

From our CEO

For me, the lead-up to Easter is always a time of remembrance. It is the most significant moment in the Christian calendar, and it is a time to reflect and be thankful for everything that God has done for us – most importantly, in sending Jesus to die on a cross in our place.

Since last Easter, our world has changed significantly. Yet through it all, we believe that God is always present in the world, and He has been with us throughout the last year, in spite of our circumstances.

Like most Victorians, Outlook Gardens has been through a very difficult and traumatic time. As we reflect on the past 12 months, we see ongoing effects in every part of our lives and realise that life no longer feels 'normal'. We are encouraging our staff and residents (and each of you) to take some time to reflect on their experiences, grieve what has been lost and acknowledge the emotional, physical and spiritual effects on each of our lives. Our pastoral carers are talking this through with residents, and we have a counselling program in place for our staff if they need someone to talk to. It is so important to support one another as we emerge from lockdown, and I encourage each of you to consider the impact that Covid19 has had on your own life.

We were pleased to be amongst the first aged care facilities to receive the Covid19 vaccine for our residents, with the first dose being administered in late February. Almost all of our residents received the vaccine, with no apparent adverse symptoms for any of our residents. Like everyone, we are hopeful that this is a significant step towards the reduction in risk for all residents and staff, and eventually returning to full visiting access. We look forward to the day when the facility is again buzzing with visitors and volunteers throughout the whole day and into each evening.

I keep saying it, but I continue to be grateful for our community at Outlook Gardens. Every resident, family, staff member and friend is part of a wonderful, supportive network. This has never been more evident than over the past year, and we are grateful to God for carrying us all through.

Dirk Schurink – Chief Executive Officer

From our Director of Aged Care

Since commencing in December 2020, I have enjoyed getting to know our wonderful residents and staff. I particularly enjoy residents popping in to say hello on their way past my office door. Outlook Gardens certainly is a wonderful, friendly community!

I am currently investing much of my time into reviewing our current systems and practices, and looking for opportunities to provide even better care and support to our residents. Along with this, we are responding to the Aged Care Commission recommendations, and implementing changes as necessary.

One such change is the formalising of the Serious Incident Response Scheme (SIRS), which has significantly enlarged the Aged Care Quality and Safety Commission's scope in monitoring concerns and incidents. From April, all aged care facilities will be subject to greater scrutiny and required to report a much wider spectrum of information to the government. At Outlook Gardens, we are ready for these changes, and look forward to greater accountability for all Aged Care Facilities across the sector.

I have also considered the current needs in each of the different wings in the facility and made several changes to ensure that each wing is able to provide the appropriate specialised care for each resident. Our staff are committed to ongoing training and upskilling, to ensure we provide the best possible care for your loved ones. Our latest changes mean that staff can be allocated to a particular wing according to their areas of specialised skill.

If you have visited us recently, you may notice that some of our regular staff have finally taken the opportunity to have a well-deserved break. After a mammoth effort during 2020 and Covid19, we are now encouraging staff to take a break to recuperate and spend some much-needed time with their own families.

As Easter is just around the corner and 2021 is tentatively looking more peaceful, I would like to take this opportunity to wish everyone a safe and blessed season and a small reminder to spare a moment of prayer to remember all those friends and acquaintances who are no longer with us this Easter.

Talya Goldsmith – Director of Aged Care



Easter

"I could sing of His love forever; I could sing of His love forever" ...as the song goes. Of whom am I speaking?

Jesus, of course!

His love is perfect, and I can think of no better time to reflect on His amazing love, than Easter. We all know the Easter story, but let's take a closer look at the message and focus our attention on His example of love. Jesus loved us so much, that he took the punishment for *our* sin. Sin can be best identified as being the opposite to the fruits of the spirit, which are "... love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control" (*Galatians 5:22-23*). Matthew 7:20 brings this message home saying "Yes, just as you can identify a tree by its fruit, so you can identify people by their actions".

