



WOW

We discovered some exceptional talent when we had a watercolour art session in St Johns!



Good Company

This was the first visit to Glenview by the Celtic group **Good Company**. They are a fabulous band and entertained us with many old favourites.

We welcomed their music which is in a different style to our regular entertainers.



The Spring Fling

What a beautiful setting the Derwent Room is for this special event.





WINDSOR STREET NOVEMBER ACTIVITIES

| | | |
|-----------|----------------------|------------------------------------|
| 2pm | Wednesday 9 November | Old and Older concert |
| 10.45am | Friday 11 November | Remembrance Day service |
| 2pm | Tuesday 22 November | Melody Lane Singers |
| 10am -2pm | Tuesday 29 November | Windsor St Christmas Market |

WINDSOR STREET DECEMBER SAVE THE DATE

| | |
|-----------------------|--|
| Friday 16 December | Windsor Street Christmas Luncheon / Dinner cost involved, bookings essential, invites out now. |
| Thursday 15 December | Ecumenical Christmas Service |
| Tuesday 20 December | Santa Visits Windsor Street |
| Wednesday 21 December | Roving Christmas Carols |



Welcome to our new Glenview residents:

Peter B, Gillian B, Fay B, Daniel F,
Alfred G, Mynette M, Janice R,
Annie T, Beverley T and Joan W.

What a time we had...

The **Spring Fling**, what a night! So much fun, so much energy, so much joy!

Thank you to all who joined us and made the night so special. We can't wait to do it again.







Our first **Ladies Pamper Session** was a hit. Everyone is welcome to come and be pampered, of course! These sessions will appear regularly on the activities calendar.



Drumming Circle

This is a new activity with Spiwe keeping the rhythm! Dynamic, lively and loads of fun, it's like a music class and an exercise class all in one.



Snackalicious

Some of the houses have been cooking up a storm! Snacks include tasty pizza, chocolate cake and yummy pancakes. Mmm mmm.





KORONGEE NOVEMBER ACTIVITIES

| | | |
|-----------|-----------------------|--|
| 2pm | Tuesday 8 November | Good Company concert |
| 10.45am | Friday 11 November | Remembrance Day service |
| 10.30am | Wednesday 16 November | Forever Young Terrapin Puppetry |
| 10am -2pm | Wednesday 30 November | Korongee Christmas Market |

KORONGEE DECEMBER SAVE THE DATE

Tuesday 13 + Wednesday 14 December

Korongee Christmas Luncheon / Dinner
cost involved, bookings essential,
invites out now.

Thursday 15 December

Ecumenical Christmas Service

Wednesday 21 December

Roving Christmas Carols

Thursday 22 December

Santa Visits Korongee



Best wishes and thank you Becky!

Becky Sherring finished her fixed-term contract as Acting Clinical Nurse Manager with Glenview on Thursday 27 October. She has been an amazing support and resource for staff, residents, and families at Korongee during her time with us and has been a pleasure to work with. Becky has moved on to a different sector within the healthcare industry. We continue to recruit (locally, nationwide

and internationally) for the vacant Clinical Nurse Manager role at Korongee.

Becky set a very high standard and we are still looking for the right person with similar skills and personality.

We are all sad to see Becky go and we will be supporting the Clinical Nurse Manager core functions between Jack Nguyen and René Wise until we fill the role permanently.

Damien Jacobs
CEO

Glenview values all feedback received from residents, clients, resident's families, representatives and visitors.

To ensure your feedback is responded to in a timely manner, please send to feedback@glenview.org.au



RESIDENTS REPRESENTATIVES MEETINGS
2.30pm to 3pm

6 December at WINDSOR STREET
15 November and 20 December at KORONGEE VILLAGE

Bisdee Community Centre



GIFTS FOR HIM

KNITWEAR

TREATS

GIFTS

ART

CRAFT

HANDMADE

BABY AND KIDS

GIFTS FOR HER

TUPPERWARE

PERFUMES

WRAPPING

AND MORE!

SAUSAGE SIZZLE



Windsor St

Tuesday 29th Nov

10am-2pm

Korongee

Wednesday 30th Nov

10am-2pm



Around the Table

THINKING OF UKRAINE

My understanding of Chicken Kiev was informed way back in the dark ages of the early eighties when I commenced my apprenticeship in Melbourne.

Back then, it seemed everyone was shrugging off the old school French dishes for something fresher. That fresh new approach, Nouvelle Cuisine, made its protracted passage from France in what I believe to be the only ever successful example of the trickle-down effect.

It reached our shores much to the delight of every black-jacketed and bandana adorned chef who was eager to be linked to hipness.

