



Village Voice

Your monthly Clarence Village community newsletter

FREE



Clarence Village high tea a right royal affair

It's been a little while since the monthly high tea has been held at Joan Muir Hall but Clarence Village residents made up for lockdown lag with a royal turnout for September's gathering.

Lots of yummy petite slices, cakes and sandwiches were served on fine English bone china in the spirit of the occasion.

'Her Majesty' was there, and her personal chef, along with other members of Village royalty.

A lot of fun was had by the subjects who enjoyed a poetry recital, lucky door prizes and a round of monarchy trivia by quizmaster Ros Houlahan.

More photos on pages 6.

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A note from the Village CEO



Welcome back to the Village Voice – and thanks for all the kind feedback we received about Issue 1. It's been a concept we've had on our list for quite a while so it was a great feeling last month to not only see it in print but to hear people are enjoying it.

Coming in and out of lockdowns does funny things to our perception of time. It's hard to fathom we're in October already and seeing football making way (hopefully) for cricket feels like we missed winter altogether. Hopefully the warmer weather and Jacarandas will symbolise a renewal and emergence across society as we leave an isolated winter behind.

This year the Christmas present we all want is to be able to spend time with our families that we've been prevented from seeing, particularly those across State lines. I hope our community continues to move towards high rates of vaccination so that this can happen safely – it's extremely important for everyone's wellbeing that we're able to be together again.

In the meantime, we need to look after one another and stay positive. Remember, if you have suggestions for things you'd like to see in the Voice, please email news@clarencevillage.com.au.

Kind regards,
Duncan McKimm

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Celebrating our village people

Hi again. Welcome to Issue 2 of the Village Voice. Last month's debut issue was a hit throughout the village and its ranks, so thanks to everyone for your kind feedback and general praise for this new addition to the Village community landscape.

This issue staff are front and centre with stories about newer faces as well as acknowledging some milestone work anniversaries. Having a happy and dedicated team is something Clarence Village prides itself on so it's no surprise that many people have been part of daily life here for many years.

We're also happy to report that social

activities are picking up again after a hiatus due to that annoying pandemic. You can see one of the latest gatherings on our cover this month as well as inside.

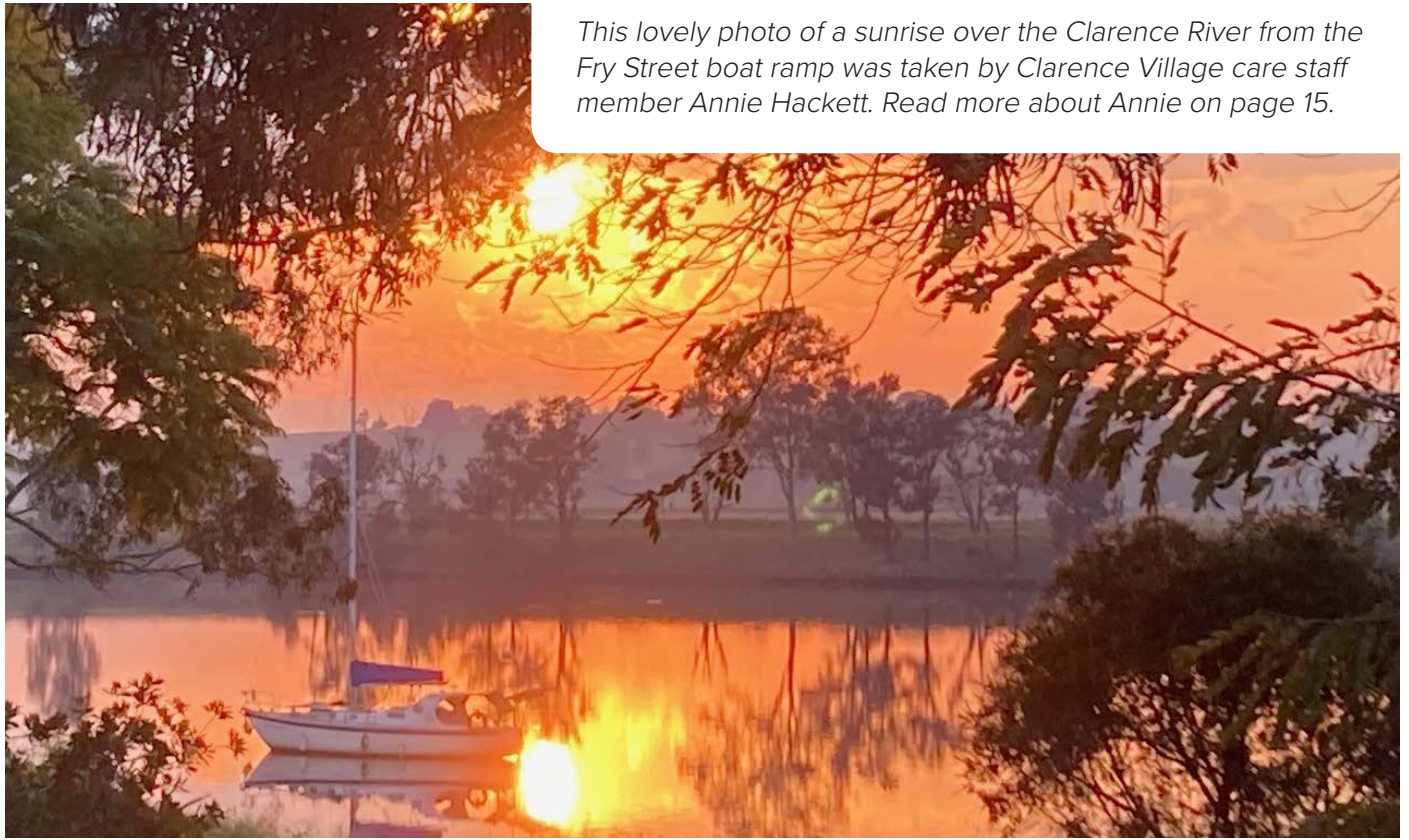
It's also a special (and purple) month on the Grafton calendar so to celebrate the Jacaranda season we've included a special quiz on the back page.



