

## Newsletter and Survey February 2013

Hello everyone.

Here we are again with another newsletter and the annual satisfaction survey.

### Staff

There have been a couple of staff changes due to changing life styles one could say. Corinne, our activities coordinator, has opted to work Mon, Tue and Wed, instead of Mon to Fri. Filling the gap on Thu and Fri is caregiver Kerry who is keen on having more time for her art work. Kerry will do activities on Thu and Fri and also a short afternoon caregiving on Thu. To replace Kerry, Jenny has joined our team. She is Kiwi born, but has lived in Australia for 35 years. She also made a lifestyle change and decided to move back to NZ. Welcome aboard.

### Animals and Grounds

Some new developments here as well.

In order to be self sufficient for the supply of eggs, we have built a chicken house and bought 21 new brown shavers. They look a bit scruffy and 'picked-on' as they came from an overcrowded free range chicken farm. Their missing feathers are growing back and we now have a good supply of eggs.

Sharon and Toby have been a bit quiet on the agility front lately because of Sharon's foot operation. She is slowly recovering and last weekend they did their first competition again. Not very successful, but the event was enjoyed nevertheless.

We also have a new addition to our dog population. In December 2012 Pesha (see photo) arrived from Papatoetoe. She is a three bitzer: part Papillon, part Schi tzu and part Bichon. The name Pesha is derived from **PE**ter and **SHA**ron. It is too early for agility, but she has been enrolled in puppy classes.

Christine our housekeeper has put a wooden cut-out on the chicken house of a Fantail and several other corrugated iron pictures around the place, so keep a look out for these.



### Roadworks

The road widening works have been completed and the result is definitely an improvement, though the ditches are deeper. Our driveway has been relocated and widened as well which has created a safe spot for our residents to sit on the bench at the gate. We suggest for our residents who want to walk on the road to wear high viz jackets.

### GBRH Shop

As part of the activities programme we now have a 'shop' which opens every Fri afternoon. Our trial was very successful. Residents can purchase toiletries, sweets, envelopes, stamps, etc. Some residents pay out of their own purse, for others we book it to their kitty.

### BBQ for Residents and Relatives

On Saturday March 23, at 12:30 pm, we will be having a BBQ for residents and relatives. Food and light refreshments provided. Please let us know if you're coming, so we have an idea of numbers. We'd love to see you all.

### Email Address

In this day and age more and more communication is done by email. It is fast and doesn't eat up forests. So if you have an email address and we don't know about it, please let us know. Send an email to [peter@gbrh.co.nz](mailto:peter@gbrh.co.nz).

### Survey

You will have noticed the annual survey included with this newsletter. We would very much appreciate if you could take the time to complete it. We want to know how you feel about us. Please let us know what you think! Do it as soon as you have finished reading this newsletter.

PTO

## Complaint Forms

It became apparent that not everyone felt our Complaint Forms were easily accessible. Believe us, this was not intentionally (yeah right!). To remediate this, we have fixed a holder with complaint forms on the wall between downstairs lounge and ramp. We also have moved our Suggestion Box there.

If you have any ideas or niggles, no matter how small or seemingly irrelevant, please let us know.

Sometimes it takes very little effort to rectify something that is not quite right. Indeed, if something is not quite right, we did not know, otherwise we would have done something about it.

## Study Day

On 21<sup>st</sup> March we will be having our staff Inservice day. As we will have skeleton staff on duty, please limit phone calls, or postpone till next day.

## Activities

Hello everyone. Hope you are enjoying this lovely weather.

We have a couple of exciting outings planned. Firstly our annual pilgrimage to Kaiaua for a Fish and Chips lunch on Feb 19th. The weather was glorious! We also stopped for an ice cream before returning home.

Our next trip will be to the Pollok Art gallery for a viewing and to buy (if anyone would like to) and Kerry will provide us with afternoon tea. We have been out and about locally to our usual haunts, Clarks Beach and Karioitahi beach stopping for a well needed ice cream before our return home.

We had Ricky our entertainer here last month and he will be here again in April. We also have 'Country Rose' booked to entertain us at Easter.

I would like to introduce Kerry (one of our care giving staff). She is now job sharing with me and will be working Thursday and Friday as Activities Coordinator. I will happily continue working Monday, Tuesday and Wednesday. Kerry has some fantastic craft experience/ideas and will be a great asset to our activity staff. Welcome Kerry.

Regards, Corinne (Activities Coordinator).

## Resident Profile

We thought it would be a nice feature to run a sort of life story on one of our residents, written by him or herself. First off the block is Peg Parker, our resident that has been here longer than any of us.

*My name is Peg Parker and I am the resident who has been living in the rest home for the longest time, just over 13 years. I have seen some changes over that time, in owners, staff and residents. Anne and Bill Smalley were the owners when I came in. Then Stephanie and Stuart were here for three years and they sold it to Sharon and Peter five years ago.*

*I have been a florist, a mother of 6 children, a dog trainer and founder of the Taupo Dog Obedience Club, as well as a member of the Rotorua Dog Obedience Club. My dogs were German Shepherds, pugs (my first dog), Spoodle and Tibetan Terrier. I miss them all terribly, especially the Spoodle. Her name was Arfa. Very appropriate, don't you think? Well so much about dogs.*



*My first day here was after a slight stroke which left me unable to walk properly. The caregivers gave me daily exercises and I finally became able to walk again, although not very far.*

*There was a fish pond in the centre of the deck and a bird cage which both became covered in ivy. As the bird cage aged and rot set in, the canaries (there were seven of them) pecked their way out through a hole in the back and they all escaped! I don't think they would have lasted long. The pond had a timber frame around it, with ivy all around it and over most of the bird cage. There were 11 fish at large.*

*There have been a lot of residents through here. We have had two centenarians, Kitty Highland (100) and Eleanor Hill (102), and many who were in their late nineties. There have been many caregivers and nurses through as well. Yvonne Guise who left just recently, having been here for approx. 15 years. The*

gardens also have been changed around and altered. The cats and dogs have changed too. The cats were smoky grey when I came and the dogs were two white Bichons, Mitsy and Lucy which have now been replaced by a little cross-breed, called Toby.

The council have been widening the road which will make it nicer for walking.

In 2010 one of the caregivers asked me if I knew anyone who can paint a picture and use all the shells and stones in it that her grandkids had collected. I said I would give it a go. It was a collage she wanted. She had the frame and the cardboard. I finished it and that started me painting again. I painted some under tuition then and used oils. I now use acrylic paints, but I can only do landscapes.

Stephanie and Stuart built the picket fence and got rid of the chooks.

Peter and Sharon planted the fruit trees, made the seat and planted all the shrubs in the three beds.

They bought two kune kune pigs and got the chooks. They also cleaned up the back yard.

Toby the dog came from next door. Sharon took him to agility classes and he has been doing quite well at shows. Now there is a puppy whose name is Peshu, a little girl. Keep up the good works at the shows.

Respectfully yours, Peg Parker.

Please pass this news letter on to anyone who you think would like to read it. Feel free to approach us about anything.

Kind regards, Sharon and Peter.



**Don't forget to complete and return the survey.**

**Thank You.**