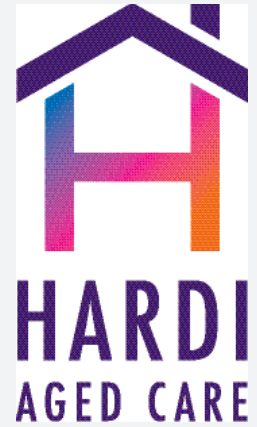


# HARDI NEWS



## IN THIS ISSUE

- CEO Message
- Combining Child Care and Aged Care Benefits
- Leisure & Lifestyle
- Farewell Anne Bastion
- Bushfire Relief Packs
- Music and Memory at Hardi
- Out and About with Our Bus Driver Colin
- Special Childrens Christmas Party



*Where Enjoying Life Matters*

[www.hardiagedcare.com.au](http://www.hardiagedcare.com.au)

# CEO MESSAGE



Welcome to the latest edition of the Hardi News.

I would like to start this newsletter by advising you that the events and activities that show residents and family members in large groups took place before COVID-19 restrictions were put in place. If you see \* next to a story this means it was a pre-COVID-19 activity.

The COVID-19 pandemic continues to be an extremely difficult time for all of us. It is crucial that we maintain vigilance to prevent the introduction of COVID-19 into our homes. Our main focus is to protect our residents and staff.

The team at Hardi Aged Care have been keeping residents busy and active during this time with plenty of new activities introduced that not only help stimulate the residents but also help them keep in touch with loved ones and close friends particularly, when the requirements to socially isolate were at their most strict. As part of our focus on keeping both our residents and staff safe, we have been constantly purchasing Personal Protective Equipment (PPE) which on occasion has not been an easy job given some supply shortages with our usual suppliers. This has resulted in some products being sourced by our dedicated team at Head Office from multiple suppliers.

Before the outbreak of the COVID-19 pandemic, all of our homes had been very busy with some excellent lifestyle activities and outings for residents. While outings have been postponed due to COVID-19 restrictions, the activities have continued on a modified basis adhering to social distancing rules. Like the team at Manly Vale who created the book club, Seven Hills writing and sending messages to loved ones or Summer Hill celebrating ANZAC Day. For more stories see pages 6-10.

This month we take a look at the benefits of having

child care centres visit our homes, through an "Intergenerational program" that has been running since the end of 2019, the program focuses on the relationship between the elderly and childcare centres within the local area. During each visit, the children and residents share in a variety of planned activities such as singing, dancing, craft, lunch, storytelling, cooking, or just visiting. Read the rest of the story on pages 3-4.



Hardi Aged Care has been a sponsor of the Special Children's Christmas Party at Rose Hill Gardens for 5 years. The event gives children who struggle with serious illnesses, special needs, disabilities, or suffer from unique challenges in their life a day full of fun and memories. We are happy to announce that we will be sponsoring the event again in 2020 in a larger capacity which will hopefully result in a greater involvement of our residents. Read the rest of the story on page 16-17.

After 40 years of service Hardi Aged Care said farewell to Anne Bastion as she takes the next step into retirement. Anne's retirement was celebrated with staff and management in many ways. I'd like to personally thank Anne for her hard work and dedication to Hardi Aged Care, but in particular her dedication to all the residents, she looked after over the many years of service. We wish Anne the best in her retirement and she will be missed by everyone. Read the story on page 11.

Finally, I am delighted to announce the appointment of a new member of the Facility Management Team. Sabitri Sapkota has joined us as the Assistant Facility Manager at Summer Hill, we wish her all the best in this new role.

Best wishes,

Rob Oxford

# \*COMBINING CHILD CARE AND AGED CARE BENEFITS

Intergenerational care helps residents form special bonds with children, improve their moods, and reconnect with the past.

What happens when you bring a group of residents and young children to spend the day together? Clapping hands and singing songs is just one way they spend this time together. These interactions are made possible by intergenerational programs that each Hardi Aged Care home has introduced with local Child Care centres.