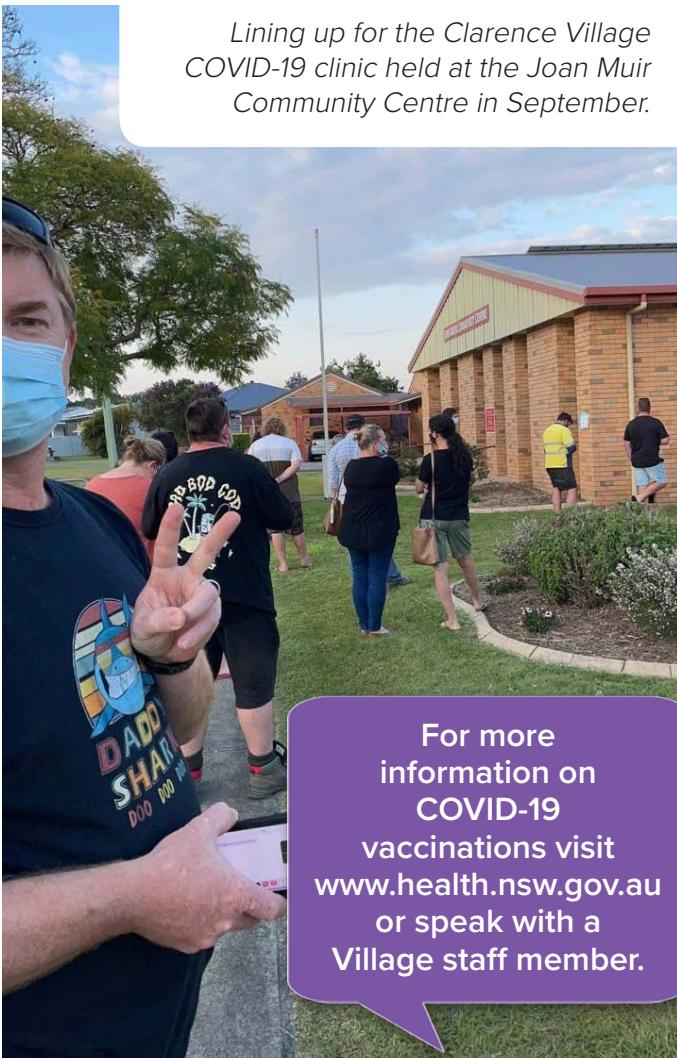
Hope you enjoy Issue 2,

Lesley

Another beautiful day dawns on the Clarence



This lovely photo of a sunrise over the Clarence River from the Fry Street boat ramp was taken by Clarence Village care staff member Annie Hackett. Read more about Annie on page 15.



