

February/March 2024



Ashfield  
Baptist Homes  
*Caring for life*

# The Heartbeat

As 2024 begins, the recent past has shown us that we must be prepared for the unexpected. For ABH, this is the recent wave of COVID infection in the community and its infiltration into our services. Whilst life on the outside has resumed to post pandemic normal, we all continue our vigilance to protect and support the most vulnerable people in our community. So, a big thanks from all of us for (again) continuing to follow our infection control requirements and, when necessary, access restrictions.

We have a variety of ways you can remain in contact with your loved ones, and those families and friends that have been with us for all or part of the journey over the past 4 years will attest to the benefits of a zoom or facetime call ably supported by our lifestyle staff. We are more than happy to set this up at a time of day that suits. Facilitating ongoing community connection is vitally important for everyone's mental wellbeing and one of our top priorities.

It's with great sadness that I announce the resignation of Renee Yang – Care Manager of AH Orr Lodge. Renee has held the position for 2 years but has been an employee of ABH for 18 years. Please join me in thanking Renee for her service and wishing her well in the future.

Lastly, this year marks 75 years of ABH providing care and services to the local community. It's a tradition we are very proud of and one we are planning to celebrate later this year. I'll have more on that in the coming editions of Heartbeat.

Happy Valentines day to all the romantics out there!

**Leigh**



*Dorcas celebrating Australia Day with Barry and Bonnie.*

## Coming up...

### February Armchair travel to China



**10th** - Chinese New Year

**13th** - Pancake Day

**13th** - Consumer  
Advisory Meeting  
10.30am

**20th** - Del Ryan

**28th** - Be Kind Day

### March Armchair travel to Ireland



**1st** - World  
Day of Prayer

**8th** - International  
Women's Day

**17th** - St. Patrick's Day

**18th** - Residents  
Meeting 10.30am

**19th** - Ron Aston

**21st** - Harmony Day

**27th** - Be Kind Day

*The lifestyle team will be running quizzes, poetry, art, bus trips, armchair travel and more.*



## Lifestyle activities

Our team has been working hard during our rolling lockdowns to support residents as much as possible, via one-on-one activities and engaging in small group activities where the area is not in lockdown. Sometimes it's as simple as checking in and saying hi. Resident Zooms can still be scheduled with the lifestyle team by emailing Morag. The team use a large flat screen television to make it as easy as possible for residents to connect with their loved ones.



*Above: Elaine Lee enjoying regular Zooms with her family.*

## AUTHOR IN THE HOUSE!

Our General Manager Communications, Liz Foster, has another life outside her role at ABH – she's an author!

Her debut novel, *The Good Woman's Guide to Making Better Choices*, launched in January. It's a light-hearted page-turning read set between Bondi and a goat farm in North East Victoria, about a woman who loses everything when her husband is jailed for fraud, and her unorthodox ways of surviving!

It's available in all good bookstores including Big W and online retailers, plus ebook and audio formats.



*Liz and Fumpa with her author signed copy.*

## CHORAL CHORUSES

A big thank you to our ABC Pop Up choir and the Childrens Choir from St Fiacre's Leichhardt who came along to sing just before Christmas.

We continue to visit and entertain residents in their rooms and common areas within their wards wherever possible during these uncertain times.





# Happy BIRTHDAY!

## People & Culture

At ABH, we are excited and positive for what's ahead. Our focus is aligned with compliance, workplace health and safety, continuing to live and breathe our values of Excellence, Respect, Compassion, Stewardship and Integrity so we can provide the best support to our staff and care to our residents.

We hosted our first Staff Orientation session in January for Registered Nurses, Care Workers and Bethel Home Care Administration staff. New staff met with some key internal stakeholders at ABH to receive fundamental information about ABH, employment and the facility in general.

