



My View

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Merry Christmas from the CEO and MYVISTA's Board Chair

The Board, Tony and I wish you all a very happy, safe and joyful Christmas and New Year. After the restrictions throughout the year, we know that you will especially appreciate sharing time with loved ones, family and friends.

The year has tested us all but being surrounded by people who care and share common values and goals has enabled us to provide the very best of care and services in a positive and compassionate way. We are grateful for the adaptability of residents, family and customers who very quickly embraced alternative communication methods to stay in touch. Staff at Balcatta have become very skilled at educating residents and family on "WhatsApp" so they could stay in touch with their loved ones. WA has been very blessed with no COVID community spread which has allowed us to have less restrictions and precautions than other states.

We started 2020 with the continuation of the Royal Commission Aged Care Quality and Safety and then came COVID-19 in March 2020. This was a very tough time for residents, families and customers with the hardest challenge not being able to have regular visits from friends and family members.

High on the Board and management's agenda is staying prepared and alert for the possibility of a fresh COVID-19 outbreak or community spread. Each site has an Infection Control Lead who is working with staff to ensure they are trained in what to do in the event of an outbreak. Our goal is to keep all residents, customers, staff and family members safe. The Aged Care Quality and Safety Commission undertook desktop audits on Balcatta and Mirrabooka Residential Aged care homes and our Home Care

Cont'd page 2

My Story

Janice lived her early years in Manchester in England. She and her family arrived in Perth in 1965 when Janice was 14 years old. Janice settled into her new home well but, like most

teenagers, wasn't too keen on school! Wisely, Janice's mother would not allow her to leave school without a job to go to, so Janice wasted no time in finding work on the cash register with Tom the Cheap (grocery store). There she stayed for a year before moving to Boans (department store) as secretary to a buyer.

Janice was married in 1971 and continued to work at Boans until 1977 when she was pregnant with twin girls. When Julie and Nicole were seven years old, Janice relieved as a cook at the Karrakatta Ladies Club. While there she qualified for this position and remained there, first part-time and then full-time, for ten years.

In 1996, Janice and her husband were divorced. They remain friends to this day, catching up at family occasions, and when Tony's mother was in MYVISTA residential care, he would visit both her and Janice.

Janice left her job as a cook due to ill-health. She suffered from temple arteritis which caused her much suffering. She was put on high dose steroids to help relieve the pain and consequently her weight blew out to 135kgs.

The pain and the weight gain, coupled with regular needles in the eye, understandably caused Janice to become tired and depressed. She got high blood pressure and diabetes. Life was definitely not good for her and didn't improve when she broke her ankle and suffered from twisted nerves in her back which caused a numbness in her legs impeding her ability to walk.

Janice

Garden Wing resident



Janice at head of table

Cont'd page 2

CEO's & Board Chair's message cont'd

Service. Mirrabooka Aged Care had an unannounced assessor visit on 18 October 2020 to review preparedness for COVID in the event of an outbreak. In all areas, we were found to be compliant. Tony and I are very pleased to share our reflections on this year's achievements all due to the wonderful team of Board members and staff that make it all happen each and every day.

- Mirrabooka stage 1 development construction was completed and commissioned on 4 May 2020.
- First resident was admitted to Mirrabooka Residential Aged Care on 12 May 2020.
- Hairdresser at Mirrabooka commenced operating from 1 July 2020.
- The Medical Centre at the Mirrabooka development commenced operations on 2 November 2020.

The completion of the Mirrabooka development is a significant achievement for MYVISTA and honours the heritage of the organisation with our continued diversity of culture and services.

At the 2020 AGM, we farewelled Board member, Danny Kuzmanovich, after 12 years on the MYVISTA Board. We again thank and acknowledge Danny for his voluntary contribution to the MYVISTA Board and the many successful achievements over these years. We wish Danny well and know he will continue to stay connected to MYVISTA through his strong community links.

With Danny's resignation from the Board, we welcome a new Board Member, George Naoum. George brings



extensive experience and knowledge as an engineer, senior business executive and active community member. The Royal Commission into Aged Care completed its hearings in October 2020 and presented 124 recommendations. A final detailed report will be presented to Parliament and the public in February 2021, so we are likely to see aged care reforms in 2021. An outcome we would welcome as a result of the recommendations is an understanding by government that additional funding is needed so we can continue to provide a high level and standard of care in the coming years. For more information go to:

<https://agedcare.royalcommission.gov.au/>

We extend our congratulations and sincere thanks for the continued successful outcomes to all staff under the leadership and guidance of Director of Nursing Dr Mya Daw Sein at Balcatta, Residential Aged Care Manager Emer Lawson at Mirrabooka, EK Kim Finance Manager, Simon Duncan Home Care Manager and Tatiana Aconi Retirement Living.