Lining up for the Clarence Village COVID-19 clinic held at the Joan Muir Community Centre in September.

For more information on COVID-19 vaccinations visit www.health.nsw.gov.au or speak with a Village staff member.

Vaxxed to the max

Clarence Village recently did its share of increasing vaccination rates in Grafton with its special pop-up clinics at the Joan Muir Community Centre in September.

The clinic set up by the International SOS vaccination team was a convenient way for village staff and their extended family and friends to access the highly prized Pfizer vaccinations so once word spread, so too did the line-up.

More than 400 people took advantage of the convenient location, at one stage the socially distanced queue from the centre's Turf Street entrance almost travelled back as far as the North Street junction.

It was great to see so many people responding to this important 'call to arms'. After doing some quick maths, the number of people vaccinated at the Clarence Village pop-up represented about 5% of the eligible Grafton city population. Not a bad contribution to the cause.



Clarence Village manager Vicki Valja celebrated 20 years of working for the organisation in September, the occasion marked with a lovely bouquet of flowers from the management team to show their appreciation for Vicki's dedication to the Village across two decades.

Twenty years of keeping the Village in order

Vicki Valja's management role has come a long way since she started working from the Joan Muir Community Centre with a landline and a desk.

For starters, she's no longer on her own in the building, which is how it was when she began her role as Clarence Village manager in 2001.

"There wasn't even a photocopier here. I had to go to Dougherty Villa and use theirs."

Vicki has seen a lot of changes since then, watching the organisation grow and flourish a personal highlight among the many she has seen across two decades.

"I feel so blessed and so lucky I was offered the position. Nothing is ever the same around here. It's very progressive for a local aged cared place."

One of the stand out moments for Vicki was when Clarence Village went from an association to a company in 2009.

"That meant a great deal more to me and the responsibility that came with it."

Some of her working highlights over the years included the purchase of Clarence Village on Queen and Clarence Gardens, and more recently, the acquisition of the City Centre Apartments.

"Queen Street was a huge deal because it was run differently but we have made it our own. And at the Gardens, it was exciting to see brand new places being built. Now have the City Apartments, which are open to the general public, it's like running a motel. I've had to put another hat on and learn about Airbnb."

And while Vicki is busier than ever she says she still loves the job that she has had for "a third of her life".

"Keeping up with technology and all the major changes. I never thought I'd be capable of that but there you go, 20 year later and I'm still here."

May and Gwen's 90-year school reunion

Being a Grafton institution it is amazing, but not unheard of, that former local school students can be reunited again decades later when they moved into Clarence Village.

Gwen Cromack, 98, and May Orr, 96, were a couple of years apart when they both attended South Grafton Primary School in the 1920-30s and have since found each other again after moving into Dougherty Villa.

May has been a resident for two years while Gwen arrived earlier this year.

"We always knew each other, and when we moved in here, we knew one another straight away," Gwen said.

Despite the passage of time, the pair were quick to remember what was good and not-so good about school.

"The only teacher I remember was the one I didn't like," May said. "Mr Robertson from South Grafton." "Oh yes, I remember him," Gwen recalled.

One of their favourite teachers didn't work at the school but was an educational institution in her own right.

"My music teacher was rather prominent in town, she was in everything and if you learned from Alda Orr-Morris she made you go in everything," May recalled.

This included the 1932 Grafton Bridge procession and maypole dancing at Jacaranda time, the ladies recalled being at both.

They were also both taught piano by Alda including completing all of the required examinations.