**Congratulations to all our new frontline/clinical, Lifestyle and Admin workers that have joined the ABH Family in December 2023 and January 2024!**

- Abigail S.
- Ashmita S.
- Amorn K.
- Dale M.
- Freja H-W.
- Indie N-W.
- Jacqueline C.
- Joe H.
- Katie E.
- Gladys O.
- Philemon D.
- Rachel R.
- Tom P.



New staff orientation session, Jan 2024.

### February

- Feb 1 . . . . . Nofa K
- Feb 3 . . . . . Bill B
- Feb 3 . . . . . Rita H
- Feb 3 . . . . . Antonio L
- Feb 4 . . . . . Elisabeth D
- Feb 5 . . . . . Cynthia S
- Feb 7 . . . . . Stanley R
- Feb 7 . . . . . Ray B
- Feb 8 . . . . . Fatima S
- Feb 8 . . . . . Carol S
- Feb 10 . . . . . Marilyn E
- Feb 18 . . . . . Stanley J
- Feb 19 . . . . . Maria M
- Feb 19 . . . . . Helen T
- Feb 20 . . . . . Peter H
- Feb 23 . . . . . Miro M
- Feb 23 . . . . . Margie N
- Feb 23 . . . . . Florence L
- Feb 24 . . . . . Lorenza D
- Feb 24 . . . . . Joan G

### March

- Mar 5 . . . . . Nanette L
- Mar 5 . . . . . Terry F
- Mar 9 . . . . . Verley M
- Mar 9 . . . . . Jean L
- Mar 10 . . . . . Ross L
- Mar 13 . . . . . Patricia B
- Mar 20 . . . . . Phyllis L
- Mar 20 . . . . . Paul V
- Mar 23 . . . . . Ian E
- Mar 30 . . . . . Sheila M



Happy 100th birthday Fatima!





## VOLUNTEER CORNER

### *Celebrating 40 years of volunteering at ABH*

We celebrate Ian Dawson and his consistency, numerous sacrifices and devotion to the Gospel.

During the covid lockdowns, Ian embraced the difficult task of pre-recording a sermon that we would show to our residents on a Sunday morning!

**Ian and his wife Ellen drive to ABH once every other month from 111kms away!**

#### IAN'S STORY

I started ministry at Ashfield Baptist Homes in 1984 when I was 34, the same year I got married. My wife Ellen and I lived in the Ashfield area until 1989 when we moved to the Central Coast.

Prior to 1984, my first job was working for John Sands the printers in Mechanical Engineering. After that I studied at Sydney Missionary Bible College, then worked in Ethiopia in the Community Development programme run by the evangelical churches of Ethiopia. My work there was mainly overseeing clean water projects for villages. From 1984 I was in full-time employment with the Electricity Commission

of NSW, involved in the construction of the state coal fired Power Stations. After I retired at 60, I joined Mobile Mission Maintenance, a Christian based volunteer group who carry out building and maintenance work for churches and needy organisations in Australia and around the world.

I have always felt committed to this Ashfield ministry at Ashfield, throughout my life and with the help of my wife who has supported me. After all this time it is still a challenge to bring a God centred, simple, and relevant message to the residents.



My daughter and son are now adults but they used to accompany me to ABH as children. Recently my 7-year-old grandson attended a service with me. (I must be getting on!)

The residents have always been a blessing and a challenge to me and my wife. It is really for them we continue – hopefully serving God in this way, as long as we are able in the future.

**Ian Dawson**  
**Volunteer, Sunday**  
**Church services**



# Physio Team News

## Preventing Falls

Preventing falls is a major concern in the field of aged care, and fortunately, many falls can be avoided. Here are six helpful tips to minimise the risk of falls:

### Six Tips To Help Prevent Falls

More than one in four people age 65 years or older fall each year, yet many falls can be prevented.



April is Falls Prevention Month, during which we will delve deeper into falls prevention in our upcoming articles. Stay tuned! Meanwhile, why not try our crossword puzzle to test your knowledge on falls prevention?

