

## From the CEO's Desk

When we published our last regular newsletter, we couldn't have imagined how much (and how rapidly) things would be changing! Since then, we have been in contact often with various email updates, and it seems only very recently that I last wrote to you! As always, I continue to appreciate the grace and patience that has been evident amongst our wider Outlook Gardens family throughout the past few months. As a Christian facility, grace and love has been very evident amongst this community as we navigate this time together.

We thank you for your response to lockdown, and for everyone's flexibility as we established new ways for families and loved ones to connect. We are grateful for technology like Skype that has allowed families to see one another even while apart.

Since we last wrote, influenza vaccinations are now compulsory for everyone entering the facility, and we are grateful for everyone's patience as we operate with much tighter and lengthier procedures. If a resident was to contract both COVID-19 and influenza their chances of recovery would be very low. As there is no vaccine for COVID-19, we can only vaccinate against the current year's flu.

We continue to monitor the COVID-19 situation, and management are meeting multiple times each week to review the latest advice from the Health Department, other aged care facilities and government departments.

Despite the current focus on COVID-19, there have also been some other significant events occurring recently. Over the past two months we have celebrated both Anzac Day and International Nurses' Day, finding creative ways to celebrate despite the restrictions. Despite the cancellation of Anzac Day services, our servicemen/women and spouses marked the occasion together with a special morning tea and televised service.

As we are sure you have noticed, staff have been incredible during this time. We have a wonderful team of staff at Outlook Gardens who have poured their hearts into caring for our residents, even while managing the effect of isolation and restrictions in their own lives and families. Next time you drop in or call, give them an extra smile of appreciation!

*Dirk Schurink*  
Chief Executive Officer

## From the Residential Services Manager's Desk

The last few months have been very different to normal, and we are grateful to so many people throughout this time. Firstly, we want to thank all of our residents and families. We appreciate everyone's cooperation in following our guidelines, even though at times they may seem over-protective. Keeping everyone safe is a team effort, and it is taking patience and understanding on everyone's part to minimise the risk of infection.

It is interesting to note that the general consensus amongst residents is that they have felt safer and more secure with the facility being in lockdown – a reflection of the general anxiety in our society at this time. Like most facilities, we are being extra-cautious, and a number of residents have been tested for COVID-19 due to respiratory symptoms. At this stage, all tests have been negative, and we have also noticed a significant decrease in other respiratory illnesses. We are thankful for access to enough flu vaccinations that our staff are able to continue to be at work.

We would also like to thank our GPs, who continue to come into the facility to offer face to face care.

Lastly, we thank our dedicated staff, who continue to go above and beyond in their roles. We especially thank Lupe for organising theme costume days for each day of lockdown – keeping everyone's spirits up and providing some daily fun!

Despite the changed circumstances, life continues as normal and we are continually looking to improve. As a family, you will have recently received an invitation to complete a "Quality of Care and Services Questionnaire", and we encourage you to complete and return this as soon as possible. We also value your feedback on meals and cleaning standards – please let us know if there are things that we could be doing better.

In other news, we recently celebrated with Maria Bounds, who began maternity leave at the end of May after a fun baby shower (see photo on page 3). We wish Maria all the very best for her new arrival.

In keeping with the baby theme, there are also baby photos of many staff on the window in the Magnolia dining room. Residents and staff are having fun matching the names with the baby faces!

*Inna Emelianova*  
Residential Services  
Manager



## Does Heaven Exist?

In a recent visit with a resident at Outlook Gardens aged care facility, the question .... **'are you ready for heaven?'** came up in our conversation.

The resident in her 90s smiled and laughed and in her joyful reply said 'Yes, I am ready, I have been ready for a long time'.

The bible tells us there is a heaven.... How can we get there?

We are all citizens of the country of our birth. To move, live or belong in another country we need to apply for a new citizenship of that country. No citizenship documents = no permission to stay. No citizenship, no passport, no travel overseas and no entry to countries.

