chef Manager James, 'A' Class!

Retirement Village Residents

My thanks to the Retirement Villages' Team who have kept our retirement village residents updated on COVID-19, in supporting them and in assisting them through all of this. And thank you to all our residents for looking out for each other. We have witnessed wonderful acts of kindness and great neighbours.

We welcome our newest residents to William Charlton Village and to Allambie Heights Village and we thank you for choosing to join our communities and to making them great living communities!



Sue and Merrilyn

Masks on!

Please ensure that you wear a mask at all times around the Villages, maintain social distance of 1.5 metres and avoid sitting with others unless you have designated one other person to be 'in your bubble'. Please keep up to date with NSW Health Directives.

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Welcome Gloria, Facility Manager



Gloria Stewart, Facility Manager

It was a pleasure to announce in July 2021 the appointment of Gloria Stewart as our Facility Manager of Allambie Heights Village Residential Aged Care Facility. Gloria commenced on 12 July.

Gloria comes to us with extensive experience in Aged Care, initially in Colombia where she graduated with a Bachelor of Nursing in 2003 and worked in community and acute nursing before being a nurse advisor with Pfizer, South America. She has worked in registered nurse roles in residential aged care facilities in Australia since 2006 progressing to management positions including being a Facility Manager with larger RACF Operators. Living locally on the Northern Beaches, we are very happy to welcome Gloria to our team.

Congratulations to Belinda Donkin who was promoted as Deputy Manager following her excellent tenure as Acting Facility Manager when she so ably took on the position in early 2021. They are joined by Celia Manongsong and Ava Montefalcon, Registered Nurses who along with Anu Khatri and Cathy Walker make a great nursing team.

Thinking of our Staff and their Relatives

Some of our staff experienced their own personal loss during the year and we felt their pain and grief when their family members died overseas. We supported them when due to COVID-19 travel restrictions, they were unable to be present with their dying relative or to attend a funeral to farewell their

loved ones. So many of our staff have not seen their family members, parents and children too who live overseas. We all look forward to travel and to meeting our families again.



'Offensive Lines of defence'

The World comes to us!

In 2021, we continued to celebrate our communities as being internationally diverse which makes Allambie Heights Village Ltd. most attractive and welcoming to residents and staff who come from all over the world. Our communities consist of people from 30 different nations: Australia; Switzerland; England; Germany; Italy; Ireland; Wales; Poland; The Netherlands; China; Austria; Argentina; Greece; Kenya; Indonesia; Papua New Guinea; Scotland; New Zealand; South Africa; Croatia; Malaysia; India; France; Bulgaria; Fiji; Colombia; The Philippines; Nepal; Tibet and Thailand.

Nationalities

Allambie Heights Village, RACF	8
Allambie Heights Village, Retirement Village	14
William Charlton Village, Retirement Village	18
Staff	11
All nationalities	30

Our communities consist of people from 30 different nations

Remember, get vaccinated! All the best!

Ciarán Foley
Chief Executive Officer.

Catering Industries