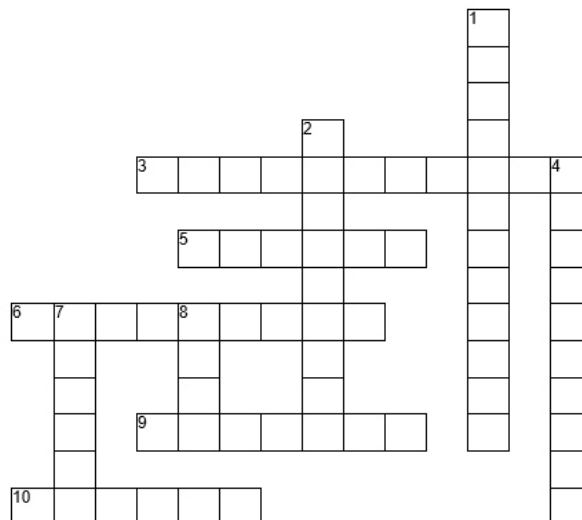
Angela and Jenkin, ABH Physio Team

**Across**

- 3. Best way to prevent slips is by wearing \_\_\_
- 5. Never stand on a chair, table or other surface on \_\_\_
- 6. Moisture from shoes can be removed by \_\_\_
- 9. How can you prevent spills?
- 10. You should not use a ladder when it is \_\_\_

**Down**

- 1. Be aware of your \_\_\_ at all times
- 2. People fall because they don't pay \_\_\_
- 4. Who do you report to for any Slip, Trip or Fall?
- 7. Object used to access higher platform
- 8. When falling do \_\_\_ with fall?



- Attention
- Broken
- Clean up
- Floor mats
- Ladder
- Roll
- Safety Shoes
- Supervisor
- Surroundings
- Wheels



# Story of my life

## RESIDENT THOMAS TOOHEY

'It's like the Taj Mahal', were my first words when I moved into Bethel Lodge, after a month in hospital. My sense of wellbeing returned and my family were so happy to see the old John back.

You know me as Thomas Toohey but for most of my life I was called John as my father's name was also Thomas.

I had been living in Panania with my wife for sixty years. I grew up in Molong with my mother Violet Gwendoline (a tennis champion and tap dancer), father Thomas Alphonsus (a junior porter of the railways at this time) and younger sister Peggy. My mother came from Yass and my father from Gunning. They married in Orange in 1931.

I loved those early years and thrived at school. I still remember the day the daily

newspaper reported me coming first in Kindergarten. I had such a lovely teacher.

We came to Sydney around 1939 and lived in Lane Cove, Collaroy and North Sydney. We moved around quite a bit. Around this time I started to keep a diary. It's a joy to read what I did and how I felt. I had a happy, active childhood. I participated in sports, fishing, joining Scouts, Gould League (bird club) and Sunday School. Living at North Sydney, the Orpheum was literally two minutes up the road every Saturday - I just loved the movies.

Sport gave me a discipline which I appreciated all my life. As a teenager, I caddied at Collaroy and Northbridge golf clubs. I was a member of Bankstown Golf Club and golf gave me many wonderful years of enjoyment and friendships.



*From left: Peggy and John; As a young man; Cutting the wedding cake with Daphne.*





*Left: Off to New Zealand. Right: On Daffodil Day.*

I reached A grade and brought home a lot of chooks as prizes. Getting a hole in one was a high point and the golf ball company sent me a letter of congratulations.

I became indentured as an apprentice wood machinist when I was 16. This trade opened up many opportunities. I cut all the timber for our weatherboard home and its foundations on the weekends with Daphne. We made the skirting boards at night time in the lounge room.

I had the chance to work on the Sydney Opera House by making the crown and the wooden wall panels. This was a career highlight.

Daphne was the most talented woman I have ever met. She was a midwife at the local hospital. We met at Jack Keating's Dance Studio in Newtown. This was my one and only attempt at dancing, but I had her phone number and from then on would ring her at work each night. Having a new car, a Vanguard, made going on dates more impressive for me.