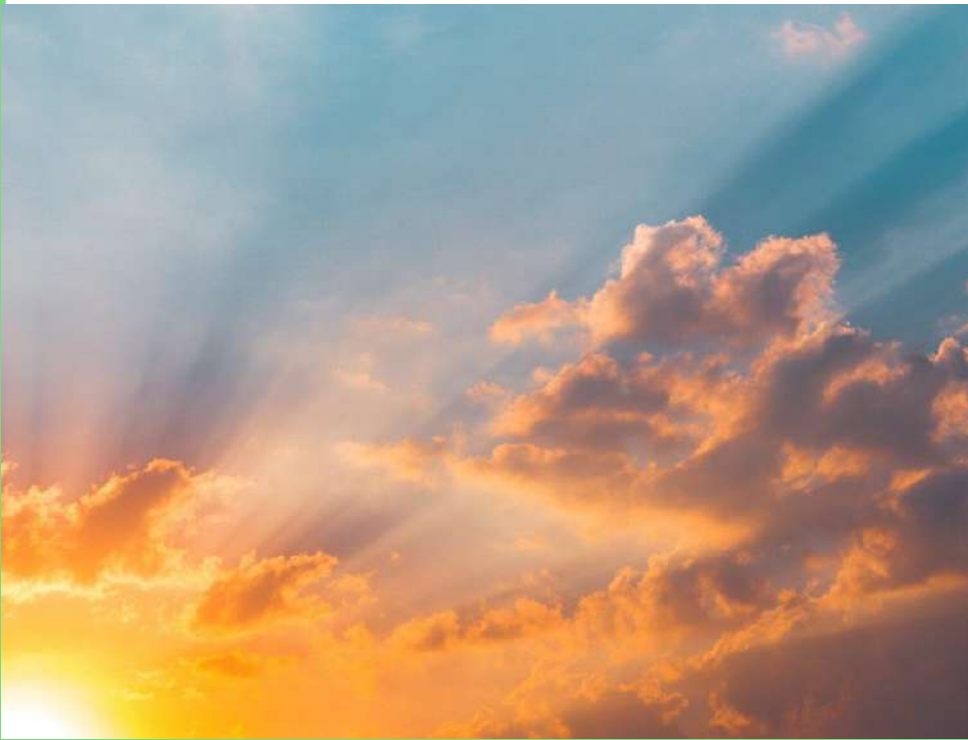
Is there a citizenship requirement in heaven?

How to become a citizen of heaven? In the Christian tradition we always look to the bible for guidance.

Paul's letter to the Philippians 3:20-21 ESV states that *'but our citizenship is in heaven, and from it we await a Saviour, the Lord Jesus Christ, who will transform our lowly body to be like his glorious body, by the power that enables him even to subject all things to himself'*. In this passage Paul points to Jesus Christ as our passport to heaven and our citizenship in heaven is obtained through the acceptance of the gift of salvation in Christ alone.

Wars around the world bring chaos and disorder to countries and their citizens. When war breaks out in a country, people are displaced, and they are on the move to find a better and peaceful place to go and live. Scriptures prophesied that there will be a new earth – as revealed in the book of Revelation by one of Jesus' disciples, John - Revelation 21:1 ESV *'Then I saw a new heaven and a new earth, for the first heaven and the first earth had passed away, and the sea was no more'*. Jesus encourages us to seek this truth and His Kingdom in heaven. His words in Revelation 2:7 (ESV) gives us a glimpse of what He has promised in His Kingdom. *'He who has an ear, let him hear what the Spirit says to the churches. To the one who conquers I will grant to eat of the tree of life, which is in the paradise of God.'*

Are you ready for heaven? Do you have your passport to heaven?



*'Here I am! I stand at the door and knock. If anyone hears my voice and opens the door, I will come in and eat with that person, and they with me'*. Revelation 3:20 (NIV)

Peace be with all.

*Chew Nang*

Pastoral Care Worker

# Leisure and Lifestyle

We might have been in lockdown, but we've still been busy! Our days have been full with costumes, games, socially-distanced activities and one-on-one activities too. The dining rooms have been rearranged to allow more distance between each seat, but we are still a community who enjoy each other's company! We hope that you have enjoyed our mini-photo updates throughout lockdown, and that you have been able to access us in other ways (Skype and window visits have been particularly popular).

While we haven't been able to conduct outings and some of our regular activities, there have been lots of other things happening. Some of these include: art, craft, themed lunches, hymn singing, a new in-house movie channel, Happy Hour with activities staff, Bible discussion, hair and nail pamper sessions, Men's discussion group, Faith stories, exercises and games.



Magnolia Exercise class



Hairdressing fun!



Celebrating Maria's baby shower



Socially distanced Sri Lankan lunch



If you have seen any of our mini-updates during lockdown, or been in to visit at the beginning of May, you would have seen our staff wearing some unusual and colourful costumes! The brainchild of Lupe (one of our wonderful RNs), staff dressed for a different theme each day! Staff were challenged to put together the best and funniest costumes they could using items from their wardrobes or props laying around at home. With themes ranging from circus to sports, fairies to famous people and everything in between—there were plenty of laughs and lots of fun along the way! During lockdown we built a photo wall, adding photos each day of some of the craziest and funniest outfits.