We remind everyone to stay safe and remain aware of the COVID lifestyle changes: practice handwashing, physical distancing and be alert for symptoms and if needed get tested.

None of what MYVISTA achieves is possible without the wonderful dedicated and committed staff that make a difference to the lives of residents, customers and each other. We thank all MYVISTA's staff, volunteers and contractors. We also extend our thanks to families who continue to support us in making the lives of the people we care for the very best they can be.

The Board, Tony and I warmly wish you all the joys and happiness the festive season has to offer.

Tony Vallelonga (Chairman) and Irene Mooney (CEO)



Cont'd – My Story – Janice

It took three operations to deal with Janice's ankle and twisted nerves following which she was placed in transition care. Sadly, despite months of rehabilitation, Janice was unable to return to her own home. After much searching, one of Janice's three sisters secured a place for her at MYVISTA which has been her home since 2014.

Being just 63 years old, the transition into MYVISTA wasn't emotionally easy for Janice, but she recognised the need for care and, despite an occasional "down" day, she is happy here. She has lost weight and her general health has improved. She is on very good terms with MYVISTA staff, many of whom she has come to know well. Knowing of Janice's experience as a cook, Peter, Balcatta's chef, often calls on her to discuss different aspects of delivering a choice of dishes to 100 residents at every meal.

Janice's two brothers live in Queensland but her three sisters visit her regularly as do her daughters and grandchildren. She has four, two to each daughter: Jamie, a 10 year old girl, Nate (9 years old), Billie and Pepper (girls aged 8 and 7). Janice has a great relationship with her two sons-in-law.

With the help of her electric wheelchair and a maxi-taxi, Janice visits her family, goes shopping and enjoys outings. She often goes to her daughter's place when the children get home from school and stays for dinner. During COVID restrictions, MYVISTA's volunteers were unable to visit the facility, so Janice stepped in to call the numbers for bingo. This was an absolute blessing for the residents who love the game and never miss an opportunity to play. This act of kindness, especially at this period of activity and visitor restrictions, brought great joy to the residents. **Many thanks Janice.**





Village News

Following a reduction in activities during COVID restrictions, the Villagers were able to get together and let their hair down (under their hats, of course!) for the **Melbourne Cup**. Everyone brought food to share and John and Marie were the “bookies” for the event. They did a great job and there were broad smiles from the residents who picked the winning horses.

From all of us here at the Village, we wish you a blessed Christmas and a great start to 2021.



Honest John, the bookmaker aided and abetted by Marie & Richard - check your winnings folks!

Getting to know you

Barry Johnson has lived in MYVISTA’s Retirement Village for 12 years and plans to stay forever – he loves his home. He chose his villa for the outlook and is very happy with his decision. He has created a lovely home, tastefully furnished and with beautiful pictures on the walls including a photo collage of his grandparents and their 17 children!

Barry enjoys his garden, especially the lemon tree that he planted many years ago. He’ll usually take lemons to the club house for Village residents to help themselves, and if someone finds themselves short of a lemon for a fish dish, they’re welcome to knock on his door. He’s always happy to share.

In his younger days, Barry did an apprenticeship as a machinist but left to teach mathematics and drawing while attending night school four nights a week to get an engineering diploma. This enabled him to work as an engineering contractor which he did for many years until suffering a heart attack 25 years ago. Since then, Barry has adopted a healthy lifestyle with less stress and a good diet. He gave up smoking and drinking and feels considerably better for it.

About 20 years ago, Barry and a lady friend went on a three-month tour through Europe and northern Africa. They visited many countries and had a wonderful time. One thing that stands out in Barry’s memory is the evening they danced on stage at the Moulin Rouge in Paris. Not many people can say that!

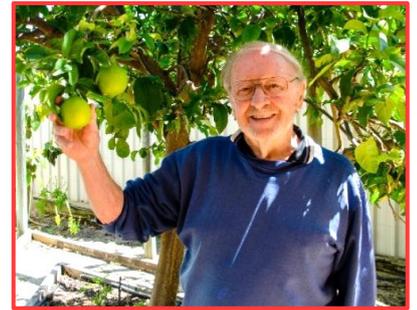
Later they went to China where they toured around for a couple of months visiting the Great Wall, Tiananmen Square and venturing into villages where they glimpsed the way of life of the local people.

These days, Barry doesn’t travel much. He is happy to live alone and is not inclined to participate in Village activities. But being in the Village means that he bumps into other residents daily and gets along with them very well.

If on occasions he feels lonely, Barry talks to himself,

chats with his Mum (who died five years ago) and sings.

He enjoys cooking healthy meals for himself, plays Solitaire on the computer, keeps up with current affairs and plays the stock market (guided by his eldest son who is a stockbroker).



Barry had four sisters but sadly, one died at the age of 72. The remaining three live locally and he sees them regularly.