She made the most scrumptious picnics I'd ever had. She cooked special cakes and the sandwiches tasted so good with the Thermos coffee. We continued picnics throughout our lives with our family and holiday adventures.

I had the most welcoming in-laws, Elsie & Donald. They lived at Ballina, a beautiful place, and each year we made this our holiday. Everyone loved it as the lifestyle was so relaxed. It was in the days when milk was delivered in a saucepan, and you chopped wood to make a fire for cooking, washing clothes and having a bath.

Daphne and I married in 1958. On our 50th wedding anniversary, my daughter made a slideshow of our lives. When we entered Ashfield Wests leagues club, a photo of me as a boy was on a screen. Every television in the club was displaying the slideshow to music. We were so moved as it was totally unexpected. When it ended there was applause all around from family and friends.

*Continued on page 8.*



*Story of my life* **RESIDENT THOMAS TOOHEY** *Continued from page 7.*

We received a card for our 60th wedding anniversary from the Queen which I have hanging on my wall here. We also had a surprise party at the local Italian restaurant with all of our neighbours.

We have three children, all now in their sixties. Christine, the eldest, has been married to her career as a teacher and choreographer. As a performing arts teacher, Daphne and I were always watching her shows and competition in Dancesport. Greg is married to Yvonne

and lives in Kingaroy. He comes to Sydney every month to see us. Robyn, our youngest, married Gary, who's a farmer and lived at Gulargambone before moving to the Central Coast. I have six successful grandchildren.

Today I am surrounded by kind people every day. It's great to have my own room and I love to look out the window at the view. It's nice to have so many photos on my wall to remind me of all the great memories.

**ROCK & ROLL ALL ROUND...** *Any excuse for a dress up.*







## ABH 2023 RESIDENT & RELATIVE SURVEY OVERALL ORGANISATION PERFORMANCE

Thank you all for your feedback, from 48% of Residents and 40% families which informs this survey. Results for AH Orr and Bethel Lodge were similar so they are combined here.

### 93% COMPLAINTS & FEEDBACK



Most indicated that there are opportunities to give feedback and both residents and families feel safe doing so knowing that their concerns will be heard and addressed in a timely manner.

### 92% KNOWLEDGABLE & CARING STAFF



Care is received from consistent staff who understand residents care and personal preferences. Staff were highly complimented specifically in their genuine care and concern for residents.

### 90% CHOICE & RESPECT



Our staff treat residents with dignity and respect and are respectful of resident lifestyle choices.

### 88% CARE & SERVICE DELIVERY



Respondents trust and feel safe with the staff who care for them or their loved ones. They are confident they are receiving the right care in line with an agreed care plan, including appropriate care when health changes occur.

### 89% GENERAL LIVING ENVIRONMENT



Ease of accessibility to all areas and ease of moving around. Facility is pleasant, inviting, and has comfortable relaxation areas.

### Areas for Improvement

While overall performance was reported to be good, a need for improvement was indicated in the following areas.

#### CLEANING & LAUNDRY

Room maintenance was highlighted including missing laundry items.

#### MEDICAL & THERAPY SERVICES

Most respondents were happy with our onsite GPs and Allied health care, however sentiment indicated a need for more regular physio.

#### MEALS & DINING

Dining experience needs improvement in the following areas

- Variety of meal options and flavour
- Temperature of meals
- Improved appearance
- Minimising noise disruption to create a quiet dining experience.



## Staff profile

### AYE MU, GENERAL MANAGER - FINANCE



#### *Where did you grow up?*

I grew up in Yangon, Myanmar (Burma).

#### *Tell us about your family.*

I am the eldest of three, with a younger sister and a brother. I am also the very first grandkid and I was so loved by my grandparents. They adopted me when I was a baby. It was more convenient for my working mom and dad, especially after my brother and sister were born so close together.

