



Lunch with friends

This popular event held each Saturday in the Community Centre at Korongee, is a great opportunity to meet some friendly new faces and to dine in a different setting than the house you live in. Seats are limited, please book with the activities staff.



Men's group

The Meet sign is painted and ready to be mounted. Next project is a sign announcing the names of the chickens!



Garden club

The garden club have recently adopted a bag of terrestrial invertebrates to help break down the compost.



JUNE ACTIVITIES



1 + 2 June Queen's Platinum Jubilee celebrations with High Tea and fun!

Tues 21 June World Music Day

COMING SOON

Korongee Village inaugural art exhibition

Korongee Village drumming group

Windsor Winter Festival a week of winter warming activities like making homemade relish, a Winter Feast + light show and an art display.

Comfortably cooking at Korongee

Lady Flo's pumpkin scones and pancakes for morning tea.



Long time between cuppas

We welcomed Tracy back from long service leave. It was great to have tea with her again!



Voting safely

We were lucky enough to have the AEC provide a mobile polling booth for our residents to vote in the recent Federal election.



Out and about Saturday Socials for June

Join us each week to socialise, have fun and meet new friends.

4 June Harmony Market at Lauderdale

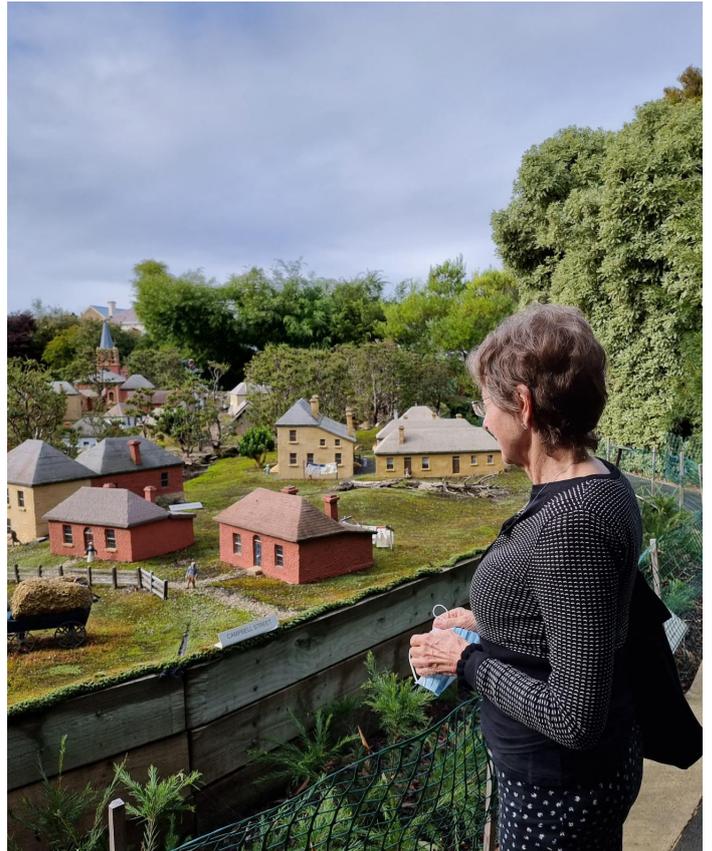
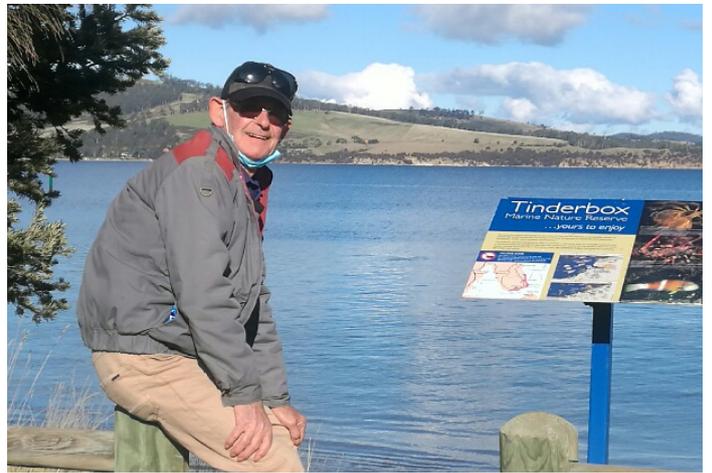
11 June Willow Court tour, sorry this is fully booked.

18 June Picnic at Campbell Town

25 June Dunalley fish market for lunch

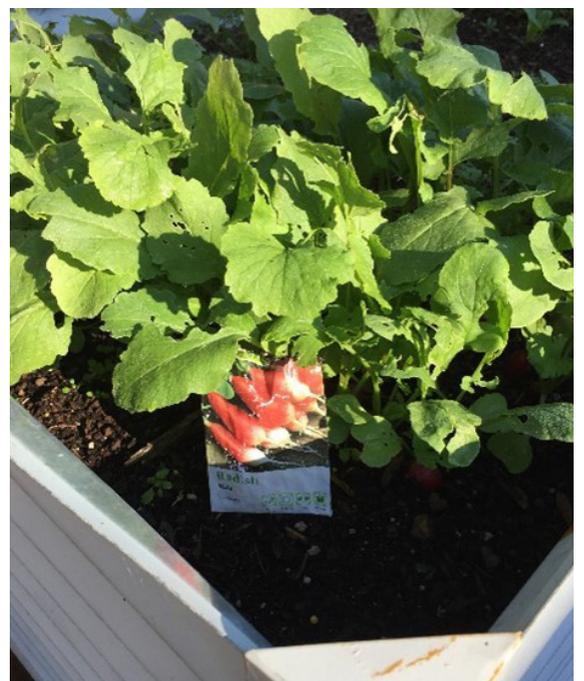
There is a cost involved, and space is limited so bookings are essential.