People are often blinded by their own self-righteousness, arrogance and pride and think they are pretty good. Few recognise their judgemental attitudes, bad tempers, wrong attitudes, gossip (*unfortunately the list goes on*), as sin, and if they do, will use the unrepentant excuse "Well, we are human after all" and see no reason to change their behaviour. But let us **not** use our humanity as an excuse to sin. Let us instead use this *self-awareness* as an opportunity to improve and understand ourselves (*and others*) better. Most importantly, let us gain a greater understanding of **who** Jesus is – **sinless!** We need to be obedient to Christ's command to "... Love each other. Just as I have loved you, you should love each other. Your love for one another will prove to the world that you are my disciples". (*John 13:34-35*). When we are obedient to Christ's command, we see love being actioned. "**Love is patient, love is kind. It does not envy, it does not boast, it is not proud. It is not rude, it is not self-seeking, it is not easily angered, it keeps no record of wrongs. Love does not delight in evil but rejoices with the truth.**" (*1 Corinthians 13:1*)

In order to take our punishment, Christ took **our** sin upon Himself and that meant He **became** sin, **for us!** On the cross, Jesus experienced what it felt like to be a sinner. He had never felt the weight of sin before, and at the moment He did, He was separated from His Father, **for the first time!** I can only believe that the emptiness, abandonment, and rejection Jesus experienced from the Father, was much worse than the torture His body took. But *when* He took *our* sin upon Himself, how could He be near His Father? Sin **separates** us from God. And that is the point! That is *why* He gave His life for us; so by taking our sin and its punishment, we would **never** have to experience the eternal anguish and torment of being separated from our Heavenly Father.

We have not been left to battle sin on our own. Jesus said "**If you love me, obey my commandments. And I will ask the Father, and He will give you another Advocate, who will never leave you. He is the Holy Spirit, who leads into all truth.**" (*John 14:15-17*)

Evidence of the Holy Spirit at work in us is the fruits of the spirit "**...and the greatest of these is love**" (*1 Corinthians 13:13*). Now, **that** is something to reflect upon.

Happy Easter Everyone and may God bless you all abundantly.

Cheryl Ebsworthy
Pastoral Care Worker

The year so far...

We've had some special events over the past few months and are enjoying being able to gather again to celebrate!



Feeling patriotic for Australia Day





St Patricks Day

St Patricks Day fun—'Green' was the theme of the day! Residents and staff dressed up in green, and then residents enjoyed 'green' afternoon tea! We even had a few leprechauns join the party!



Memories of home...



All of our residents carry significant stories from a lifetime of work, family and home. For residents living with dementia, familiar objects bring a sense of calm, and our Lavender residents are enjoying revisiting moments from everyday life.

Recently, several residents completed a payroll activity for many staff, calculating their pay and distributing pay packets throughout the facility. Other residents are enjoying hanging or folding washing in the 'laundry', flower cutting and arranging (and delivering flowers to each wing in the facility), and using kitchen and serving items that evoke memories of home.

To complete our workstation area, we would love to have an old-style manual typewriter, and another large-button calculator (as pictured, with a paper roll). If you happen to have either of these items that you are willing to donate, please let us know! We also have some residents who are working on quilting projects— if you have any quilting fabric you would like to donate, we would love to talk with you!



Questions for clinical staff

Our clinical staff and allied health practitioners are highly specialised in their areas, and they know your loved one very well. They are available to chat with you about any concerns and questions.

To help them provide the highest possible level of care to your loved ones, please consider making an appointment with them in advance if you have a number of things you would like to discuss. This helps them structure their day and make a time to chat with you when they are not focused on medication or other clinical tasks.

Of course, we know that some things are urgent, so please continue to raise urgent concerns or questions whenever needed. All clinical enquiries or concerns should first be directed to the nurse in charge of the relevant unit.

Please make good use of your yearly invitation to a family conference. This is an ideal opportunity to ask bigger questions, raise any ongoing concerns and receive an in-depth update on your loved one. This is in addition to regular communication you have with the nurse in charge and any general information received through reception.



Birthday blessings to all who are celebrating a birthday in
April, May and June

The following residents are celebrating Milestone Birthdays

June

Joseph McFadries—85th birthday



Birthday Club is a fun celebration! Each month, residents who have had a birthday in that month attend a party in Sunflower Lounge. Here are some photos from the different celebrations for our January and February babies



Thank you Yakult!

We recently received a call from Yakult, expressing their support and gratitude to Aged Care workers. They turned up one day in March with Yakult for all of our staff—showing their support and thanks for their dedicated work. We think our staff are awesome, and it seems that Yakult agrees!

It was such a nice surprise...thank you Yakult!