The world was a much slower place then and by the time we were fanning our Mange Tout (snow peas) with a cordon of Coulis de Kiwi (kiwifruit puree) to accompany a lone lamb cutlet, the movement had already run out of puff in its native country. Sadly, for me, this rousing cuisine a la mode passed by the establishment I happened to be indentured to.

Our menu was a hit parade of the *Herrings Classical Cookbook and Dictionary*. This small red book was an encyclopedia of cooking terms and their origins and I read it every night on the lonely 72 tram ride home from the city after service.

After months of reading this tome I began to understand some French food terminology that traversed broadly diverse categories from dishes named in honour of victorious Napoleonic battles, famous courtesans, geographical specialities and gourmands. Namesakes which were as arcane as they were evocative, I zigzagged across France and parts of Europe via the text of my own little red book.

When my chef announced he was to put a Chicken Kiev on the menu I proudly trilled to everyone in the kitchen that, "I know that the dish was named after the Ukrainian city famed for its fountains, and the melted butter inside is supposed to spurt out when cut, in a homage of sorts to them!"

The silence that followed, and the accompanying stares from the senior chefs in the brigade, caused me to swiftly return to the peak of potatoes I had been told to peel.

Those spuds I laboured over were destined to compliment the chicken in a side dish known as Hasselback Potatoes.

Now before you start singing along to Justin Timberlake's hit song and swapping 'sexy' to: "I'm bringing Hasselback, YEP!" Remember that he was not even a Mousketeer when these spuds were concocted. And don't bother trying to link them to the 80's *Nightrider* heartthrob, David Hasselhoff either... because they go back, way back.

Hasselback potatoes have multiple vertical slices cut about $\frac{3}{4}$ down on each. They rest on onions and are covered in stock and crowned with spices, before being baked to a golden finish.

They were apparently conjured by a junior chef called Leif Ellison at a Stockholm restaurant called *Restaurant Hasselbacken*.

Now, I think there's a bit of poetic justice in that info, it seems Leif Ellison's supervisory chefs were more than impressed with their young charge, and the name of the restaurant lives on in his potato dish. I hope it lives on with you too.

Steve Cumper
Hospitality Manager

CODE OF CONDUCT FOR AGED CARE

Everyone has the right to receive safe and quality aged care services.

In response to the Royal Commission the Department of Health and Aged Care have released a Code of Conduct, the final release of the Code will be available once the legislation has been passed.

It will come into effect from 1st December 2022.

The Code applies to all governing persons (board members, CEO's), aged care employees including volunteers, contractors and sub-contractors employed or otherwise engaged by the provider who provides care and other services to consumers.

What is the Code?

The Code describes the behaviour expected of aged care providers, their governing persons and aged care employees. It will describe how people who provide your care must behave and treat you.

The Code includes eight elements that describe behaviours expected. The elements express a range of behaviours and factors that are consistent with community expectations, resident rights and existing standards and expectations.

There is not an exhaustive lists of all the behaviours that are demonstrative of high quality care, but instead provides a broad framework of conduct that those covered by the Code have a responsibility to uphold.

The Code of Conduct for Aged Care

When providing care, supports and services to people, I must:

- a) act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- b) act in a way that treats people with dignity and respect, and values their diversity
- c) act with respect for the privacy of people
- d) provide care, supports and services in a safe and competent manner, with care and skill
- e) act with integrity, honesty and transparency
- f) promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services

- g) provide care, supports and services free from:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse Code of Conduct for Aged Care - Guidance for providers (Draft as at 6 October 2022) Page 4 of 41
 - (ii) sexual misconduct
- h) take all reasonable steps to prevent and respond to:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse
 - (ii) sexual misconduct.

What can you expect under the Code?

Residents should always be treated well and feel safe. The people who provide resident care and services must act in a way that is respectful, kind and consistent with the behaviours outline in the Code.

What can residents do if they have a concern?

If residents or family representatives have a concern about the behaviour of someone delivering their care and services, it is important to speak up. Please advise the Clinical Nurse Manager, Registered Nurse of your concern.

If you are uncomfortable or not confident in raising the concern yourself, you can ask a friend or family representative to help and support you to do so.

We also have the feedback@glenview.org.au email for you to lodge your concerns.

If you are not comfortable to raise your concern with us, or not happy with our response you can contact the Aged Care Quality and Safety Commission by completing their online form or phoning 1800 951 822.

Role of the Commission

The Aged Care Quality Commission's role is to protect and enhance the safety, health, wellbeing and quality of life for people receiving aged care services.

The Commission can take action if the provider and/or the employee has behaved in a way that breaches the Code.

The Commission has a range of compliance and enforcement actions to respond to different situations.

If you would like further information please visit the Aged Care Quality and Safety Commission website.

Glenview News is produced monthly. Content for the next issue is due on Friday 25 November.

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