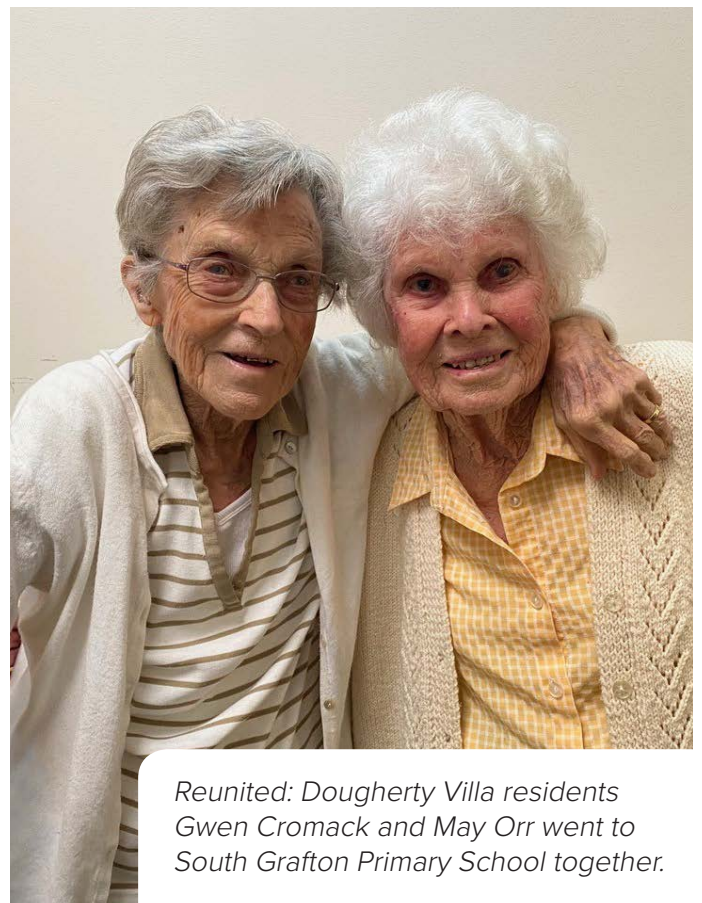
"I got highest mark in the state for theory one year," Gwen said like it was yesterday. "I did two practical exams and one theory in the one

year," May added with pride.

When they left school, Gwen at 15 and May even younger, they did it without an intermediate certificate but that didn't stop them — May attending Mrs Page's business college (Sir Earle's sister-in-law) before starting work with South Grafton Council as the town clerk's secretary while Gwen became a photographic colourist for McLeod and Sanders in Prince Street. "You must have coloured my wedding photos," May said to Gwen.

Both women left their prospective careers at age 22 and 23 when they married (as was the case in that era) living their lives and raising their own families before find themselves back together again this year.

"We didn't cross paths much after school but you don't forget the people you've known all your life," Gwen said. "I always say what's to be will be, and here we are."



Reunited: Dougherty Villa residents Gwen Cromack and May Orr went to South Grafton Primary School together.

Capturing Village life

The popular high tea at the Joan Muir Community Centre is just one of the fun activities that occurs monthly in the Clarence Village.

While the Village Voice can't be everywhere, it would love see what residents and staff are up to so please send in your hot story tips and happy snaps to news@clarencevillage.com.au

What we don't fit in one issue we will do our best to include in the next.

Her Majesty Judy McPherson of Clarence Village got out the Royal Doulton to commemorate the Queen's birthday themed high tea held at the Joan Muir Hall in September. The high teas are held on the last Tuesday of every month (when COVID isn't causing any trouble) featuring different themes. October's will have a 'jacaranda' theme to tie in with the season.



'Royal chef' Chrissy O'Farrell and Colleen Donovan get into the spirit of the high tea, a belated celebration for HRH Queen Elizabeth II's June birthday.



Enjoying the high tea gathering are, from left, Lynn O'Hara, Jean Druce, Sheryl McIvor, HRH Judy McPherson, and Jeanette Solomon.



Village activities co-ordinator Ros Houlahan and royal chef Chrissy O'Farrell.



Marcia Muldoon, Joan Want, John Sullivan, activities guru Ros Houlahan, Karlie Stockton and Barbra Fraser enjoying the high tea.



WHAT'S ON IN OCTOBER

Joan Muir Community Centre

Free activities every Tuesday from 9.30am

TUESDAY
12

Games (charades, word, and trivia)

TUESDAY
19

Knit and Natter (BYO hobby or just come and chat)

TUESDAY
26

Monthly High Tea: theme Jacaranda
RSVP by 25/10

Clarence Gardens

THURSDAY
7

Christmas Box Sorting
Clarence Gardens Hall.
Please contact Ros if interested.

Clarence Village on Queen

Free activities every Tuesday from 1.30pm - 2.30pm

TUESDAY
12

Bingo

TUESDAY
19

Hoi (card game)

TUESDAY
26

Get together in Pergola. Chat and organise Nov activities

October Bus Trip

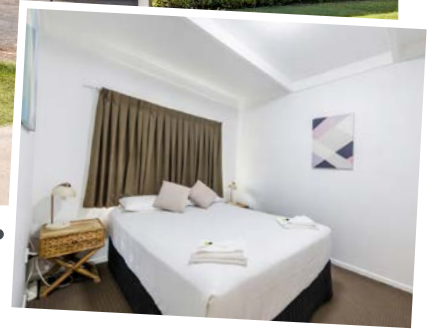
THURSDAY
21

Bus trip to Ulmarra area leaves 1.30pm.
Book your spot with Ros.