To find out more and book your spot contact our Community Coordinator on 6277 8800 or email admin@glenview.org.au



A healthy harvest

We planted a few bits and bobs and are now harvesting our bok choy and radishes. Well done to our Cottage Respite visitors who duck out and remove a weed or two. Also a big thank you to Kim who has helped maintain our garden.



Welcome to our new Glenview residents:

Joyce A, Michael B, John D, Naomi H,
Sandra L, Peter W and Zena W.



Bisdee hosted Australia's Biggest
Morning Tea on 19 May.
We managed to raise \$195
for the Cancer Council.
Well done!





Grant Robertson

Garden Officer
Home Care team

The Glenview Home Care team received a long phone call recently from a client who was so happy she shed a little tear. She wanted to thank Grant Robertson in person but was afraid she wouldn't be able to hold back her emotions.

She spoke about how much she appreciates Grant and the work he does. She was amazed that he continued gardening even though it was cold, wet and raining and he took the time to make sure

that everything was done. The respect that he showed toward her and her property "made her feel human again."

This is a shoutout to Grant, thank you for looking after our clients so well and being kind while you work. You really make a difference and your Glenview colleagues are extremely proud of you and your attitude.

Kelly Frerk
Team Leader
Community Services



Welcome to the team

Meet the three new members of the activities team who will be working at both Korongee and Windsor Street.

Glenda, Spiwe and Natasha



Making and keeping appointments for residents

Our staff work **in partnership** with families and resident representatives **to provide care and make appointments for residents**. This is a **shared responsibility** and we would like to continue to work in collaboration to achieve the best outcomes for residents.

Responsibility for resident appointment scheduling remains **primarily with the family** as it is an out of Glenview care provision requirement.

Once an appointment is made, please advise our Care Team leader. At Windsor St this is

Michelle or Jayden, at Korongee this is Belinda or Aayush (Ace). If these staff are not available, please advise the nurse on duty.

Glenview staff will continue to notify residents of their appointments, ensure that required documentation is provided, and arrange transport and escort support if requested.

Responsibility for appointment follow-up is the **primary role** of the **Care Team leaders**.



Around the Table

How to change a menu



We all look at menus. We know how they work, and we know what we do with them. They are in effect, a mission statement or at the very least, a document of intent. In a restaurant context, they immediately alert the reader of the type of establishment they are in and what they can expect. This is obvious in the style of food, the language used and of course, the prices. Those values are fundamentally the same in our environment but with two significant divergences and they are: our menu is for people who reside at Glenview + Korongee, and for many of them it is the only food they consume.

And secondly, this actuality has a weighty responsibility that cooking in restaurants can never match.

The way I go about coming up with a menu usually starts like this. What will be in season and what time of year will it be? What foods are available to me locally, then more broadly in Tasmania. My default cooking style is Rustic Country with European influences so the dishes I come up with are through this prism. Then I gather these dish ideas together and see if they form an understandable narrative. I might discard any ideas that are jarring or don't contribute to the theme I'm hoping to achieve. An example might be, a menu

shaping up with mostly southern Italian food to suddenly offer a beef stir fry. It's incongruous and leaves the reader with questions and can have a detrimental effect on the menu's intent and authenticity.

At Glenview I take a similar approach but there are many more challenges to consider.

These include: What type of food do the residents like to eat? Is the menu nourishing? How can we offer a variety of meals whilst keeping the appeal as broad as possible? How do we cater for those who like spice and those that don't? Are their vegetarian or vegan choices? Are we flexible enough to cater for many dietary needs and food allergies? Is the menu culturally diverse? How do we include resident and family feedback? Are we adventurous enough but not be too confronting? Are we repeating dishes or are we not repeating them enough? Are the sweets too sweet or just right? Are there non-sweet alternatives? Once I've answered all these questions and am satisfied that they pass muster, it's onto the next hurdle.

Now I rationalize if my team can deliver this menu with the resources we have. Have I made the menu over-reliant on certain equipment? Is there too much roasting for instance? Are a

variety of techniques represented? How will I deliver the food? Have I enough staff to deliver it consistently? What are the contingencies should I not have enough staff? How will this impact our residents? When I have settled these issues it's on to the next phase.

The menu is sent through to the dietician and clinical team for them to scrutinise the detail to make sure we are complying with numerous health concerns. Their views are taken on board and adjustments made accordingly. Once this has been completed then its onto to writing the recipes. Meal consistency is what we aim for. This relies on coherent recipes which our workforce, many of whom English is not their first language, can understand. When you consider that we offer food at five different times, over seven days with multiple meal choices in each category, it's evident that there's a lot of recipe writing involved.

