

Greetings All,

This month seems to have flown by and what a busy month it has been here at Greenhill. This month, our residents celebrated St Patrick's Day with lots of green decorations, Irish Dancing, Music and happy hour. We also celebrated Greek Independence Day, International Women's Day and Harmony Day.

As usual we are trying our very best at keeping Covid 19 out of Greenhill and would like to sincerely thank you for your ongoing support with our visitation requirements. Visitation will continue to be conducted in residents' room, although you can conduct visits in the rose garden and walks around the outside of the facility. There is no limit to visitors and/or time, the only requirement is that everyone abides by the social distancing rules of 1.5metres apart. Our visiting hours are now anytime, 7 days a week.

It remains necessary for masks still to be worn throughout the entire visit, including inside the resident's room and walking around. We continue to ask if all visitors could please comply with our entry requirements of the Covid screening process. We encourage you to continue to be vigilant with social distancing and washing/sanitising your hands. Isolation is no longer required for any resident that leaves the facility for any appointments, social leave, etc.

We would like to welcome our new General Manager Michelle Murphy, who will be looking over both Greenhill & Hillside aged care facilities. Michelle has extensive experience and we look forward to what she has to offer Greenhill. More about Michelle is the staff profile below.

On a sadder note, it is time I say my farewell to Greenhill. I would like to a big thankyou to the residents, families, directors, managers and staff for making the last 5 years an unforgettable experience with memories I will always cherish. I am more than confident that

the facility will continue to thrive with Michelle's management and the continued support from staff and visitors, and I will be at Greenhill until the 1st April to ensure everything is handed over smoothly. We would also like to give a big warm welcome to Corinne McKinnon who will be acting as facility manager, and with her substantial management experience, she will no doubt be great aspect to Greenhill.

This is not goodbye forever this is just goodbye for now.

All the best,  
Kim

### **New Facility Manager Report**

I would like to say Hello to all the residents and families at Green Hill Aged Care as the New Facility Manager.

I have been nursing for 22 years in the fields of Aged Care, Mental Health, Palliative, Dementia and management roles. I have always found these areas extremely interesting and rewarding and enjoy hearing their stories and getting to know them, I see it as a privilege. I am looking forward to working together to ensure the best care is provided in a friendly home like environment as one big happy family. I am here to support all residents and families, if you have concerns you wish to discuss with me, I am happy to meet with you to discuss these or if you would like to just say hello. I promise I will do my very best to care for each person like I would my own family. I look forward to getting to know each you and meeting everyone.

Thank you  
Corinne



## Activities Update

Hello everyone!

What a wonderful month March has been. We celebrated International Women's day with some yummy food and conversations about our favourite and inspiring women while listening to music. Of course, "I am women hear me roar" was in the playlist! St Patrick's day consisted of a happy hour and Irish music. We decorated the facility and our hair with green.

We were lucky enough to have an entertainer this month with a Spanish classical guitarist. Our residents enjoyed this, especially since it's the first time since Christmas we've had an entertainer. Going forward, we've been approved for entertainers, so bring on the music!!!

Harmony day consisted of chatting about cultures, food and appreciating where we all come from. Elia was our inspiration for making pizzas this month and we made some beautiful creations while he reminisced about his previous masterpieces. It was a hit!

Shelley, Sandy, Viki and Gerry

Happy Birthday to everyone who had a birthday in March

2<sup>nd</sup> – Vesela Bujaroska (90)  
13<sup>th</sup> – Bessie Hart (96)  
15<sup>th</sup> – Dorothy Grice (82)  
16<sup>th</sup> – Pina Marciano (86)  
18<sup>th</sup> – Marie Bartkowiak (90)  
20<sup>th</sup> – Melina Zurzolo (82)