My dad was the District Commissioner of Home Affairs, and my mom was a teacher. I moved back to my parent's place when I was 13 years old. I hardly saw my dad as he was always super busy. Even on the weekends, he was working or playing sports with his colleagues or business partners. He also did a lot of travel with business. Later, my mom resigned from her job to accompany him. I spent most of my teenage years with my siblings plus other helpers, some books and some cash.

I would record our expenditure in a journal for my mom to review. She always says that's what made me become an accountant. My family now lives in Singapore, but I remain very close with my siblings and their families.

I now call Sydney, home, living with my husband Tin, our little boy, Nathan and



*Top right: Aye (and her sister).*

*Above: Aye and Nathan with Bluey Christian-Healer and Scarlet Overkill. Bottom: All the family in Singapore.*



*Left: Aye's traditional wedding dress. Centre: Aye and Tin's wedding day. Right: Aye and Nathan*

two budgies – Bluey Christian-Healer and Scarlet Overkill (my son named them due to their different characters).

*How long have you worked at ABH?  
Tell us about your career.*

I have been with ABH for almost 6 months. I studied Industrial Chemistry at University back home, but in my second year, there were some student demonstrations against the military Junta government, and it was closed for an extended time. I was lucky that my parents supported me to study some accounting courses which led to a role as the Income Auditor at a five-star hotel in Myanmar. After I went to London to pursue Chartered Management accounting courses, I migrated to Australia. I started off working in a nursing home as a laundry assistant, for the Sisters of St Joseph Aged Care Services.

My accounting career was soon back on track in Sydney as I moved through financial roles to become the Head of Finance at James Milson Village. I was

with them for 7 years until I left to have my son in 2017. After my maternity leave I have had several senior roles in finance across the aged care and health sectors.

*Ideal holiday destination*

A place by the water, walking and watching the sun rise or sun set, with nice food and a nice sip of a hot coffee. OR Singapore, with my family.

*What do you love doing?*

Outdoor activities together with my son, and gardening.

*What is something people would never guess about you?*

My first short novel (written in Burmese) was published in the University magazine back in 1999. I was so proud.

*If you could meet anyone, who would it be?*

My grandmother, who passed away in 2015.

*Life's biggest inspiration?*

My son; his kindness and energy.

*Three words to describe you?*

Passionate, considerate, resilient.





## Reflections **HIDE AND SEEK**

My family and I recently went on a safari out in the Maasai Mara, one of the wildlife conservation and wilderness areas in Africa.

On this trip, our goal was to spot the Big Five- the elephant, lion, leopard, buffalo, and rhino. We were fortunate to see four out of the five, except for the leopard. After three days of searching, it became difficult to hear how easily two other groups saw the leopard in the company of her young!

Seeking God is a central theme in the Bible that involves the genuine act of pursuing a deeper relationship with God- calling on Him, desiring to know Him, connecting with Him, and aligning one's life according to His will.

The desire to seek God is in-built in every human heart - a longing for something greater than us.

*"You will seek me and find me when you seek me with all your heart."*

Jeremiah 29:13

**Ruth Njogah, Chaplain**



### February 2024

#### Sunday Services

(4th, 11th, 18th, 25th)  
9:30 am

#### Catholic Mass

(6th, 20th)  
9:30 am

#### Communion Service

(13th)  
9:30 am

#### Communion & Devotional Service

(14th, 28th)  
9:30 am

#### Greek Orthodox

(8th)  
11:00 am

### March 2024

#### Sunday Services

(3rd, 10th, 17th, 24th, 31st)  
9:30 am

#### Devotional Service

(13th, 27th)  
9:30 am

#### Catholic Mass

(5th – Ashfield,  
19th – Marrickville Parish)  
9:30 am

### Acknowledgement of country

*Ashfield Baptist Homes acknowledges the Wangal People as the Traditional Custodians of the lands on which our company is located and where we conduct our business. We recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past, present and emerging.*

### Ashfield Baptist Homes

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