



# April Riverview Happenings



I love Easter. This love began as a child with the ritual of looking for my Easter egg basket (which was a shoe box) first thing Easter morning. My sisters and I would rise early in the morning to begin the search. We started to search in the obvious places, the kitchen cupboards, behind the curtains, this extended to inside the tumble dryer, linen cupboard. Perhaps you had a similar ritual in your families? One year my mother had hidden the basket so well that I couldn't find it, I was really upset; but what I didn't know at the time was I had woken up before her and she hadn't hidden the baskets yet!

On that first Easter morning Mary went to the tomb where Jesus body had been laid after his crucifixion. But when she got there, she found the tomb opened and the body missing. Her first thought was that his body was stolen. She sees a man nearby who she assumes is the gardener and asks if he knows where Jesus' body is- the man is not a gardener, it is Jesus; and Jesus calls out "Mary", and immediately her sorrow turns to joy.

Have you ever thought or said, "where are you God?" We may even go on a search looking for God. Just like this first Easter morning Jesus comes alongside us, calls our name reminding us that he is alive, and he is here with us.

If you are experiencing sorrow or loneliness and feel spiritually lost; hear Jesus calling out your name. Hear him tell you, "I am here with you my beloved child, I am alive and with you always."

Have a blessed Easter,  
Pastor Jason

*Jason is the recently called pastor at St Peter's Lutheran Church. He is married to Jenni and has 4 children; Arianah (12), Jacob (9), Patrick (7) and Hannah (4). Jason was ordained in 2006 and has served in Canberra, Sydney, and Renmark. In his spare time, he enjoys playing guitar, watching a movie, and having a hit of tennis.*



Jason and wife Jenni

Monthly Newsletter  
Riverview Lutheran  
Rest Home

**5 Luther Rd  
LOXTON SA 5333**

**Ph: 8584 7370**

**Website:**

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

Upcoming Events

1<sup>st</sup> Visit from Lutheran  
School

12<sup>th</sup> Living Waters  
Movie & Lunch date

13<sup>th</sup> Lunch at Berri  
Tavern

16<sup>th</sup> Ladies lunch at  
Loxton Club

19<sup>th</sup> Good Friday  
(public holiday)

22<sup>nd</sup> Easter Monday  
(public holiday)

25<sup>th</sup> Anzac Day (public  
holiday)

26<sup>th</sup> Residents meeting

27<sup>th</sup> Lunch at Loxton  
Club



## News from our CEO

The mission of Riverview Lutheran Rest Home Inc is to provide care, services and accommodation to enrich the lives of older people and strengthen the Riverland Community. Our vision is to be a vibrant and innovative leader, and the best partner to support people to live well. Meanwhile, we aim to embed our Christian values of Care, Respect, Kindness, Compassion, Quality, Love, Patience and Integrity in everything we do, and for these values to be reflected in the everyday life at Riverview.

As a reminder to all staff, residents, board members, volunteers and visitors, we now have these displayed in both of our facility main entrances and have also placed them in our meeting room, and training room/board room, as a reminder to staff that all decisions and actions should align with our values and contribute to achievement of our organisations mission and vision.

As we strive to achieve our vision through the provision of quality care and services, we always value feedback, both positive and negative, so if there is something you think we do well, please let us know so that we keep doing it, alternatively if there is something you think we should do differently we welcome your input. You can either speak to someone here at Riverview, fill out a form and drop it in one of our secure suggestion boxes, provide feedback through our website, or send us an email.

The new accreditation standards come into effect from the 1<sup>st</sup> July 2019. You will see some posters around the facility that outline the new standards, Consumer Dignity and Choice, is at the heart of the new standards, with all other standards embracing this new standard one. We have commenced educating our staff on what the new standards are about, with staff information sessions held recently.

In the coming months we will be revising organisational policies and procedures to reflect the new standards, followed by further training for our staff, so that we are up and running under the new Aged Care Quality Standards by 1 July 2019.