He has four children, seven grandchildren and 11 great-grandchildren. One of his sons lives in Melbourne and his sister lives in Albany. His other two sons live in Perth and he sees them regularly. He has a Lexus RX450H which he enjoys driving down south to visit his daughter and her family. This is the latest in a long line of Lexus vehicles that he has had over the years, and as it is over nine years old, he is thinking of trading it in for a new one!

Barry is happy with his life and is looking forward to many more years, hoping to match his Mother who lived until 101.



REMEMBRANCE DAY 2020



MYVISTA'S

JOY GLEESON, Customer Service Coordinator



Born in England, Joy arrived in Sydney with her parents and baby sister at the age of four. Her parents were travellers and the family lived in most states of Australia before settling in WA. Joy's parents loved to buy, do up and sell houses, so even in Perth, the family moved from suburb to suburb. Throughout her school years, Joy attended five different primary schools and two high schools!

When Joy was 18 she married her childhood sweetheart who was just 19. They have been married for 41 years and have two children: Natalie, 38, who lives in Melbourne with her husband and two children, and Steven, 32, who lives with his wife in Perth.

In their early years of marriage, Joy and Terry moved from state to state enjoying the variety of experiences the different states had to offer, including living in an Aboriginal community for two years. In more recent times, with their children grown and independent, Joy and Terry have travelled overseas – to Italy, Spain, France, Switzerland, Germany and England.

When not working, Joy and Terry love to venture out in their power boat which is moored at Hillarys, not far from where they live. They go out on it often, sometimes to Rottnest or cruising down the river. They also have a paddle board and kayak and enjoy swimming, body surfing and even just walking along the beach or riverside. In short, it would be fair to say that Joy and Terry love the water.

Until joining MYVISTA two months ago, Joy worked in another aged care facility, for five years in accounts, and another five dealing with customer service admissions. So, as Customer Service Coordinator at MYVISTA, Joy has plenty of experience to offer – she is familiar with both the aged care sector and customer service.

Joy thoroughly enjoys working with prospective residents and their families. With a facility at each of Balcatta and Mirrabooka, Joy is pleased to be able to offer them a choice, pointing out what each has to offer. Neither facility is better than the other; they are simply different from each other, allowing prospective residents to select what suits them best. It is very satisfying for Joy to find a place that both the prospective resident and their families are happy with.

Joy is relishing the challenge of her new job. She gets on very well with residents, their families and her colleagues. We are very pleased to welcome her as part of the MYVISTA team.



CUSTOMER SERVICE TEAM

NARELLE TOTTMAN, Customer Service Officer

Narelle was born in country NSW and grew up in Sydney. In early 1982, she came to visit a friend in WA where she met the man who was to become her husband. Narelle moved to WA in late 1982 and married Mark five years later. They have now been married for 33 years. They have two children, Luke 28 and Kate 25. At the time of writing, Narelle is eagerly awaiting the birth of her granddaughter – due tomorrow!



Previous employment in the insurance industry, ascertaining the risks and needs of customers, and servicing clients as WA Sales Manager of the Cooperative Buying Group, has prepared Narelle for her work as Customer Service Officer at MYVISTA. She has held the position for three months now, working with Joy to help prospective residents navigate through the process of entering aged care.

Narelle prepares a lot of the background paperwork but also takes prospective residents on tours of the facilities at Balcatta and Mirrabooka depending on their preference.

Narelle's father went into residential care two years ago, so she has first-hand experience of the difficulties and emotional turmoil that are so often a part of the process. This understanding serves her well in communicating with prospective residents and their families, and she takes great pleasure in easing them comfortably through the process.

Narelle has found the staff at MYVISTA to be very welcoming and appreciates the spirit of team-work that prevails in the organisation.

In the past, Narelle played high level netball but since a knee injury, she has had to step back. She likes to keep active and still plays the occasional "friendly" game, and her two Spoodles enjoy long daily walks with Narelle. Much of Narelle's spare time is spent with family gatherings and visiting her father. She follows Paramatta in Rugby League and the Eagles in Aussie Rules.

Narelle's husband Mark has retired and Narelle works two days a week. She finds the work/home balance very satisfying.

With both Joy and Narelle fairly new to MYVISTA, it is wonderful to see how they have settled in as a team. They work cohesively and successfully to ensure that residents feel comfortable and secure when choosing MYVISTA as their new home.



Meet Mimi, Organic Hair Care

Mimi opened the hair salon at MYVISTA's Mirrabooka facility in July. She has clients from the community, and many residents pop in regularly for a colour, cut and set. In August, after Diane retired from hairdressing at Balcatta, Mimi stepped in on Wednesdays to breach the gap.

After completing her hairdressing apprenticeship in 2009, Mimi found work in a salon. When the opportunity to have her own salon at Mirrabooka arose, she jumped at the chance and is very happy with her decision. Business is going well, and Mimi loves what she does. She is a talented hairdresser and continues to educate herself to enhance her skills.