## Bus Trips for March and having lunch at the Yacht Club, Yummy!



Music Therapy for the residents

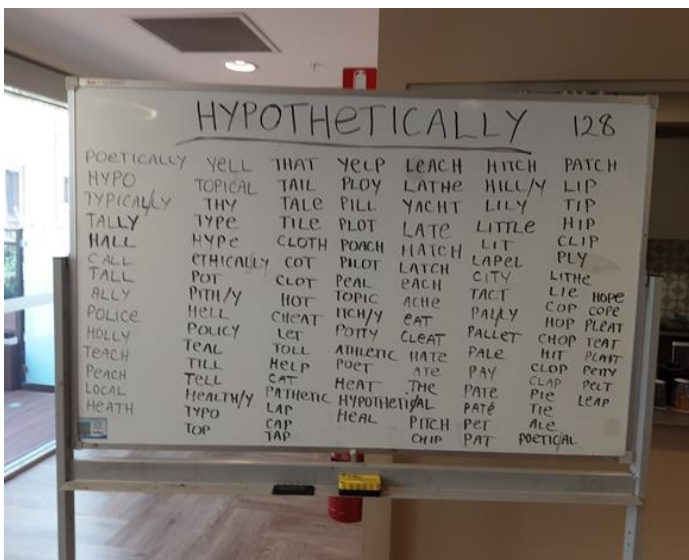




Classical guitarist Paul Leventhal was great hit! Everyone enjoyed the performance



Thinking caps were on! An impressive 128 words made from the word “hypothetically”.





## Ladies Morning Tea celebrating International Women's Day



Pampering time!



Who doesn't love pancakes?!





John on his way to bowling a strike!



Parachute Game in the Lodge



Go Pina!



Elaine has her game face on for Dominos



Ice cream time! A crowd favorite!





Indoor Golf was a great success in the Lodge with Ian taking home 3 wins and John taking home 2.

Ian was also very helpful in showing others how to play!



Great Work Keith!



Ian looking like a true pro!



Happy St Patrick's Day – Celebrating with Music and Irish Dancing



Greek Independence Day



## Staff Profile

I would like to say Hello to all the lovely residents at Green Hill who so lovingly welcomed me to Green Hill Aged Care as the New General Manager.

I have worked in the Aged care sector for 5 years moving from the Acute Hospital System. My passion has become Aged Care over the past 5 years as I learn more about the commitment Providers have to ensuring that you and your families feel at home.

With my move into the General Manager role, Be who was the previous General Manager will be working closely with me supporting me through this transition.

We have lots to do and lots of new changes on the horizon, all for the positive. With the recent recommendations handed down from the Royal Commission we will be looking at our practices to ensure that we are providing the best care, services and support for you our residents and families.

There are a lot of exciting changes occurring in Aged Care such as the New Serious Incident Reporting System designed to keep residents in Aged Care safe. Staff at Green Hill have received training and Managers are preparing for the 1st April "Go Live" date.

We are in the process of making some changes to our documentation system with the planned implementation of an electronic system which will ensure that we have ready access to key information regarding your personal needs at all times. This will also assist us with our care planning and communication to you about your individual care and your individual needs.

I will be based in the Hillside Facility but will be moving between the two facilities during the day making myself available to staff, residents, and their family members. Please be advised the Clinical Leader or the Facility Manager are the



first point of contact for any issues you may have, but if you do have concerns you wish to discuss with me, I am more than happy to make arrangements to meet with you to discuss these.

It is with sadness that we will be saying farewell early next month to Kim Meiers who will be leaving her role as Facility Manager and we wish her well in her future endeavours. We do welcome Corrine who will be stepping into the role in an Acting Capacity. Corrine comes with a wealth of experience in Aged Care working as a Facility Manager previously. Sandeep will be continuing in the Clinical Leader role for Greenhill.

I look forward to meeting all of you over the coming weeks and although I have only been at Greenhill for a short period of time, I already feel like I am part of the family.

Thank you to all for making me so welcome.

Michelle.

## 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](mailto: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.