

Euroa Health Inc acknowledges that we are on Taungurung country. We hereby express our respect for the Taungurung people, who are the Traditional Owners of the land on which we are based. In particular we pay our respects to their leaders and Elders past, present and emerging, for they hold forever the memories, traditions, culture and hopes of all Taungurung people. We express our gratitude for the sharing of this land, our sorrow for the personal, spiritual and cultural costs of that sharing and our hope that we can walk forward together in harmony and the spirit of reconciliation.



FROM THE OFFICE OF THE CEO.

In this newsletter I wanted to ensure that readers were made aware of the great outcome during the recent covid exposure at the Euroa Health site. Whilst we were informed that we had a staff member worked for 2 shifts whilst COVID positive we did not see a single further secondary infection. Yet again we needed to introduce restrictions in visiting which must have been very difficult for families and residents. At a time of great stress, the residents were amazing, having to be cared for in their rooms, missing group activities and communal dining must have been difficult. The residents are to be applauded for their ability to cope over the seven days and at the end of the restrictions they were delighted to out of their rooms chatting with friends and receiving visitors once again.

We are about to make some changes to the Bowerbird Walkway once again open to the café for Visitors. I need to be very clear the only place a resident's Visitor is to take off their mask to eat or drink on site is in this walkway. Visitors can order at the Café on arrival and the café staff member will bring their order it to their table. The Café operates 7 Days a week from 10am-4pm

The only other visiting location is the resident's room, in the room masks must always remain on and over the mouth and nose whilst in the facility.

Cherree Hunter

“WHAT MATTERS TO YOU?” (WMTY Project)

The past 18 months during the Coronavirus pandemic, our staff have faced unprecedented, high-paced change and leaders Melissa Seymour, Leanne Hamlyn and Paula McPherson are participating in a Safer Care Victoria project to support well-being and joy in work for the benefit of both staff and resident/patient care.

To increase joy in work, leaders are engaging in effective, meaningful conversations with colleagues to understand what matters to them? what makes a good day? and what gets in the way of a good day?

The conversations aim to enable healthy relationships to support teams and personal growth while diminishing, as much as possible, any current and future stress, and creative solutions identified by staff for both immediate needs and in an ongoing way.

Care Team.

PEOPLE SERVICES

What a tough month everyone has been proactive in working together and making it a safe environment. Introduced last month were Dyson vacuum cleaners which have had good reports being easier to use for quick tidy ups around the facility. There has been an extra demand on the environment team through the last couple of weeks stepping up COVID Health Standards the team have all been agile in their approach to achieve these levels.

In recent weeks we have joined with a new Employee Assistance Program (EAP) provider with 3 different ways of connecting with them if you need (phone, in person and telehealth). It is a confidential process the wellbeing of our staff.

Managers will reach out to teams to schedule performance reviews as there is a new Performance Plan designed that can be used for all Departments. There will be new staff joining the Euroa Health Inc. team across Acute and GraniteHill. Please make them feel welcome.

Leanne

INNOVATION AND SPECIAL PROJECTS

As a growing organisation, we continuously review our internal processes. In September we introduced new technology for our Catering Services Team, with the implementation of an electronic meal ordering system named 'SoupedUp'. This means that residents and patients now have their meal order taken by one of the catering staff using an iPad, and the system personalises each order, so the meal served meets the needs of their specific dietary needs and likes.

Innovative play at GraniteHill

We have introduced more innovation into GraniteHill. An interactive projector has been purchased and is currently being enjoyed by our residents in our Memory Support Unit. The cognitive, physical, social, and sensory stimulation provided is important and the play element helps care staff to improve the quality of life with residents. The system has many functionalities; including games that promote social interaction and enjoyment, and the tools make physical activity fun are very welcome on days when we can't get outside.

We are extremely grateful to the volunteers of the Bowerbird Op Shop for their wonderful work and funds raised, which supports new technology at Euroa Health. The 'Bowerbird Op Shop Euroa' has recently launched their Facebook page and we invite you to like and share this page with your friends.

Melissa

NEW STAFF MEMBERS

Hello my name is Annabelle Pettie I commenced my traineeship at Euroa Health in September, as a Receptionist in GraniteHill. My role is to greet everyone as they come in the front door with a welcoming smile, assist visitors with wayfinding, schedule appointments, answer the phones and help wherever I can. Part of my employment involves studying for a Certificate III in Business Management, which I am finding stimulating after a few years working in hospitality. My first study areas are in Ethics and Legalities which are very important topics for my work. I enjoy chatting with residents, I find their stories very interesting. I look forward to meeting you next time you visit GraniteHill. Outside of work I enjoy gardening and I am currently occupied playing with my new puppies.

Annabelle



Annabelle Pettie
Receptionist at GraniteHill

BIRTHDAYS

RESIDENTS

- ❖ Doreen McMASTER
- ❖ Dulcie WEBB
- ❖ Gordon MCCOMBE
- ❖ Joan SMITH

LIFESTYLE

Check your calendar for times and dates of events.

- ❖ Melbourne Cup Sweep
- ❖ Armchair Volleyball
- ❖ Trivia Afternoon
- ❖ Craft Session
- ❖ Nails with Anne
- ❖ Bowls
- ❖ Wine and Cheese Tasting Afternoon
- ❖ BBQ Lunch (Covid Rules Permitting)

Pictured: GraniteHill resident Mrs Burton is having her meal order taken from Catering Team member, Donna McDonald using the new iPad order system.



Patty Hayes and Jess Broughton enjoying the stimulation provided by the new technology

DAYS TO REMEMBER IN NOVEMBER

- ❖ 1st All Saints' Day
- ❖ 2nd Melbourne Cup
- ❖ 2nd All Souls' Day
- ❖ 11th Remembrance Day
- ❖ 28th First Sunday of Advent
- ❖ 29th First Day of Hanukkah