Mimi's family is originally from Macedonia, but she was born in Australia. She is married with two children: her eldest daughter is seven and her youngest will be four on 23 December. Mimi loves spending time with her kids, loves drinking good coffee and loves food – thinking about it, talking about it, cooking it and, of course, eating it!

Mimi loves meeting people. She has got to know residents at both Balcatta and Mirrabooka and they look forward to their visits to the salon for the social chat as well as the pampering. Since commencing hairdressing with MYVISTA clients, Mimi has had many compliments from both residents and family members.

Clearly, hairdressing at MYVISTA is mutually beneficial between Mimi, residents and their families.

Mimi is open to the general public from her Mirrabooka salon:

9 to 5, Monday to Saturday, 0452 383 209

Everyone's welcome.



Smart Homes ECU Research Project



Robyn, Merle & Maria with Dr Dana Dermody

Two years ago, four residents from MYVISTA's Retirement Village agreed to participate in "smart home" research conducted by Dr Dana Dermody from Edith Cowan University School of Nursing and Midwifery.

The goal of the project was to help older people stay healthy and safe as they age in their own homes using "health assistive Smart Home technology". Before, during and after the project, Dana consulted with the residents and family members to get their thoughts on the prospect of living with smart home technology. During the numerous discussions, participants learned what a smart home is and what it can offer.

They were also encouraged to share their own views which were valuable in determining what older people need and want so that products can be developed accordingly.

Smart homes are sensors approximately the size of smoke detectors. They are placed on the ceiling in a person's home and monitor their daily movement which tells a story about that person's health. Quite often, older people do not notice gradual changes in their health or may not want to bother others with their health problems. However, when a person doesn't feel well, he or she will probably not go about their daily activity as usual. The smart home sensor picks up that change in "normal" routine and feeds back to the clinical team that something is not right. For example, if a person has hip pain, they may be walking slower than usual. If someone's lung problem worsens, they may decide to sleep in the recliner instead of the bed.

By monitoring a person's health related activities, the clinical team gets clues to changes in health. If these changes can be detected early, potential problems can be addressed right away. For example, changes in a person's balance and gait could predict a fall several days, or even weeks, before the fall happens. If this is detected, an automatic alert is sent to the clinical team who can then intervene to prevent the potential fall.

This research is needed to ensure the technology is as "smart" as possible. With MYVISTA's support, the first successful 12-month trial of four smart homes has recently been completed.

MELBOURNE CUP 2020



The stadium may have been empty at Flemington but not so at MYVISTA.

Residents and staff gathered together and had great fun, good food and a bit of a flutter.

The men wore colourful ties and the ladies, fascinators.



Enjoying the glorious spring weather at Balcatta

You don't have to be a father to be spoilt on Father's Day. In fact, you don't even have to be a man! Food and fun for everyone.

Halloween at Mirrabooka

Ilinka's grandchildren came to entertain residents at Mirrabooka. These delightful children were more interested in "caring" and "sharing" than "scaring".



Employee of the Month Nominees & Winners



May 2020: Edyth with Graham King from Hesta, Russell Bresland, Irene Mooney (CEO) and Mya Daw Sein (DON)

Many thanks to our sponsors:



June 2020:
Maria with Ivan



November 2020:
Bruno



September 2020:
Danilo

October 2020:
Ivana, below - Casey, right



Health & Safety First

Hungry Home Care Clients

We are pleased to announce that we have signed an agreement with Lite n'Easy Meal Delivery Service. They can invoice 70% of the cost of their meals to the Home Care Package fund to cover meal delivery and preparation. The client will only be required to pay the remaining 30% to cover the cost of ingredients. If you are a Home Care client and would like to be referred to the team at Lite n'Easy, or if you have any queries, please contact MYVISTA's Home Care Coordinator, Simon Duncan, on 9207 4116.



With the WA borders now open, we ask you all to remain vigilant about contact with residents, especially in relation to interstate visitors. Visiting rules remain the same:

- Evidence of flu vaccination required
- No hugging, kissing, touching
- Regular hand washing
- Stay away if unwell

Please call and check the visiting hours which will fluctuate over the festive season depending on the assessed risk at any given time.

If you wish to take a resident out, please call and make a booking giving the date, time of pick up and expected return. You will also need to complete a "COVID-19 Declaration Form – Resident Leaving the Facility".

Unfortunately, we are unable to offer family meals this year due to COVID restrictions, but you can rest assured that all residents remaining on site will have a full Christmas dinner and the staff will, as always, create a wonderful, festive atmosphere.

We very much appreciate your understanding and support during 2020. We will maintain the necessary health and safety measures to keep everyone well.



Mirrabooka - creative activities are very popular