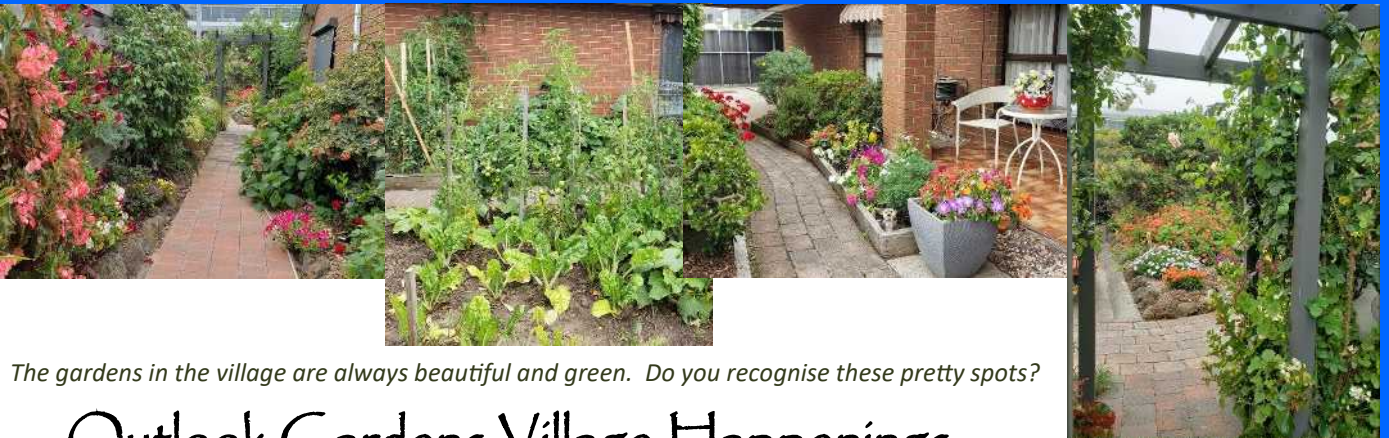
Enjoying being together...



Sandra & John made paintings for one another



A special lunch for Chinese New Year



The gardens in the village are always beautiful and green. Do you recognise these pretty spots?

Outlook Gardens Village Happenings

Now that some of the restrictions have been lifted regarding Covid19, several of the bible study groups have started up again. Hopefully some of the activity groups for the village people will also start soon.

Over the past few months we have welcomed in new residents to the village—Ria Raatjes, Con Daniels, Pat Montgomery, Martin & Elizabeth Schroder and Robbie Heerdink. We wish them well as they settle into their new homes.

Many happy returns to Coby van Rossen and Ishbelle Poppenbeck—celebrating their 80th birthdays. Good health and happiness to you both!





New Clothes?

Don't forget to label them!

If you or family members are bringing new clothes, please leave them in a named bag at reception or with care staff to be **labelled**. Of course, you can also choose to label clothes yourself with a laundry marker. Unfortunately we cannot take responsibility for lost clothing if it is not labelled.

New Medicare or Pension Card?

If your family member receives a Medicare or Pension card with a **changed expiry date**, please provide the details or a copy to Reception or nursing staff so we can update our records.

Lost something?

If you or your loved ones are missing clothing items, please ask Reception or care staff.



Individual activities and puzzles are great to keep brains busy—in addition to time-tabled activities, there are also puzzles, boardgames, books and jigsaws scattered around in lounge areas. It's not unusual to find one or more residents settled in a quiet corner enjoying a new challenge.



Staying Connected

Don't forget that there are many ways to stay connected even if you can't visit in person:

Email: Send a message to admin@outlookgardens.com.au, and include some photos for your loved one. We print them off (together with your message) and pass them along

Skype: Call reception (9795 7566) to book a Skype call time with the nurses' station:

Magnolia: skype@outlookgardens.com.au

Grevillea: skype2@outlookgardens.com.au

Banksia: skype3@outlookgardens.com.au

Lavender: skype4@outlookgardens.com.au

Phone: If your loved one doesn't have their own phone, please feel free to call reception. The best times are between 9.30am & 5pm, and not between 12pm-1.30pm during our lunchtime routine

Parcels/letters: Parcels and letters can be posted or dropped at reception during office hours

Smartphone: Download apps such as WhatsApp, FaceTime or Viber to send messages and make video calls