During each visit, the children and residents share in a variety of planned activities such as singing, dancing, craft, lunch, storytelling, cooking, or just visiting. The residents love when they see the program on the lifestyle calendar and when the kids walk through the door you can see the smile on the resident's faces light up. Being in Aged Care, residents don't always have access to seeing their grandchildren and some children don't have regular access to a grandparent, so it's nice for them to meet the residents. The regular interaction between the generations has resulted in a range of benefits for both the youngsters and residents.

The benefits from the visits can be seen in the residents, their whole demeanour improves and they always look forward to seeing the children. And, the children get to interact and engage in activities they would not normally do and learn about relationships, caring, and conversation.

According to connect ABILITY Australia, inter-generational playgroups could be an underrated solution to manage Australia's ageing population. Combining care for children and the elderly has a range of benefits for both groups. The elderly cherish spending quality time with children, and the bond between the two vulnerable groups could be more beneficial than we realise.

We live in a society where the care of the young and the old is increasingly segregated, with very limited opportunities for the two age groups to interact. These

'book-end generations' could become great resources for each other - all we need to do is put them together.

In Australia, three researchers at Griffith University led a nationwide study in 2015, looking into the benefits of mixing aged care and child care in an inter-generational setting. With an ageing population placing pressure on the nation's aged-care services and rising dementia numbers, it's hoped the model will delay a decline in cognitive function and assist the elderly in maintaining their independence for longer. Griffith professor Anneke Fitzgerald, a former registered nurse, thought of the idea for the study during a phone call with her daughter, who was talking about the 'trials and tribulations' of working in child care. Fitzgerald realised that many of the challenges in the two sectors were the same.

The program offers children opportunities to:

- Learn about the normal ageing process
- Accept people with disabilities
- Be involved with people from different generations
- Help reduce the fear of older adults

In addition, residents and program participants benefit from :

- Frequent interaction with children
- Physical activity in playing with the children
- A renewed sense of self-worth
- An opportunity to transfer knowledge
- The ability to serve as role models

Over the page are stories from the visits between Hardi Residents and local Child Care centres.

\*Please note all visits took place before COVID-19 restrictions had been put in place and have been placed on hold until further notice.



# \*COMBINING CHILD CARE AND AGED CARE BENEFITS

## ROSE OF SHARON DAYCARE VISITS HARDI BLACKTOWN\*

With just a walk across the street the children from Rose of Sharon Child Care centre were ready for a fun time at Hardi Aged Care Blacktown. Residents were lucky enough to have 15 children spend the morning with them and help get the day started. From the moment the children walk in the door residents wanted to get more active so they could play and spend time with them. The children put on a little concert for the residents singing all the favorite nursery rhymes from I'm a little tea pot, Wheels on the bus, Old Mac Donald and many more. After the



concert it was time for morning tea and an art session where residents helped the children colour in and paint artwork. Resident Pat Haywood stated, "It was

beautiful to see the children and being given the opportunity to spend one-to-one time with them talking and helping them".

## PETERSHAM CHILDCARE VISIT SUMMER HILL\*

Back in February Children from Petersham Childcare Centre spent the morning at Hardi Aged Care Summer Hill. Residents relaxed in the courtyard and shared

morning tea with the children that was full of fruits, cupcakes, and sandwiches made by the Hardi Chef especially for our visitors. This gave the children time to familiarise



themselves with the environment and for the residents to get to know the children. Later in the morning

residents assisted the children to make magic wishing rocks and share stories about things they wish for with each other. It was a magical morning and we all are very excited about the next visit. The children brought such a smile to the resident's faces, watching them share activities, songs, and laughter.

## VISIT FROM MANLY VALE EARLY LEARNING CENTRE\*

Children from Manly Vale Early Learning Centre visited Hardi Manly Vale

for a morning off activities and games. Residents were lucky enough to have 10 toddlers and 4 educators spend the morning with our residents to help



get them energised. It was such a remarkable, happy moment for our residents, as they got to spend so much time with the little toddlers while engaging and entertaining them through different kinds of activities such as colouring, playing table games, toys and reading stories. The toddlers were super excited to see and play with our giant teddy bear, playing balls and watering the new plants in the garden. Our residents offered beautiful Thank You cards, while the toddlers handed in their beautiful drawings to be displayed in the Hardi Manly 'Art Gallery'. These beautiful souls



left indelible memories on the residents and put a smile on everyone's face.