To RSVP or contact Ros email: rosh@clarencevillage.com.au or 6642 5991



Waratah Wing's Lisa Tanner was presented with "Staff Member of the Week" in September. Her award was presented by Muriel Mackie which included a bunch of flowers collected by Marian Coombes.



Accommodating for the future

Besides looking after its residents' needs, Clarence Village also looks after their financial contributions, an important cog that ensures the organisation's extensive infrastructure stays in tip-top shape.

One of the ways Clarence Village is putting the monies held in trust to good use is by investing wisely, and property is front and centre of that strategy.

Some of the organisation's most recent acquisitions include two units in Alice Street and the high profile City Centre Apartments in Prince Street.

CEO Duncan McKimm said these acquisitions formed part of the management strategy the organisation put in place last year.

"There are strict rules around how we can manage deposits we hold for residents, which require us to have a detailed investment strategy.

"Investing these deposits generates funds that help us maintain our buildings"

Mr McKimm said the goal in choosing property was to generate a healthy return without taking too much risk with residents' money. "We are not going to be playing the stock market".

Instead, they invested in the Westlawn Property Trust late last year and the opportunity to buy the City Centre Apartments fitted in nicely in terms of what they already do.

"[Short stay accommodation] wasn't something we planned on, but when the opportunity arose we thought it was a good fit. We already manage a lot of properties so we went for it".

Mr McKimm said it more like running a tourism operation "a little motel" which they would manage using the usual online booking platforms as well as word of mouth.

"The feedback we are getting from guests is really good; around the quality of the accommodation and people like the social purpose to it.

"This is the first social enterprise we've undertaken at Clarence Village. Essentially we operate it like a for-profit business, but all the proceeds go towards our mission. It's also a lot of fun!"

City Centre Apartments can be booked direct on the website graftonapartments.com.au, via booking.com, [Airbnb](http://airbnb.com), or by calling 0419 168 689.



Clarence Village welcomed its new care manager Mandy Stark to the team in August.

Mandy brings passion for aged care to Grafton

Dougherty Villa's new care manager Mandy Stark is not only loving her new role, she is loving her new life in the Clarence Valley.

Mandy arrived in early August from Victoria, bringing with her more than 29 years of experience in the aged care industry.

Her background is in facility management, the previous home she managed had 163 beds (Dougherty Villa has 74).

Last year Mandy was at the coalface of Melbourne's aged care COVID-19 crisis "one of the hardest things I have ever done".

"Managing a site that had COVID in a dementia unit is something I wouldn't wish on anybody. Nobody expected there would be more than 100 homes affected at the same time, and there was no vaccination back when that was happening."

After a big year and some soul searching, Mandy decided to make the lifestyle change

she was planning, sooner rather than later.

"My father has lived on Woodford Island for 20 years and I used to come up for holidays. I'd always loved Yamba, and thought of it as my spiritual home and where I was going to live one day."

As it turned out the timing was perfect and when the door opened at Clarence Village, Mandy knew this was it.

Mandy's passion lies in dementia care and palliative care and would love to see Clarence Village as a regional leader in the provision of both.

"With dementia care so much is about creating routine and strategy very early on so that can be carried through at every stage of the journey. I really think we have the capacity to do that here."

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Dougherty Villa: One team, one dream

When a new resident moves into Dougherty Villa our team becomes part of their care network, along with their family and the person's GP. Meeting their needs becomes a collaboration between these three groups.

Moving a loved one into residential aged care can be a very stressful time for families. Unfortunately, much of this is due to Government systems we can't control, but we try to make sure we support families, as they play a huge role in the resident's quality of life.

Every family is different but we strongly believe families play a crucial part in retaining the connection their loved one has to the life they lived prior to moving into Dougherty Villa.

There are so many ways families can be a part of the care of their relative, including assisting us to make sure we're providing the type of care their loved one prefers.

The GP role in providing continuity of care shouldn't be understated either, as most residents have been seeing their doctor for most of their lives. This connection and historical knowledge is hugely valuable.

When the three parts of the team work together, the results can be magical, giving residents and families a better quality of life.

