



# Hillside 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 Executive Manager

Hello Everyone,

The year has simply flown by and we have dealt with some difficult times for visits and outings, with the impact of COVID 19. The weather is perfect for a get together outside.

This is a special edition of our newsletter to celebrate Christmas and gives us an opportunity to wish everyone a wonderful Christmas celebration with family and friends.

To the staff who worked so hard here at the facility, thank you for another big year and we hope you enjoy your festivities also. It was great to see the residents celebrating and enjoying their Christmas parties. 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.

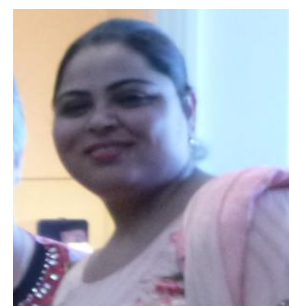
With the everchanging situation, we will keep you updated with the latest directive from NSW Health regarding the visitation program. We encourage you to continue to be vigilant with social distancing and washing/sanitising your hands. We continue to ask that you please do not visit if you are unwell.

We sincerely hope that you all have a fabulous Christmas and a very safe, healthy and happy New Year for 2021.

Kind Regards,  
Mick  
Executive Manager – Greenhill Aged Care

### Clinical Corner

For any clinical questions relating to your loved one, please call or email our Clinical Leader Parveen on



[clinicalleader@hillsidefigtree.com.au](mailto:clinicalleader@hillsidefigtree.com.au).

## Activities Report

Hello everyone,

Well again we have been so busy with putting up Christmas decorations, and getting ready for Christmas.

Since our last newsletter we have had our Aboriginal BBQ which included kangaroo, real crocodile and aussie meat patties, I have to say there was some strange reactions to the food and we also iced biscuits so they looked like the aboriginal flag.

We have also had Scottish day and again the biscuits were like the Scottish flag, we are getting better at our designs!

Even though our Christmas parties were different this year we still were able to have a lot of fun as we had entertainment along with Santa making an appearance. Everyone liked their cushions that they got for the present. We are going on our bus Christmas light drive on Friday 18<sup>th</sup> and this is always popular and it is nice to be out in the dark.

I added darts onto our activity calander and that has proved to be a great hit with everyone as we have had lots and lots of laughs, and the competition is strong.

Also we have had Father Dwayne come to Hillside to do catholic mass and holy communion for our residents and it was nice to see residents who are not catholic still attend.

Next year is shaping up to be busy again with more cultural days planned and we will be having lots of fun.

I would like to wish everyone a very Merry Christmas and a Happy New Year and I will continue to provide entertainment next year.

Thankyou  
Linzy

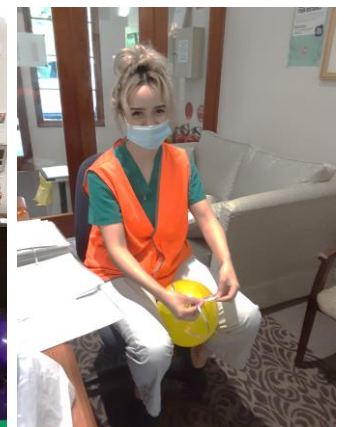
Happy Birthday to everyone who had a birthday in December

Betty Halbert – 11th  
Loral Gemmill – 23rd  
Albert Prior – 23rd  
Rosa Ugonotti – 24th  
Patricia Bowyer – 27th



Day trip to Shellharbour

## Christmas preparations





Photo's from our Christmas parties



Some action shots from today's bowling.



Christmas Card making.



From left Mick, Richard, Be and Rob getting into the party swing at our resident's Christmas Party.





Esta enjoyed a dance with Rob!



Nicole with Beryl and Jane.







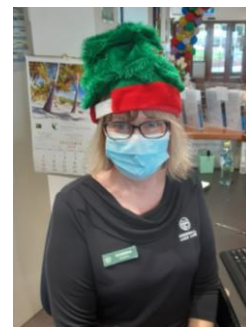
Rob was a hit dancing with the ladies!

Catholic Mass was a special occasion with Father Dwayne conducting the Mass and visiting many of our residents in their rooms.



## Staff Profile

Hi... I'm Mareena. In January, I will have been at Hillside for three years working at reception and in Admin..... I was born in Crookwell, moved to Wollongong in my teens and have spent several years living in the U.S. and the U.K. I have three grown up sons and 2 darling grandsons (Lincoln and Connor), and early this year I received a darling granddaughter (Riley). I am very grateful for my beautiful family.



## 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  
Hillside at Figtree  
190 Princes Highway  
FIGTREE NSW 2525

(02) 4239 5400

Email: [facilitymanager@hillsidefigtree.com.au](mailto:facilitymanager@hillsidefigtree.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.