# LEISURE & LIFESTYLE ACTIVITIES

It's been a tough start to 2020 for everyone from the devastating bushfires that burnt across Australia, to a global pandemic that has changed the way we interact with each other.

During all this, the lifestyle teams at each facility have been working hard to keep our residents active, engaged, and entertained. From finding indoor activities to limit outside exposure to smoke and heat during the summertime to finding new activities that replace regular outings and limit visitation to residents during the global pandemic.

With technology and help from families and friends, Hardi Aged Care has been able to keep residents in touch and involved with families and friends using facetime, Zoom, and other forms of virtual communications.

We are constantly monitoring the COVID-19 situation and we remind all visitors and staff to remain vigilant in order to protect all our residents.



Entry to our facilities will be restricted by the requirements placed on us by both NSW health and the visitor access code. Also, we require every visitor to wear a face mask at all times while in one of our facilities. Please note the requirements on entry are constantly changing, but we will keep you updated as any changes are made.

We have also introduced sign-in stations at the entrance to each facility, where each visitor will have to complete a health check that will include having their temperature checked.

- if a visitor's temperature is above  $\geq 37.5$ ; OR
- if a visitor exhibits symptoms of an acute respiratory infection (e.g. shortness of breath, cough, sore throat).

- if a visitor has not received a 2020 flu vaccination or cannot provide evidence
- if a visitor has visited a certain location, Local Government Area (LGA), or suburb determined by NSW Health they may not be allowed entry. Further, if one of our facilities is located in one of the nominated LGA's or suburbs they will not be able to allow general visitation other than for compassionate care.

If a visitor does not meet the above criteria for entry to a Hardi Aged Care facility the staff will ask them to leave straight away. The visitor will need to get in touch with a GP for further examination, and they will not be able to re-enter a facility without clearance from a GP in writing.

We extend our continuing thanks to our relatives, friends, and community for your support as we balance our duty to keep our residents and team safe from COVID-19 and support the wishes and preferences of all of those we care for. The pandemic has presented various challenges within our business, and I thank our wonderful staff who have worked tirelessly to support our residents to remain safe and well during this time.

Here are some stories detailing how residents have been keeping busy during this time.

# LEISURE & LIFESTYLE ACTIVITIES

## JUDITH'S ART DISPLAY

COVID-19 has been tough on all our residents with changes to daily schedules, changed visitation arrangements, and outings postponed. For one resident from Hardi Penrith Judith, this has been hard as she has had to miss her normal outings with the NDIS support worker. So the lifestyle team at Penrith helped harness her talent and passion for art and created a space for Judith to draw and paint her masterpieces.

After lunch everyday, Judith with the help of the lifestyle team set up her area with all her art supplies and she starts working on some amazing pieces of art, this small activity has helped Judith deal with her change in schedule and stopped her missing the outings with her NDIS support worker. The artwork that Judith was creating looked so good it didn't seem right to not share it so Lifestyle member Donna, asked Judith if she could create a little display outside Judith's room so the masterpieces could be on display for all to see and admire.

Judith is so ecstatic for her art to be on display and it gives her extra motivation to create some special pieces especially since all residents, visitors and staff comment on how amazing it looks.



## BASKETBALL COURT AT HARDI GUILDFORD

The lifestyle team at Hardi Guildford have been trying to become more creative in ways to keep residents active during this time, one big thing the residents have asked to be included in the lifestyle schedule is more ball games. They asked for something that can be played in the outside courtyard as they love the sunshine, fresh air, and smell of all the amazing flowers in the garden. After watching the resident play some indoor basketball with balloons the lifestyle team noticed

they had some talented basketball players that could beat Michael Jordan or LeBron James in a game of one on one, with that in mind the lifestyle team went out and

purchased a basketball ring and set it up in the outside courtyard so the residents could shoot some Kobes with each other.



The ring has been set up to suit all residents even if they are in a wheelchair or tub chair, it has been a great addition to the already loved courtyard. The residents love this basketball ring

with resident Clifford King taking the title of "King of the Ring" after some amazing shots.