And that's what it's all about.

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Look who's having a birthday this month

Birthdays are a big deal at Clarence Village but with so many of them happening on any given day of the month, sometimes the most practical thing to do is have one big party each month so everyone born from the 1st to the 31st can join in the fun to celebrate their personal milestones.

Every wing of the village gets a monthly group party to recognise and celebrate all residents as they turn another year wiser.

And there's more on offer than cake on a plate (although that's pretty good). There are fresh flowers brought out, decorations and party food.

The birthday girls and boys also receive a gift and personalised card from the Village.

Keep your eye out for some monthly birthday frivolity over the coming issues.



Patricia Farrell turned 85 in September and her family made sure she knew it filling her room with lots of lovely gifts and gestures. She also enjoyed a picnic lunch outing with her daughters to celebrate the occasion. Every month Dougherty Villa residents can enjoy a special monthly birthday gathering and the birthday fairies makes sure nobody flies under the radar.



Dougherty Villa resident Muriel Mackie enjoys a family catch up on FaceTime using the Clarence Village iPad.



Dougherty Villa resident Elsie McFarlane meets her family's new twin babies for the first time via FaceTime.

Enjoying some face to Facetime

One of the few positives to come out of the pandemic is the way humans have adapted to staying in touch with one another.

Technology has played a major role in this and the Clarence Village wasted no time in embracing the concept of FaceTime so residents could stay in contact with family and friends during these difficult times.

Every Wednesday, community connections officer Ros Houlahan has been assisting residents at Dougherty Villa with the process saying it had been a “happy emotional time for families and residents.”

“Some residents are used to technology but a lot don’t have mobile phones, so to see a photo of their family (on an iPad) talking back to them live. It’s so lovely to see their reaction.”

While the FaceTime sessions were initially introduced because of lockdowns, it will become a regular service for families that live away.

“It has been really popular. We have been able to do room walk-throughs so families can see where their loved one lives and some families then show us around their homes.

“We’ve seen gardens, twin babies, piglets, chooks, sheep, all around the countryside, Queensland, Canberra and Sydney,” Ros said.

Residents are always so overwhelmed when they see their grandchildren, great grandchildren who live in other regions. Sometimes there’s some singing and a few tears.”

Ros said she does about five 30-minute sessions a week at the moment but was happy to do more.

And residents don’t need to have their own equipment as Ros will bring the Village’s iPad and walk them through it.

“Even if a resident is living with dementia, FaceTime with their family does work well. Sometimes we can just walk around the garden with the family. It’s beneficial, you see the interaction, you see expressions the smile. People touch the screen and hold onto like it’s gold. They’re emotionally powerful moments.”

To book a FaceTime session email Ros at: connections@clarencevillage.com.au



Clarence Village staff Tonia Fitzcosta and Bryanna Boyd will be overseeing the implementation of the new Towards Best Practice program which kicks off in October.

Village team always striving for best practice

The Clarence Village team does a terrific job, but they are still relentless about striving for improvement. They have to be because it's what residents deserve. For a place with as much going on as Dougherty Villa, it can be hard to make sure everyone is heading in the same direction and sharing the same priorities, which is why the Village is implementing a new continuous improvement program called Towards Best Practice.

October marks the start of this program, which is a pretty simple one. In essence it's all about listening.

Each month, the program team will be focusing on a different wing in Dougherty Villa, talking to the residents, their families, and staff to gather ideas on how the organisation can improve and how Clarence Village can improve the quality of life for the residents.

It's another opportunity for residents to have a say in the type of care they prefer in order to improve their quality of life. For families it's partly about the care the organisation provides

for their loved one, but also how they work together with the family as a team.

For staff members it's an opportunity to talk about training they'd like to undertake, or ideas they have for improving how the Village works.

Clarence Village has invested in bringing this to life by making space in Bryanna Boyd's Movements and Improvements role to lead the consultation with residents and families as well as installation of a surveying system called CarePage that will help the Village office keep track of all the information it gathers.

"People first" is Clarence Village's core value. This Towards Best Practice program instills trust in our residents, their relatives and the team that cares for them so the Clarence Village team knows exactly how it can ensure the best outcomes possible.

Improving things isn't always easy, but finding ways to make these improvements is. All we need to do is ask. And listen.



Welcome aboard Sara

New care staff member Sara Linsley was born in Northern England but grew up in the South, which was “thankfully a lot warmer”.