The Lutheran Church of Australia has been undertaking a national Governance review that commenced in 2017. The review aims to strengthen the Governance of Lutheran Aged Care facilities across Australia and enable Lutheran providers to network and assist each other in navigating the highly regulated Aged Care World. Chairman and CEO's from approx. 25 Lutheran Aged Care facilities have been involved in the project since inception, our Chairman Robert Fielke and myself will be attending the 3<sup>rd</sup> gathering of this group early April. As a result of this project, the Lutheran Church of Australia has created a Governance Enhancement Co-ordinator, who has been of great assistance in enabling Lutheran Aged Care facilities to share information and avoid reinventing the wheel.

I hope you all have a restful and peaceful Easter, and that you find time to catch up with and enjoy your family and friends over the break.

Thank you for Choosing Riverview.

Nicolle Jachmann  
Chief Executive Officer



### **FROM THE DON ..**

Well we are already a third of the year just like that!!

Welcome to the new residents of Riverview, we hope you are enjoying your time with us here as we are currently a full home.

The year has started with a bang. Lots of education has been offered to the staff around wound care management, palliative care, continence training and fire and safety. These education sessions have been very well attended.

Residents have been keeping cool and looks as though we have FINALLY finished with the heat and now moving into the cooler nights. It's a good time for a wardrobe "refresh" and we recently had Warners fashions come visit Riverview to assist us with preparing for the winter months. Please, if you haven't done so, go through your loved one's clothing and make sure they have adequate warm pieces that fit them and If you bring in new clothes, ensure that they are labelled correctly prior to putting them in their cupboards.

At Riverview we care about all who enter our home, and so we have a visitor sign in book located at each entry. As you arrive, we recommend that you sign these books when you visit. These books are an important log of information in case of a fire or any extenuating circumstances. As visitors, you are just as important as the residents and staff and we want to keep you safe and free from harm's way as well.

Thank you to all the families who have come to see me and introduce yourself. It's great to put a face to the names of our residents. I hope that if you have any issues, you feel comfortable to come in for an appointment with me. If you visit out of hours and would like to make mention of something, there are suggestion/complaint forms in the main dining room or near the sign in area out the front of Traeger. You are welcome remain anonymous on these forms and once you have completed it, they go in the box.

Cale Edwards



*LOOK AT OUR NEW TRANSPORT! Riverview feel VERY BLESSED to have received a new and improved van to assist with all our travel needs. The van comes complete with hydraulic lifter and it is a smooth ride for all our Riverview residents!*



We would like to wish a big Happy Birthday to our residents who are celebrating  
**11<sup>th</sup> Rev Cant**

**19<sup>th</sup> Willy Dziwoki**

**23<sup>rd</sup> Pauline Adkins**

**27<sup>th</sup> Barry Nourse**

We hope you have a blessed Birthday and a memorable year ahead. Many blessings and love from the Lifestyle Team and the Staff of Riverview.



## WHAT HAPPENED IN MARCH?

### **POP up Shoe Store by Vaughan's.**

Janette Wells visited us at Riverview to show us some sturdy shoes and gave the residents a chance to upgrade their shoe wardrobe.



We had Donna from **Warners Fashions** come and visit to provide another chance for Residents to purchase some much-needed clothing. Thanks, Donna, for this opportunity!



**Julie Noble** came to visit us and graced us with her beautiful voice.



**Mel from the Bowtique** at Loxton brought her "Bead it bar" to Riverview for the residents and staff. Much fun and happy chatter occurred whilst making these beautiful necklaces.



The residents were blessed with a fabulous opportunity to go for a cruise on a House boat with Bill Ebert. We were blessed with fantastic weather and picture-perfect views. Thanks, Bill, for your generosity.





### More events in March!

The Riverview Fellas did a car wash as part of their men's group! Was great to reminisce about cars and chat together whilst washing one! It's been a while!!