# LEISURE & LIFESTYLE ACTIVITIES

## MANLY VALE CHAIR YOGA & MEDITATION

During the peak of the COVID-19 restrictions group activities were even more limited, visitors and external therapists were restricted, robust mindful spiritual programming helped to create a better quality of life for the residents. The lifestyle team at Manly Vale thought offering meditation with mild yoga posture and relaxation music would be a great way to reduce stress and anxiety within the residents. The team incorporated this mindfulness practice into the lifestyle planner every Tuesday at 10.30am in the Central Courtyard. Our energetic lifestyle team threw light on the benefits of yoga and meditation before starting the activity. With rising demand and increasing popularity, we had two yoga sessions on Friday, 15th May and Thursday 11th June in our morning activity. This mindful body scan and seated meditation with different breathing techniques were highly appreciated by the residents who were present.

It indeed helps to calm residents minds from repetitive thoughts and brings positivity towards daily life.

Resident Jutta Smith said "Let us do it every morning as it brings positive feeling in our life". John Eaton highlighted by saying that "This practice improves the quality

of our life". June Choptij stated that "I would do the breathing techniques every morning before I start my day". Joan Shepherd mentioned that "Meditation creates wonder".



## ART CLASS WITH GLADYS SUMMER HILL

During the peak COVID-19 period, drawing classes commenced with Gladys our recreation and activities officer stepping up as the art teacher. Participants were provided with drawing equipment. On a whiteboard, Gladys breaks down how the residents can draw amazing items but in a simplified form. Residents followed her demonstrations and from that,



they were able to create amazing masterpieces. There are many benefits to drawing for older people. It is an activity that benefits the brain, as both hemispheres are being utilised. It helps with maintaining fine motor skills and maintaining coordination. It is also a way of being creative, gaining a sense of achievement, and an opportunity to get away from every day worries.

## SEVEN HILLS MESSAGES TO LOVED ONES

During the hardest times of the restrictions, residents were missing regular visits from loved ones and friends, so the team at Hardi Seven Hills set up Facetime calls, zoom catch-ups, and other virtual communication helping residents feel connected with loved ones and friends. But sometimes thinking outside of the box can be a little bit more personal and they say a photo can speak a thousand words, so the lifestyle team got residents to write lovely messages to loved ones on whiteboards and the lifestyle team took photos and sent them to family and loved ones via social media, email and text. It was an inventive way to show families that residents were happy and still enjoying their days while also keeping safe during difficult times.

# LEISURE & LIFESTYLE ACTIVITIES

## ANZAC DAY AT SUMMER HILL

It may have been a different kind of ANZAC day this year but that didn't stop the residents and staff at Summer Hill from showing their respects. Hardi Summer Hill would like to showcase one of our hard-working residents Mrs. Lilly Lloyd. Lilly has been inspirational in supporting the staff and other residents at the facility. This year due to the restrictions placed around the COVID-19, our usual ANZAC day memorial was not initially going to go ahead. Lilly took it upon herself to ensure that the tradition of the ANZAC spirit remained alive. She set about researching the history of how the ANZAC legend came about and how over the years it had evolved into why we remember our men & women who choose to serve their country. There were (7) Veterans from Wyoming who attended the service along with many other residents. This year was particularly notable as the men and women serving our healthcare system were recognised and remembered along with those around the world who have lost loved ones due to the Coronavirus outbreak.



## MANLY VALE BOOK WEEK

Residents from Hardi Manly Vale love to read so it was only fitting that they celebrated book week. They came up with the idea of having a book club and a library trolley that gets pushed around the facility and residents can pick out their favourite books to read. With a small group of residents, they had a wonderful discussion about reading books and stories followed by trivia



on bestselling books and authors. Residents describe reading books as getting away from reality and taking an adventure with the characters, they can be a resident of Faulkner's Yoknapatawpha County, hunt the white whale aboard the Pequod, fought alongside Napoleon, sail a raft with Huck and Jim, committed absurdities with Ignatius J. Reilly, ride a sad train with Anna Karenina, or stroll down Swann's Way. The trolley will be a new addition to the lifestyle calendar.

