



Greenhill Manor Newsletter

December 2020



Message from the Board of Directors

Dear Residents , Families & staff,

On behalf of the board I would like to thank you all for your patience & understanding during the past 12 months. What a year, having started with the fires to floods & finally to the Covid outbreak it has been a very trying, frustrating year.

We at Hillside & Greenhill Manor have done everything in our power to make the residents feel very comfortable with being in our facilities.

We have increased our staffing levels in nursing & recreation officers to try & make up some of the shortfall of not being able to visit either at home or in the facilities.

We have bought a much larger bus to get some of our residents out for a day trip. We have bought screens to try & get the visitations happening. We have employed extra staff to be our covid nurses on the doors as you walk in. We have bought scrubs & gowns for all our staff to protect our residents. We have employed extra staff to operate the laundry & we have washed all scrubs & gowns every night in a special powder to further protect our residents.

We have put 7 rooms aside should we get an outbreak. AND we have not had the virus in our facilities. We would like to thank our wonderful staff, our caterers, our cleaners & our maintenance team for all their hard work.

We would like to take this opportunity to thank our General manager Be, our Executive Manager Mick & our Facility Manager Kim for all their efforts during the past 12 months.

I would like to say to a very Merry Christmas to all of you & I hope that the next year will bring a much more settled year.

Best wishes
From the Board of directors

Message from our Facility Manager

Hello Everyone,

Finally, 2020 is almost coming to an end. I'm not sure about you, but I for one am looking forward to the new year. We can all agree that it has been a trying year for all involved, and I just want to express my gratitude and thank you for your patience, understanding and support in what has been an extraordinary year like no other.

It was great to see the residents celebrating and enjoying their Christmas parties this week. Santa even dropped in to see the resident (of course he had to wear a mask like everyone). It was a great success and fun had by all.

With the everchanging situation, we will keep you updated with the latest directive from NSW Health regarding the visitation program. We encourage you to continue to be vigilant with social distancing and washing/sanitising your hands. We continue to ask that you please do not visit if you are unwell.

The board of Directors continue to review our visitation program weekly and will update regarding same should any changes be needed. Masks/shields are still to be used, and please comply with our entry requirements of taking temperatures, answering some questions on health and where you have visited/come from and signing the register. We encourage you to continue to be vigilant with social distancing and washing/sanitising your hands.

We continue to ask that you please Do Not visit if you are unwell.

Isolation of residents for 48 hours will be in place for resident who has return from hospital or from overnight social leave.

We encourage residents to go out for Christmas lunch, dinner, coffee, etc and they will not require isolation on their return.

As the new year approaches, and with the ever-changing rules and regulation of Covid 19, we will continue to keep you all informed on what affect this may have on Greenhill Manor. As soon as we have further information by NSW Health as well as Department of Health on the roll out of the Covid 19 vaccination programme in 2021, we will advise everyone promptly.

Lastly, on behalf of the Directors and my team, I would like to sincerely wish you a very Merry and safe Christmas. We look forward to a fresh 2021, without the dreadful Covid 19 🎄

Take care, be safe.

Kind Regards,
Kim - Facility Manager

Activities Update

The month of December has been a very exciting and cheerful time for all!

We started the month decorating the facility, making pom poms and stick Christmas trees which our Nina graciously offered to teach us how to make.

We celebrated our Christmas parties on the 15th and 16th with some live Christmas jingles performed by Vic Price, which led to some singing and dancing from both the residents and the staff!

A special Christmas lunch was provided by our beautiful catering team and we also got a special visit from Santa himself to hand out the gifts! We spent the night of the 17th on our Christmas lights bus trip where we drove around to see some of the spectacular light displays around the Illawarra. All in all I'd say we've had a very fun and festive month. Wishing everyone a very Merry Christmas and a Happy New Year!

Excited to see what 2021 has instore for us!
Stay safe! Sandy, Shelley, Eden and Viki.

Happy Birthday to everyone who had a birthday in December

4th - Keith Burton
9th - Helen Fitzsimmons
12th - Joan Webber
14th - Xenia Werner-Zolotuchin
20th - Max Mcalary
29th - Moyna McGuinness



Another pampering session with our ladies.



The last Men's lunch for 2020.

Ever popular Bingo brings the crowds.



Christmas Parties were a great success once again, but we missed our families attending!





Looks like Beryl loved the game of Jenga!!



Celebrating Scottish Day with dress up, fun facts and food and Helen looking scottish attire.



Christmas lights bus trip- Started north in Bulli/Thirroul area then we travelled south to Mt Warrigal, Albion park, Dapto/ Horsley area. Biggest display was in Mt Warrigal.



Nice work on the lamington making boys!



Making homemade Christmas decorations, don't they look great!



A great day out at Gerroa.



Some action shots of the ladies bowling in the Lodge

Feedback

We view your comments, complaints and suggestions as an opportunity to identify shortcomings and to implement improvements in the quality of service provided.

The Facility Manager welcomes your comments and/or complaints and is the first point of contact for any of your concerns or suggestions. Please address your correspondence to:

The Facility Manager
Greenhill Manor
190 Princes Highway
FIGTREE NSW 2525

(02) 4239 5400

Email: facilitymanager@greenhillmanor.com.au

A "Care to Share" form is available at reception and throughout the facility to assist you in logging any areas of concern or to record

those 'bright ideas' you may have as to how our quality of service can be improved. Please place the completed form in the "Opinion" boxes provided. Feedback will be given to you within 24 hours or the next business working day.

Staff Profile



Hi! I'm Katie Anderson, I am the new Concierge for Greenhill Manor.

You might have already seen me when you first come in to our facility, if not I look forward to greeting you upon arrival. I've previously worked in a local law firm for the last 3 years before decide to make the wonderful move into Aged Care, although I've only been here a short time I am already learning new things and enjoy chatting and meeting all of our residents and their guests.

I have spent my whole life in the Illawarra, being born and raised in the Shellharbour area, and wouldn't want to live anywhere else, I love our beaches and walking tracks.

When not at Greenhill Manor, I enjoy spending my time with my family, friends and pets. I like to go shopping and have lazy days on the couch watching a movie.

I hope you all have a happy and Covid safe Christmas and New Year's, and I look forward to greeting you all back in 2021.

Merry Christmas!