Look at our beautiful garden! Selina was out tending to our flowers.

Antigoni celebrated **Greek Independence Day** on the 25<sup>th</sup> March with some yummy moussaka and a lemon yoghurt syrup cake



FOOTY SEASON AND RESIDENT/STAFF FOOTY TIPPING HAS BEGUN! have you got your footy colours ready? Selina has and has tuned in her vocal chords ready to sing the CROWS theme song!





## Out and About with Riverview!

**Kaesler Café**, what a beautiful afternoon tea provided by some very talented ladies. Thanks to Deanna Chapman and her team of amazing ladies who provided a wonderful opportunity for those living in the Kaesler apartments and for our Riverview residents to get together and share time and stories and of course, eat some lovely food. WE look forward to doing Kaseler Café on a regular basis.



Riverview went across to their first chapel service of the year at the Lutheran School. WE were welcomed with open arms by the Reception class. Thank you for having us!



Our residents went to the Berri Tavern and enjoyed a beautiful lunch – we all had a lovely day out



# RIVERVIEW COMMUNITY NOTES:

## **The importance of labelling EVERYTHING**

Have you lost your glasses? We currently have 8 pairs in the office that have built up over a number of years, none of which are labelled. If you would like to look through this box, please speak to the Nurse in your section e.g. Traeger or Edwards. And request them to be labelled.

We ENGRAVE items for FREE, just bring them to office.

Clothing is at a cost of \$50 FOR LIFE. Our new labelling machine can withstand our HOT WASHES and makes it easy for staff to identify who's items are who's.

Having EVERYTHING labelled, Clothes, hearing aids, glasses, electrical equipment, shoes, Blankets and rugs, makes it easier for staff to find their owners, if you are missing items of clothing, please check the lost property at the alternate entrance (staff can assist if required.) and request for items to be labelled if they are yours.

Clothing labelled with permanent marker are requested to have the new heat proof labels, as they will wash off.

Residents lost property is located in the new cupboards at the alternate entrance.

Please look for your loved one's items and arrange for labelling with office staff if required.

## **Bringing Food in to Riverview:**

In accordance with the Riverview Food Safety Plan, we accept no responsibility for food items supplied directly to residents by friends or family members and these food items can neither be processed, handled nor distributed by any Riverview staff member (with the exception of supplying required utensils to enable their consumption if so required).

## **REMINDER ABOUT PHONES, INTERNET and OTHER TECH**

Telephone and internet connections are the responsibility of the Resident (and or their family member or delegate)

This allows the freedom of choice between telco providers and accounts to be placed in the bill payers name.

Representatives do not have to be available for Telco appointments however, as staff are onsite 24/7 and can direct technicians to Residents rooms, switch boards and the like.

We do ask however, that we are notified of impending appointments to give staff the 'heads up' of who to expect and which Resident is due for an install.

Riverview staff are unable to assist with installation of equipment such as phones (mobile or landline), computers or other devices. (iPad, tablets and laptops, MP3 players. This would be the 'delegates' responsibility as would any training, subscriptions, log ins, payments or access issues.

We do have many tech savvy businesses locally who are able to visit here at Riverview, but these would need to be booked and paid by a 'delegate' if required.

Any new electrical equipment that is brought into the home, e.g. Alexa, modems, power boards, electric lift chairs, TV's etc must be tagged and tested.

This can be completed onsite by our Maintenance Team. And usually completed within 5 business days.



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| ANTIQUES        | COLLECTABLES  | PAINTING    | STAMPS            |
| ART             | COMICS        | PHOTOGRAPHS | STAR WARS FIGURES |
| BIBLE           | DOLLS         | POTS        | TEDDIES           |
| BOOKS           | HORNBY ENGINE | PRAM        | TRAIN SET         |
| BUILDING BLOCKS | JEWELLERY     | PRINTS      | TRUNK             |
| BUREAU          | MEDALS        | SINDY DOLL  | VASE              |