## BLACKTOWN CELEBRATES A MILESTONE\*

Being in love is one of the best feelings in the world, so can you imagine being in love with the same person for 60 years? That's exactly what happened for residents Mr. & Mrs. Symons who celebrated their 60th wedding anniversary on 26th February. That's 6 decades together, 720 months of laughter, 3130 weeks of happiness, 21915 days of friendship, 525,557,600 minutes of love, 1893,456,000 seconds of wonderful memories. The lifestyle team planned an amazing day to help them celebrate this occasion with their family and friends, the activities room was decorated with elegant diamond jubilee decorations, with the guests of honour taking centre stage with an amazing cake made by the Hardi Chef Don. Mr. & Mrs.



Symons were gifted a card that had heartfelt messages from the residents and staff at Hardi Aged Care Blacktown. They were so happy to be able to celebrate this special day with everyone and were pleasantly surprised by the party. They raised their glasses to more amazing memories together.



# LEISURE & LIFESTYLE ACTIVITIES

## CHINESE NEW YEAR AT GUILDFORD \*

Chinese New Year is a massive celebration amongst the Chinese community, houses are decorated with red Spring festival couplets, red lanterns, and red paper cuttings; city streets are lit up by red lanterns, and numerous people are dressed in red. This is because red in Chinese culture is the symbol of happiness, wealth and prosperity, and can ward off evil spirits and bring good luck. These red decorations are to the festival what Christmas trees are to Christmas. At Hardi Aged Care Guildford, many residents that call Hardi home are of Chinese lineage so it's important that we help them celebrate. Residents and staff had an amazing day, the recreation activities officer Emma So, dressed in traditional Chinese costume and spoke of her Chinese culture and explained the zodiac meaning behind the 'Year of the Rat'. For a fun activity, resident took part in a Chinese Auction, they were given a playing card each while the Diversional Therapist called out the winning cards. If the resident's card was called out, they could either take their prize or steal someone else's in a game of hide or steal, most residents chose to keep their prize. Everyone had a fantastic day and can't wait till the next celebration.



## SEVEN HILLS AT HOME GOLD CLASS

With resident bus trips and outings postponed as a precaution of COVID-19 and movie theatres shut residents from Hardi Seven Hills have missed their monthly trip to the movies to see the latest blockbusters. This got the FMT and lifestyle team at Seven Hills thinking can we turn the activities room into a home theatre, and that's exactly what they did. The team went and purchased an Apple TV so they could play the latest movies, using the 1.5 meter distance rule they set up comfy recliner chairs to resemble a gold class layout. The gold class experience didn't stop there, Chef Aggie made some yummy snacks that were served to the residents along with beer and wine. Resident Yvonne said "it was a lovely experience and I can't wait for the next movie session".



This activity was introduced due to COVID-19 restrictions, however it will be a regular item included on the activity calendar at Seven Hills.



# LEISURE & LIFESTYLE ACTIVITIES

## HARDI HOMES CELEBRATE MOTHER'S DAY

In honour of all the lovely mums and grandmas the lifestyle team at all the Hardi Aged Care Homes put together a special Mother's Day High Tea to help make them all feel special. The kitchen staff prepared mini sandwiches, party pies, sausage rolls, and little desserts for all residents to enjoy with some tea and coffee.



At Guildford resident, Alan Townsend

made a lovely speech sharing a story of his childhood that included his lovely Grandmother and how much he appreciates her and all the mums and grandmas out there. Yara Torbey daughter to Assistant Facility Manager Nawal Torbey made personalised canvas painting for all the female residents. These canvases are now displayed on the walls of the facility and in resident rooms.

Residents at Hardi Seven Hills were treated to beautiful handmade gifts created by our lovely lifestyle team. The ladies couldn't stop talking about the amazing day they shared with each other, even though they couldn't celebrate with family they still felt special. Resident Joyce said she loved her new socks and that they will be perfect for winter with Wendy saying "Thank you for our mother's day gift I loved the teddy made out of a face washer, I don't want to use it" because the teddy is too cute".





# FAREWELL ANNE BASTION



After 45 years of service at Hardi Aged Care, the team said farewell to the beloved Anne Bastion as she takes her next steps in life and has two, six month holidays every year.