Birthday blessings to all who are celebrating a birthday in  
June, July and August

The following residents are celebrating Milestone Birthdays

- June**                      June Herft—85th birthday  
                                  Muriel Lewandowski—90th birthday  
                                  Hilda Muller—95th birthday
- August**                     Jerry Davidson—90th birthday  
                                  Maria De Feyter—95th birthday

Congratulations to these three wonderful couples who have recently celebrated **milestone wedding anniversaries!** Imagine the lifetime of stories behind these smiling faces.





### **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.

### **New Clothes? Don't forget to label them!**

If you or family members are bringing in 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.

### **Lost something?**

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

### **Visiting hours**

At the time of printing, visiting hours are 10.30am—12pm and 3.30—4.30pm daily, as well as 6.30—7.30pm on Wednesday evenings. Thank you to everyone for your co-operation with these hours, as we know this is a significant change from being able to come and go at any time.

Of course, we recognise that sometimes there needs to be greater flexibility with time, and we encourage you to chat with Inna if there are special circumstances that require a variation to the regular times.

We also appreciate family cooperation in staying in loved ones' rooms, rather than utilising common areas. Staying within loved ones' rooms and keeping restricted hours are helping to minimise the risk of infection, and keep everyone safe. This means that residents can continue to move safely around the whole facility (and gardens).

Of course, we will continue to keep you updated of any changes as we receive advice from the Chief Medical Officer.



# Staying Connected

It is wonderful to see families reconnecting over the past month, and reassuring to see the majority of visitors maintaining social distancing and remaining in their loved ones' room for the duration of the visit. We are carefully monitoring all government announcements and advice, and making any adjustments to our visiting rules as appropriate. We recognise that the current rules severely limit visiting opportunities (especially for children and larger groups).

We are also grateful to those who choose to limit or avoid face to face visits to help protect the health of their loved ones. Remember that there are plenty of other ways to maintain contact without visiting:

**Email:** Send a message to [admin@outlookgardens.com.au](mailto: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:** Each wing is equipped with a device and a Skype address to receive your calls. If you would like to arrange a Skype call, call reception (9795 7566) to schedule a time with the nurses' station

**Grevillea:** [skype2@outlookgardens.com.au](mailto:skype2@outlookgardens.com.au)

**Banksia:** [skype3@outlookgardens.com.au](mailto:skype3@outlookgardens.com.au)

**Lavender:** [skype4@outlookgardens.com.au](mailto:skype4@outlookgardens.com.au)

**Magnolia:** [skype@outlookgardens.com.au](mailto:skype@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 (this stays clear of medication rounds, meals and breaks, so staff are more available to assist with calls)

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

**Smartphone communication:** If you and your loved one both have compatible smartphones, phone apps such as WhatsApp or Viber will enable you to send messages and make video calls

**Waving through the window:** Just let us know when you are coming, and we will arrange a great window view! With a mobile phone, you can also have a conversation through the glass



# Compulsory Flu Vaccinations for Visitors ...

As you have probably already heard, **it is now a Government requirement that anyone entering any Aged Care Facility must have had a current influenza vaccination.** Under the new restrictions, we must ensure that all visitors have been vaccinated prior to entering (we are required to sight evidence of each person's vaccination).

What does this mean for you?

**If you have not already done so, please see your doctor or pharmacist and get an influenza vaccination for 2020. Please also obtain a proof of vaccination at the same time,** as proof will be requested upon entry.

Of course, the flu vaccination has no effect on COVID-19, but the Department of Health has stated that the flu vaccination "is particularly important this year as the healthcare system faces the COVID-19 global pandemic and cases of flu can increase the burden on the health system."

## Village Happenings

Not much has happened over the last few months but we have all kept safe and well in our units and avoided the virus. We look forward to activities restarting when permitted, including carpet bowls, games nights, film nights, Thursday morning coffee and exercises.

A reminder that the Community Centre kiosk is open every Thursday morning between 9-10am. This has been a big benefit for people unable to get to the shops.

The gardeners have been very busy in the village. It is always lovely to walk around and enjoy the gardens, especially on the beautiful autumn days—an extra bonus to stay at home.

*Our new rotunda is a perfect spot to sit and enjoy the late autumn sun*



We have recently welcomed new residents **Robbie Heerdink** (unit 17), and **Martin & Elizabeth (Els) Schroder** (unit 6). We wish them all the very best in their new homes!