It is at this juncture that we endeavour to organise a menu tasting at which

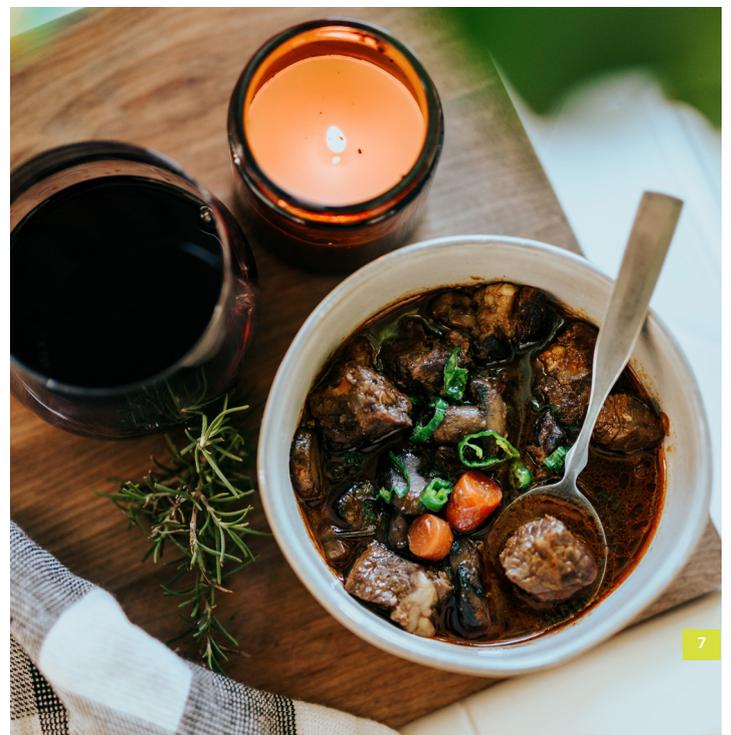
opinions can be heard, and necessary changes can be made. This has not always been possible due to a multitude of factors, Covid mostly.

So, the recipes are written, and the chefs are ready to cook, but unlike a restaurant we're always open and cannot shut down to launch a new menu. It must transition as seamlessly as possible without inconveniencing our residents.

We pick a date and send all the comms out to the different departments. Ordering sheets are compiled and distributed. Menu information to staff is provided and instructions are submitted. The kitchen team is coached through each weekly menu, until the monthly cycle has turned. Hopefully any issues that arise have been ironed out and it operates at the highest level.

It's usually right about this moment when the time arrives to change it all again!

Happy eating,
Steve Cumper
Hospitality Manager



Please let us know if you have the flu, test positive with Covid, or become a close contact within 48 hours of being at Glenview!

To keep our residents and your loved ones safe, please **ALWAYS** wear the **N95 or P2 MASK** for your entire visit.

Visitors and families we rely on you to call one of our Windsor team on 6277 8800 or Korongee team on 6145 6600

and let us know if **YOU** have the flu, test positive with Covid, or become a close contact within 48 hours of you visiting Glenview, Windsor or Korongee.

Thank you for your understanding.



This photo and caption was sent in by Denise Catania, a Home Care and NDIS Support Worker.

“David Westlake asked to go to Richmond to feed the ducks and we had a bite to eat at the Richmond bakery. David is a great communicator and an interesting person”.



Welcomes and Farewells May 2022

We are excited to welcome to our team:

Rebecca Coulson Chatters
Lifestyle Worker

Dona Deus
Cleaning Staff

Passang Lama
Cleaning Staff

Spiwe Maposhere
Activities Support

Valentine Okeke
Cleaning Staff

Natasha Playford
Activities Support

Sajan Prajapati
Roster &
Administration
Officer

Glenda Reid
Activities Support

Ankita Sharma
Lifestyle Worker

Bikram Shrestha
Cleaning Staff

Nisha Shrestha
Lifestyle Worker

We recognise the staff who are leaving, wish them all the best and thank them for their contributions to the Glenview Promise:

Janet Bowden Admin Coordinator, **Velicient Kirui** Lifestyle Worker and **Priza Pandey** RN Level 1.

FRIENDLY REMINDER

Resident representatives meetings at 2.30 pm to 3pm

WINDSOR STREET

7 June
5 July
2 August
6 September
4 October
1 November
6 December

KORONGEE

21 June
19 July
16 August
20 September
18 October
15 November
20 December

Resident representatives can attend in person, subject to Covid restrictions, or via Zoom.

An email will be sent to representatives with a link to the Zoom meeting.

If you can't participate and would like to send a proxy, email Windsor St: a3@glenview.org.au or Korongee: kadmin@glenview.org.au

Melinda Foster

Quality + Risk Coordinator

Glenview News is produced monthly. Content for the next issue is due on Mon 27 June.

If you have a photo or story to share on social media or in the newsletter, please email Alison Windmill, Marketing and Communications Coordinator awindmill@glenview.org.au