Anne started with Hardi Aged Care in 1977 as the Director of Nursing at Phillip House Aged Care Facility in Waverley. She worked there for three years before she took some time off in 1979 to have her two beautiful daughters. Anne returned to Hardi and began working as a casual registered nurse at Wentworth Nursing Home before moving her family out of the lovely suburb of Baulkham Hills in 1980, this is where she started working for Blacktown Aged Care facility on weekends and evenings.

Anne held a number of positions at Hardi Aged Care and worked across multiple homes, this included being a registered nurse at Guildford Aged Care facility and Mountainview. In 1994 Anne started her role as the Assistant Director of Nursing at Seven Hills Nursing Home and held that role for 8 years before she moved 10 minutes up the road to Hardi Aged Care Blacktown in 2001, she took on the role of the role of Facility Manager for a couple of years before moving into the role of Assistant Facility Manager and held that role till February 2020. The whole team at Hardi Aged Care will miss Anne immensely and wish her the best in retirement.





# BUSHFIRE RELIEF PACKS



Like most of Australia and the world, residents and staff at Hardi Aged Care were saddened to witness the devastating bushfires that tore across Australia at the end of 2019 and the start of 2020.

Our deepest condolences go out to those who lost their lives or a loved one. To those people who lost their homes and belongings, we send our love and thoughts. We want to say thank you to the firefighters and volunteer firefighters who gave up Christmas and New Year with their families to try and control these devastating fires that burnt over 11 Million hectares of land from September 2019 till February 2020.

During the fires, we wanted to give something back to the firefighters. So the Hardi residents made hampers full of supplies for the firefighters. The hampers were made up of poppers, Powerade, muesli bars, lollies, throat lozenges, tea, and much more. All these items were necessities that could be used either at the firegrounds or back at base.



The Hardi Aged Care team dropped them off to the amazing volunteers at the "Sydney Fire Support Team" who packed up multiple trucks and transported all donated goods from Coffs Harbour to the south coast and beyond. Residents from Hardi Aged Care Penrith were also saddened to hear about the ½ Billion animals that lost their lives in the bushfires. The sewing group at Penrith got to making mittens for the Koalas, Kangaroos, and any other animals that had been injured trying to escape the fires. To top of the resident's amazing efforts, they decided to donate all the money they made from their Market Day and Christmas raffles to the Red Cross Bushfire Appeal to help families that have lost everything in these bushfires.



# MUSIC & MEMORY AT HARDI

Music has the ability to allow us to revisit fond memories and recollect past experiences and engagements. Many of our residents go back through time to when they attended a dance or listened to songs played around their homes as children growing up. These throwbacks are extremely pleasurable for all our residents who participate in Music Memories.

In our last issue we spoke about art therapy and the benefits for residents, since the last issue residents have been taking part in the Music and Memory program that is being rolled out across all six facilities and we are seeing some great signs coming from this program.

Listening to music, especially tracks from the individual's young adult years (18 to 25), can bring about positive engagements and recollections for those living with dementia. This form of therapy is intrinsic in relieving stress and anxiety, depression and agitation, and has extremely positive impacts on the individual's behavior.



Tony Lewis, President and CEO of Cobble Hill Health Care, Brooklyn, New York says "Despite the enormous sums of money spent on mood- and behavior-altering medications that are often not particularly effective, nothing compares to these iPods when it comes to improving quality of life."

The lifestyle team at each Hardi Aged Care home have been trained on how this program works and they take the time to tailor this program to our resident's tastes, whether they're listening to smooth jazz, heavy rock or funk, we ensure the music connects with the resident so we can see the most positive results.

## Why It Works

- How the brain ties music to memory
- How personalised therapeutic music enables the listener to reconnect, regain social skills and live more fully
- Therapeutic Benefits of Personalised Music
- Finally, a way to give pleasure to persons with advanced dementia
- Offers an enjoyable, fulfilling activity for persons in dialysis, on vent or bed-bound
- Increases cooperation and attention, reduces resistance to care—a real boost for staff morale
- Reduces agitation and sundowning
- Enhances engagement and socialisation, fostering a calmer social environment
- Provides a valuable tool for the effort to reduce reliance on anti-psychotic medications

The hours that the lifestyle staff have invested in creating a Music & Memory personalised music program has paid off, residents are feeling happier, more social, less anxious, and are just able to enjoy life.