“Not quite as warm as Grafton though,” she said.

Sara has lived in Australia for more than half her life and called Grafton home for close to 15 years.

She lives here with her partner of 26 years, their 11-year-old daughter and a very cuddly 12-year-old stumpy tail blue cattle dog called Barney.

The rest of Sara’s family live a “very long way away” the travel distance and the pandemic means she has not seen them for quite a while. “I miss them terribly.”

Sara said she was enjoying working in aged care because it gives her the opportunity to meet and work with a diverse range of people. “I really love that part of my job.”

Designs on The Voice

If you loved the look of the Village Voice then meet the person responsible for its stylish design.

Graphic designer Tanya Kelly grew up in Grafton before moving to Queensland where she spent seven years working until she moved back home in 2012. She lives on a rural property just outside Grafton with her husband where they are raising two young boys.

Tanya works from home designing and selling boutique products through her online business as well as drawing on her 15 years of graphic design experience to look after a variety of clients including Clarence Village.

If you are in need of some graphic design help you can contact Tanya at: tanyakelly@outlook.com



Village stargazers - your monthly horoscopes

Welcome to your October 2021 monthly horoscopes by Sunsigns.org. You will get an idea about prospects for finance, love, social relationships, health, travel, and education.

In general: Planetary influences for the year 2021 emphasise revenue, hard work, and the accumulation of luxury items. Planets Saturn and Jupiter will help the generation of innovative ideas which may conflict with traditional ideas. Jupiter will help you to develop a sense of balance to adjust yourself to the novel ideas and situations.

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ARIES

Marital life may be a little disturbed by financial issues. Single persons will have a problem taking decisions on love matters. Family affairs will be smooth sailing. Health prospects are fabulous..



TAURUS

Married people should be ready to face conflicts. Singles will get love mates if they drop their suspicions. Children will have problems with their activities. Prospects for health are encouraging.



GEMINI

Marital life may be difficult. Singles fail to get into love relationships. Health will not pose any hurdles. Family will present a number of problems.



CANCER

Planetary support is available for marital bliss. Singles will easily get into love. Health will be excellent without any serious hazards. The family environment will be congenial. Gains can be made from travel activities.



LEO

Married people can hope for good times after the first week. The month is lucky for singles to get love mates. Health conditions will not be encouraging. The family atmosphere will be cordial.



VIRGO

Single persons may get into love affairs with the wrong people. Married life will be both romantic as well as sensual. Health will be wonderful. Family affairs are turbulent.



LIBRA

Patience will help married people to regain harmony in the relationship. Singles will find love during the second week. Family affairs will get beneficial support from the stars. Health prospects are fantastic. Finances will be bleak.



SCORPIO

Single persons will be able to attract love. Health prospects are very much encouraging. The family atmosphere will slightly be filled with discord. Finances may not be available for new ventures.



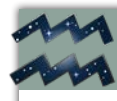
SAGITTARIUS

Compromises are necessary to keep marriages going. Singles will get love partners during the last week. Star influences will make family life harmonious. Health affairs will be exceptionally good.



CAPRICORN

Marital bliss can be attained after the second week. Singles will go all out to get into love relationships. Children fail to make good progress. Health will not pose any serious problems.



AQUARIUS

Planetary support is available for the love affairs of singles. Health will be problematic. Family relationships will be stressful. Travel activities will bring good gains. Professional growth will be retarded. Finances face tough times.



PISCES

Love life of married people will be enjoyable after the 17th. Single will be forced into love alliances by the stars. Health condition will be marvellous. The family atmosphere will not be harmonious. Finances face hard times.

Annie Hackett gives Dougherty Villa resident Noela Barnier some of her speciality hand care treatment.



Career in aged care made ‘scents’ to Annie

Care staff member Annie Hackett said the decade she has spent at Dougherty Villa has flown by.

Her switch from hospitality work to aged care wasn't a planned career change but one that came from the heart.

“I helped look after my dad (Neville) when he was sick in hospital and a couple of people said I would be good at it.”

She asked her friend Ros Houlahan about the industry and was sold.

A week later Ros called Annie to tell her they were looking for staff and the rest they say is history.

While working at Dougherty Villa Annie did her Certificate 3 and 4 in Aged Care as well as basic skin and nail care course and aromatherapy course.

So she is quite a hit with residents who love her ‘day spa’ treatments

She said the aromatherapy aspect of her role was a fantastic alternative to have there for residents, most of whom have a list of their preferred blends.