Music and Memory will always be made available round the clock for all residents as it's such an important activity for them to undertake.



If you have an old iPod at home that's just sitting in a draw and are looking for it to be out to good use Hardi Aged Care is always looking for iPods to add to our collection. Please chat with the lifestyle team at your facility for more information.

# OUT AND ABOUT WITH OUR BUS DRIVER COLIN

Residents at all Hardi homes enjoy access to the “Hardi Bus” for fun outings, with no extra charge for bus travel. The Hardi bus offers short local morning tea or afternoon tea trips for residents, as well as longer trips further afield that include lunch. Our bus driver Colin enjoys driving the residents to these many wonderful locations and we thank him for keeping our precious cargo safe.

\*Please note these bus trips took place before COVID-19 restrictions\*. With temperatures reaching into the high 30's and early 40's residents chose to take bus trips where they didn't have to get on and off the bus as often and could just relax in the airconditioned bus while having a fun day out which didn't stop them from visiting some great places. Some of the bus outings have included a trip to South-West Sydney to look at all the amazing Christmas light decorations, they drove down to the Royal National Park, explored the new light rail from Chatswood to Randwick they got to feed the ducks at Centennial Park, took a fishing trip to the northern beaches, tried some YumCha at Top Ryde and looked at the wax figures at Madame Tussauds and much more.









# SPECIAL CHILDRENS CHRISTMAS PARTY



For the 5th year running, Hardi Aged Care proudly sponsored the Special Children's Christmas party held at Rosehill Racecourse on the 4th December.

This event is something that Hardi Aged Care enjoys supporting. It provides a magical day for children who suffer from serious illnesses, physical or intellectual impairment, domestic violence, or living in underprivileged circumstances.

On our last visit, we got the opportunity to invite residents from each facility to attend and enjoy all the day had to offer. Our residents enjoyed seeing the kids have so much fun, particularly as the kids got to pat police dogs & horses, see inside fire trucks, feed baby animals, sit back and enjoy some cupcakes and ice cream, and to top it off meet Batman, Iron man, Mr. Bean and play in toy-land. Some of our residents may have even joined in the fun.

A great day was had by all who attended, on the ride home all the residents could not stop talking about the magical day they had and how they loved seeing all the little kids so happy and smiling.

Not only is this event a special day, but it also makes each Hardi Aged Care Home feel like one big family when you see residents from different homes sitting with each other and talking and building a special bond.







# YOUR FEEDBACK IS ALWAYS WELCOME!

As mentioned in our last newsletter, Hardi Aged Care is constantly looking for ways to improve our service for our residents and their families.

We want to meet and ideally exceed your expectations. But we rely on your feedback, both positive and negative, in order to be able to do this.

Importantly, we can't fix issues we don't know about. So we view feedback as an opportunity to recognise good work practices, to identify improvements in care, and to learn and to educate our staff. Hardi takes all feedback very seriously and when issues are found, we will act.

Hardi has been listening to you. Moving forward our Hardi newsletter will be published bi-monthly next year meaning you will be kept up to date more regular. We will also be going green, so if you wish to receive our newsletters via email please see the Facility Management Team to make sure we have your most recent email address so you don't miss out.

Don't forget, there are many ways you can continue to provide your feedback to Hardi Aged Care, including:



Completion of a feedback form – feedback forms are located throughout each facility including reception – pick one up anytime you feel the need to. Return your form via the feedback boxes located in various locations throughout our homes, including reception - we check these daily. Feedback forms can be completely anonymously if you wish to do so.



By appointment – our Facility Managers have an 'open door policy' and encourage feedback in person. They are always happy to meet with residents and relatives. Drop by the office, if the manager is available, you can talk to them right then and there. Or, if you prefer to make an appointment, please talk to reception.



By phone call – Facility Manager and Assistant Facility Manager business cards are available at reception and include direct contact details. You can contact them directly to provide feedback by phone. If they are unavailable, please leave a message so they can return your call.



Free call 1800 333 536 | [www.hardiagedcare.com.au](http://www.hardiagedcare.com.au)

BLACKTOWN | GUILDFORD | PENRITH | MANLY VALE | SEVEN HILLS | SUMMER HILL

*Where Enjoying Life Matters*