“We have them for pain, anxiety and muscle ache. There are all different types depending on what they need at the time.”

Annie has also recently joined the activities team where she is on floor in that role every Wednesday.

She said her favourite part of her role was spending time with the residents.

“The longest opportunity I have to do that is when I'm doing their foot care and aromatherapy day. They love that and it's my favourite part of the job too.”

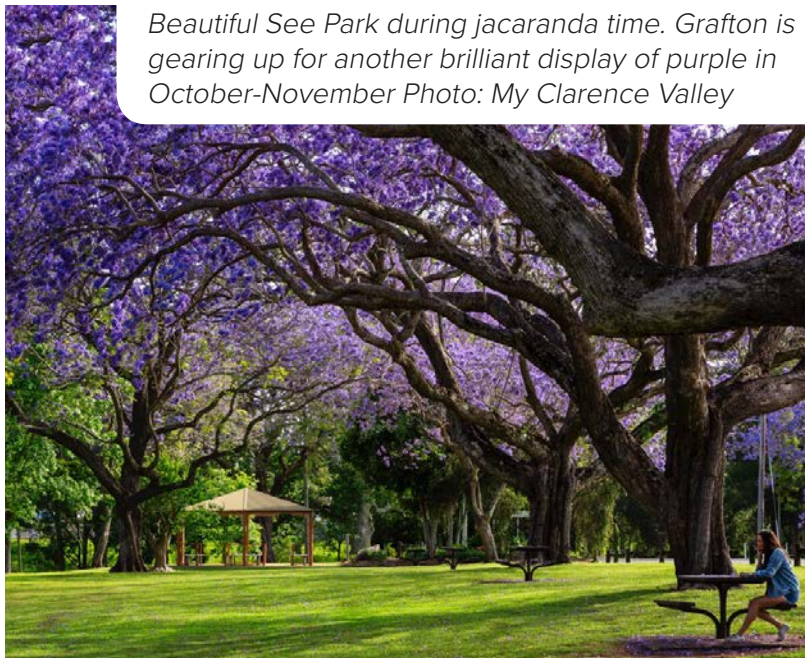


Care staffer Annie Hackett celebrated 10 years at Dougherty Villa in August. Annie took the lovely sunset photo on page 3.

Take our Jacaranda quiz

It's almost Jacaranda Festival time so to celebrate one of Australia's oldest floral events here's a special quiz to test your knowledge of the event and Grafton's famous purple trees.

1. What country are jacaranda trees native to :
a. China b. Australia c. Brazil d. Japan
2. Who introduced jacaranda trees to Grafton?
3. What year was the first Jacaranda Festival held?
4. Who was the first Jacaranda Queen?
5. Approximately how many jacaranda trees line the streets of Grafton?
a. 600 b. 900 c. 1700 d. 2400
6. Which member of the country music group The McClymonts was Jacaranda Queen in 2004?
7. Where is Grafton's traditional home for Jacaranda Festival events?
8. Who is the current Jacaranda Queen?
9. What is the name of the giant kewpie doll that has become a recent fixture of the Jacaranda Festival?
10. What was so unusual about the 2020 Jacaranda Festival?



Beautiful See Park during jacaranda time. Grafton is gearing up for another brilliant display of purple in October-November Photo: My Clarence Valley

- QUIZ ANSWERS**
1. c. Brazil.
 2. Henry Volkers in 1897.
 3. 1935.
 4. Marie Fraser in 1943. There were only Jacaranda Princesses from 1935 to 1944.
 5. c. 1700 (according to Clarence Valley Council).
 6. Samantha McClymont (the middle sister).
 7. Market Square in the Grafton CBD.
 8. Ashton Blackadder (crowned in 2019 but still holds the title due to COVID cancelling last year's crowning ceremony).
 9. Jacaranda Jill (she appeared in the 2000 Sydney Olympics Closing Ceremony).
 10. There was no festival due to COVID-19, the first time it was cancelled in its 86-year-old history. The 2021 festival will run from October 29-November 7.



Clarence Village

Aged Care

Dougherty
Villa

206 Arthur St, Grafton

6643 2377

Supported Living

Clarence Village
on Queen

166 Queen St, Grafton

6642 5991

Independent Living

Clarence Village &
Clarence Village Gardens

194 Turf St, Grafton

6642 5991

www.clarencevillage.com.au